ParentPay – The different ways of paying money in a child's account

Table of Contents
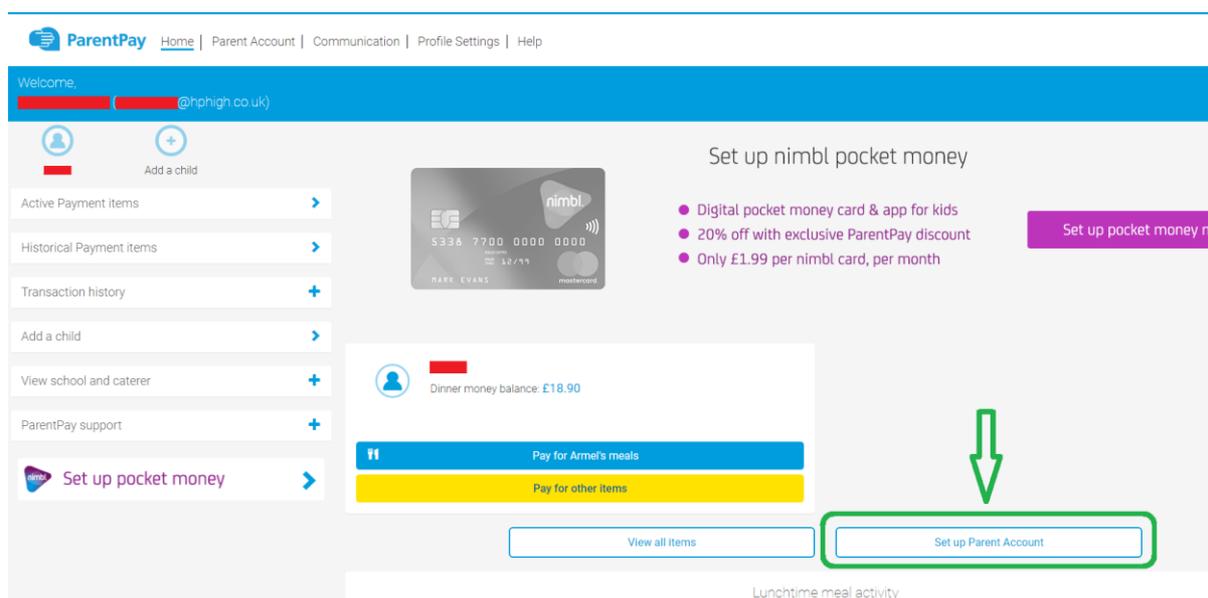
Using Parent Credit

This option allows you to pay a lump of money (amount of your choice) in your Parent account as credit. This money will NOT be available to your child(ren) as it; but then you'll be able to use this credit to top-up your child(ren) account(s) without having to enter your card details each time (or do multiple bank transfers).

To add the credit to your parent account:

From your home page, click on the "Set up Parent Account":

Mr Patrick Farmbrough, Headteacher

Holmleigh Rd, Tuffley, Gloucester GL4 0RT   T: 01452 301381   E: contact@hphigh.co.uk   W: www.hphigh.co.uk

Select the amount you want to pay in your account and then click on "Other payment methods" at the bottom of the page.

Fill in your bank card details and confirm the transaction.

Once you have some credit in your Parent account, next time you want to pay money in your child's account, it will be automatically deducted from your available credit.

To pay money in your child(ren)'s account, just select the blue "Pay for *child's name*'s meals, then in the popup that appeared, select the amount you want to pay in and click on "Pay by Parent Account":
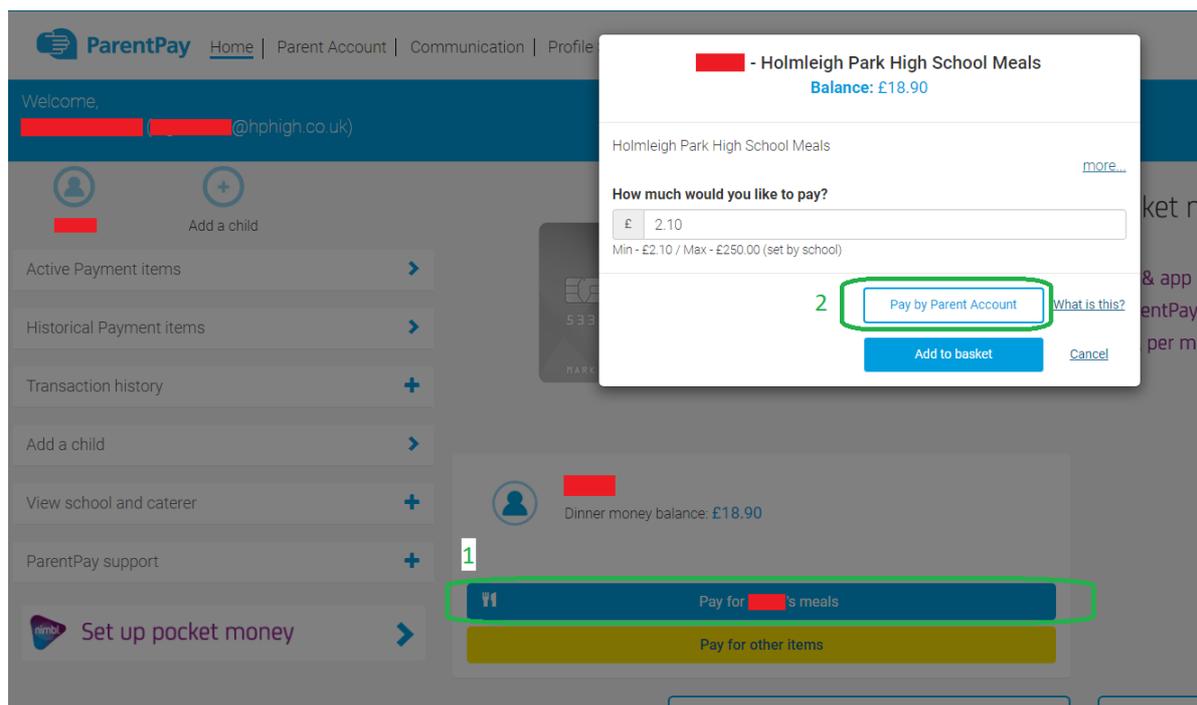
Only if you don't have enough credit (or not at all) will you have access to the other options (payment by bank transfer or card, see below).

Bank Transfer

First time: How to save your bank details in ParentPay to allow a transfer

From the home screen (when you're logged in), click on the "Parent Account" link on the top band of the screen.
Then, from the left hand side menu, click on "Bank Transfer", and "Add details" in the main frame.

Enter there your bank details (account holder, account number and sort code). Tick the confirmation box and at the bottom of the page, enter your ParentPay password for security before clicking on the "Continue" button in the right bottom corner of the screen.

The next screen allows you to review the details before clicking on the final "Confirm Details" button.

Moving money directly to your child's account

From the home screen (being logged in), click directly on the "Pay for *Child's name*'s meals" link in the middle of the screen. Then on the popup that appeared, enter the amount of money you want to pay in your child's account and click on the yellow "Bank Transfer" button (option 1 on the screenshot below).

The transfer will be immediately requested from your bank account (there is no other confirmation screen, this is a "quick top-up" option).

If you have several children, you can either repeat this operation for each one you want to top-up;
Or, you can use the blue "Add to basket" button instead of "Bank transfer" (Option 2 on the screenshot below).

Clicking "Add to basket" will add this transaction to your "shopping basket" and bring you back to the Home screen.

You can repeat this for other children if necessary.

When you have selected all the top-ups you want, click on the trolley icon on the top-right corner of the screen to open your "shopping basket". This will list all the current payments you have just set.

Now you can click on the yellow "Bank Transfer button to transfer all the funds in one go, from your bank account to each of your children's account.

Note: The requested amount will be made available immediately on your child's account, even though the actual money transfer may take a little while to be processed. While this system ensures that your child has enough money to eat even in case of a last-minute top-up, it also means that your child's account may go into overdraft if the money is spent immediately, and your bank actually rejects the transfer because of insufficient funds or for any other reason.

Payment by card (Visa, Mastercard, American Express)

When you do card payments, there are 2 ways of managing the money you pay in ParentPay for your child(ren) account(s).

Pay straight into your child's account

When logged on and on the home screen, click on the blue "Pay for *Child's name*'s meals" button in the middle of the screen. In the popup that appeared, enter the amount of money you want to pay in, and then click on the blue "Add to basket" button.

This brings you back to the home screen, if you have another child you wish to pay money for, just do the same operation for the other child.

Once done, you'll notice that the trolley icon on the top right corner of the screen now display the amount of transactions you've "shopped".

Click on this icon, this displays your "basket". On the very bottom of the popup, click on "Other Payment method" to pay by card.
This will bring you to the screen where you can enter your card details.

Optionally, you may choose to save your card details on ParentPay so you don't have to fill it each time.

Once you're done, click on the blue "Review Payment" button to go to the confirmation screen. You'll then need to confirm the payment.

Pay an amount of money into your Parent Account, that is then available at will for your child's account

The other option is to pay a lump of money (amount of your choice) in your Parent account as credit. This money will NOT be available to your child(ren) as it; but then you'll be able to use this credit to top-up your child(ren) account(s) without having to enter your card details each time (or do multiple bank transfers).

To add the credit to your parent account:

From your home page, click on the "Set up Parent Account":
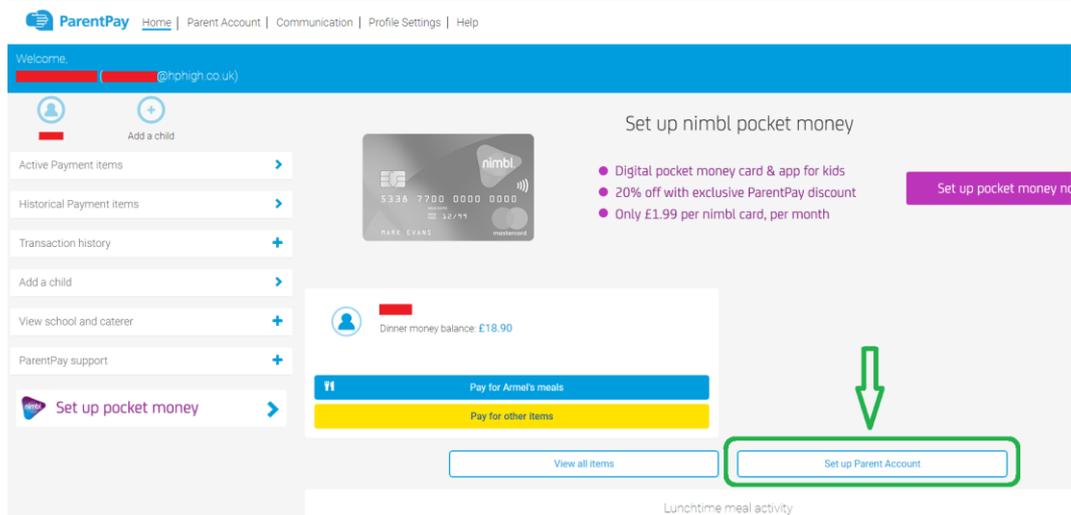
Select the amount you want to pay in your account and then click on "Other payment methods" at the bottom of the page.

Fill in your bank card details and confirm the transaction.

Once you have credit in your Parent account, next time you want to pay money in your child's account