

## **PARENT PAY – SETTING UP ALERTS**

If you choose to receive an alert you can receive them by email (which are free) or by sms text which will cost 6p per text. Parents are in absolute control of these and can switch this service on or off as required.

Firstly, check if you can receive these by logging into ParentPay going to the 'Communications' tab, then clicking 'Change alert settings'. You will see a message telling you whether your school has balance alerts available.

Then make sure you have registered and verified a main mobile number and/or email address\*

### **A ) How to verify your email address:**

Please follow these steps:

1. Login to ParentPay
2. Click 'View/edit your profile' > Phones and emails
3. In the Email address section check you have entered the email address correctly edit if required
4. Then click the 'Send verification email' link
5. Check your emails, and click the link included in the verification email to verify your email address

### **B) How do I register and verify my mobile number in ParentPay? (if you wish to receive text alerts)**

Please follow these steps:

1. Login to your ParentPay account
2. Go to the 'I want to...' menu of your home page
3. Select 'View/edit your profile' then 'Phones and emails'
4. Make sure all your contact details are up-to-date / correct
5. Select which is your main mobile number to be used for SMS Text Messages. Remember to click 'Save' after making any changes.

After registering a new mobile number you will receive a 4 digit verification PIN via SMS text from ParentPay to your mobile, have this to hand then:

1. Login into your ParentPay account
2. Go to the 'I want to...' menu of your home page
3. Click 'View/edit profile' then 'Phones and emails'
4. Go to the 'Mobile numbers' section on screen
5. Click on the 'Click here if you have received a mobile registration PIN' link
6. Enter your PIN and register your mobile phone

### **C) Top up your SMS text balance (you have credited your sms text balance)**

Automated SMS text alerts that you request are paid for by you at a charge of 0.06p per message sent – as such you must ensure that you maintain a SMS text balance of at least £2.40.

Topping up is easy, simply go to Pay for items via the 'I want to..' area of your home page and click on the 'Other' tab.

### **D) To set up alerts follow these steps:**

1. Log into your ParentPay account
2. Click the 'Communications' tab
3. Then click 'Change alert settings' - from here you can choose to receive email or SMS alerts
4. You will need to enter the threshold for balance alerts. For example, if you enter £5.00 as the threshold for Low Balance Reminders you receive an email / SMS alert when your child's balance drops below £5.00