How to add a child to your account, or merge accounts together

One of the key features of ParentPay is the cross-school login functionality. This enables parents or carers that have children attending multiple ParentPay enabled schools to have a single account for up to 6 children.
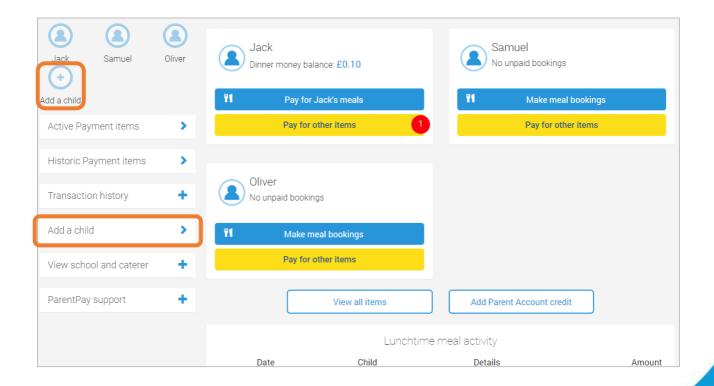
Adding a child to your account using activation codes provided by the school

Whenever a school launches ParentPay for the first time, or a child starts at a school that is -already using ParentPay, each pupil will be issued an activation letter containing unique activation codes.

If you have never used ParentPay previously, you will need to use the codes in one letter to activate your account.
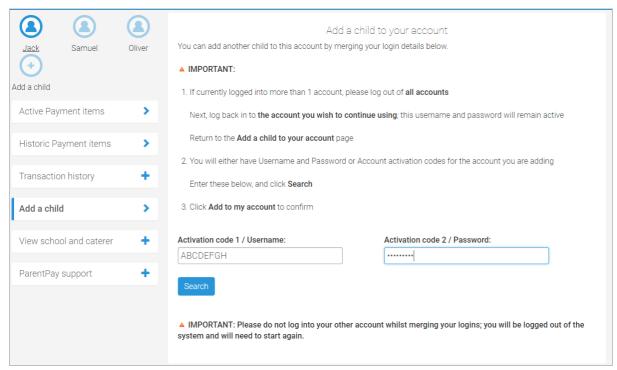
The activation codes in any subsequent letters can then be used to add a child to the original account.

1. Navigate to www.parentpay.com and log into an existing activated account.
2. If using a computer, select the **Add a child** icon from the top left of the home page.

If using a smart phone, or other mobile device, select the menu icon from the top of the page, and select **Add a child.**

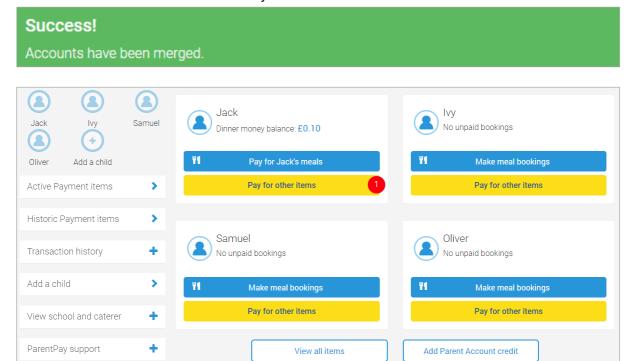3. Enter the activation codes exactly as written on the activation letter and select **Search.**

4. Check the details of the child to be added to your account. If they are correct, select **Confirm**.
5. A confirmation message will be displayed. Select **Merge accounts**. You will then be able to make payments for the newly added child.

School	Pupil	Year	Reg. group
Green Meadows Academy	Ivy Cooper	3	Toads

Confirm   Cancel

Are you sure?

By choosing to merge your accounts you will no longer be able to view the Parent Account history of the added account. This will not affect any payments or balances that are currently present on the account.

Are you happy to continue?

Merge accounts   Cancel

www.parentpay.com

NOTE: If the details for the child listed on the screen do not correspond with your child, select Cancel and inform the school immediately.

Success!
Accounts have been merged.

Jack   Ivy   Samuel

Oliver   Add a child

Active Payment items

Historic Payment items

Transaction history

Add a child

View school and caterer

ParentPay support

Jack
Dinner money balance: £0.10

Pay for Jack's meals

Pay for other items   1

Ivy
No unpaid bookings

Make meal bookings

Pay for other items

Samuel
No unpaid bookings

Make meal bookings

Pay for other items

Oliver
No unpaid bookings

Make meal bookings

Pay for other items

View all items   Add Parent Account credit

Merging two or more logins together

If you have more than one log in to payer accounts on ParentPay it is possible to merge them together providing the steps below are followed:

- Select which of the logins will be the primary account that the other(s) will be merged into.
- Ensure that the secondary account(s) have a Parent Account balance of £0.00. If there is a Parent Account balance, this must be withdrawn before the account is merged. If the balance is not zeroed before the merge is attempted, an error message will be displayed.

Warning...
The account you are merging needs to have a Parent Account balance of £0.00.

- Any payment history, transaction history, or Parent Account statements for the secondary account(s) cannot be accessed after the accounts have been merged. Print any reports or records that may be required for future use.
- Ensure that the total number of pupil/staff records that will be combined by merging the accounts will not exceed 6. A ParentPay parent account can currently only manage 6 pupils. If the combined total exceeds 6, an error will occur, and the merge will not complete.
- Ensure that only pupil or staff accounts will be merged. ParentPay manager accounts (used for administrating the ParentPay system) cannot be merged with pupil or staff accounts (used for making payments for meals or other items).

Once all of these points have been completed/confirmed, the accounts can then be merged.

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1. Log out of all ParentPay accounts.
2. Log into the primary account that will become the master account once the merge has been completed.
3. If using a computer, select the **Add a child** icon from the top left of the home page.

   If using a smart phone, or other mobile device, select the menu icon from the top of the page, and select **Add a child.**

4. Enter the username and password of the secondary account that is to be merged into the master account.
5. Select **Search.**
6. Check the details of the account to be merged, and select **Confirm**.

All of the pupil/staff records from the secondary account(s) will then be transferred to the master account.

www.parentpay.com