



Parentpay

Guide For Parents/Carers

Coombe Girls' School & Sixth Form

At Coombe Girls' School parents/carers can only be able to pay for items in the following ways:

Online via Parentpay or at a Paypoint Store

We will only be accepting cash for a very limited number of items. To pay by either of these methods you will require access to the internet.

How do I get log in details?

You should have been sent these already. If you have not received log in details please contact the office team on 02089421242 or enquiries@coombegirlsschool.org

If parents are separated it is possible to set up access for both parents.

COOMBE
preparing you
for a world of
opportunity

More than one son or daughter?

If you have more than one son/daughter you can merge their accounts:

Follow these steps:

1. Activate and login to the account you want to add your other children to, this will become the only account you use in future; click on the '**Add a child**' tab on the home page
2. Enter the username and password provided in any other activation letter (or existing username / password if already activated)
3. Then click '**Search**'. Your child's name will be listed on screen - click '**Add to my account**'
4. On your homepage, you should now see an additional tab for the child you have added to the account
5. Repeat this process for any other children you wish to add to your account – up to a maximum of 6 children in a single account.

How do I select and pay for an item on ParentPay?

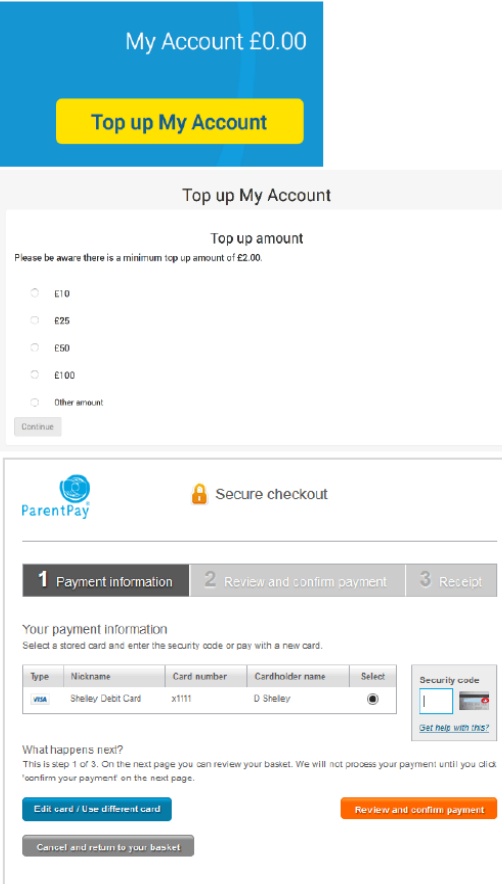
There are two stages to this process:

1. Add money to your 'Parentpay Account'
2. Make a payment for an item.

How to top up your account and then make a payment

Topping up an account :

1. Navigate to www.parentpay.com and log in to your account.
2. Select the Top up My Account quick link
3. Choose an amount to top up from the options provided or enter the amount manually in the 'Other amount' box
4. Select Continue
5. If you have a stored card(s) on your account you may select and pay with this card, entering only the Security code/CVV and selecting Review and confirm payment
6. If you have no stored cards, or you wish to use a card not currently saved on your account, select Edit card / Use a different card. You can now enter your payment details into the secure payment page. Select Review and confirm payment to complete your payment.
7. Review your payment and select Confirm your payment.
8. If you wish you can now print a receipt, otherwise select Return to ParentPay.
9. You will receive a success notification of your payment at the top of the screen.



My Account £0.00

Top up My Account

Top up My Account

Top up amount

Please be aware there is a minimum top up amount of £2.00.

£10

£25

£50

£100

Other amount

Continue

ParentPay Secure checkout

1 Payment information 2 Review and confirm payment 3 Receipt

Your payment information

Select a stored card and enter the security code or pay with a new card.

Type	Nickname	Card number	Cardholder name	Select
USA	Shelley Debt Card	x1111	D Shelley	<input checked="" type="radio"/>

Security code

What happens next?

This is step 1 of 3. On the next page you can review your basket. We will not process your payment until you click 'confirm your payment' on the next page.

Edit card / Use different card

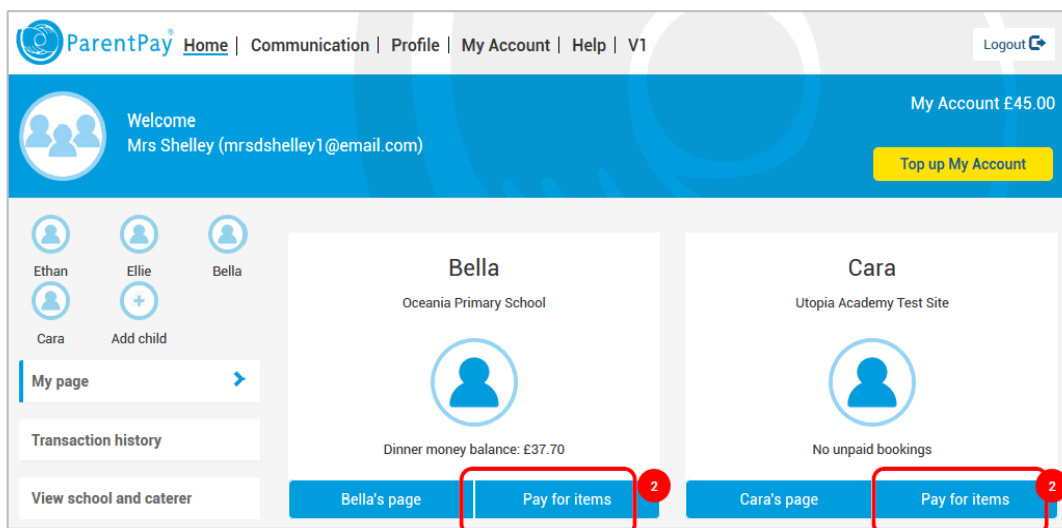
Review and confirm payment

Cancel and return to your basket

✔ You have successfully topped up My Account with £10.00
My Account balance is now £10.00

Making a payment :

1. For one of your children select Pay for items



2. Select View details and pay for an item you wish to purchase

Payment items		
Item description	Name	Amount
School Meals for Oceania Primary School The minimum payment for school meals is £10.00 Provided by: Oceania Primary School Balance: £-14.30	Bella	- View details & pay
Trip to the Castle The trip to the Castle will take place on 18th April and will cost £10.00. Provided by: Oceania Primary School Cost: £10.00	Bella	£10.00 View details & pay

3. Complete the payment details (this screen may vary depending on the item you are purchasing).

School Meals for Oceania Primary School - Bella

Provided by: Oceania Primary School

Description: The minimum payment for school meals is £10.00

Balance: £84.56

Edit amount

£

Min - £10.00 / Max - £250.00

Add notes

[Pay now](#) [Cancel](#)

4. Select Pay now

5. You will receive a success notification at the top of your home screen once you completed payment for an item at a school using funds from your My Account balance



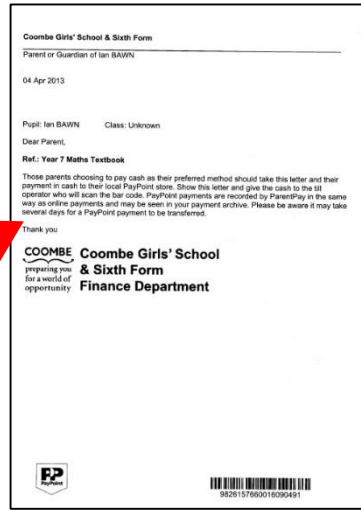
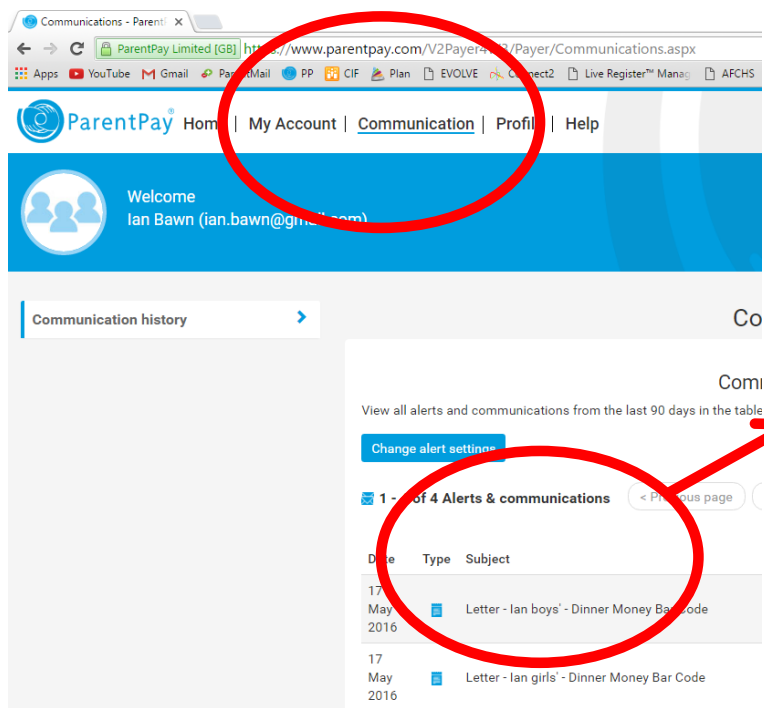


Access to Parentpay

If you don't have access to a computer at home you can access Parentpay on your phone or at a library.

What if I don't want to make online payments?

A barcoded letter will be generated in Parentpay for every item you wish to make a payment for. Simply log into Parentpay click on 'communication' select and print the relevant print the letter and take it to your local paypoint store.



All paypoint stores can be found via this link:
<http://www.paypoint.co.uk/paypointlocator>

Local Paypoint stores

Sweety's
 1 Mount Pleasant Road, New Malden
 Surrey, KT3 3JZ
 Distance: 0.30 miles

Coombe Food & Wine
 8 The Triangle, Kingston upon Thames
 Surrey, KT1 3RT
 Distance: 0.49 miles
 Simple Payment