



ST.MICHAEL'S PRIMARY SCHOOL

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What is Parentpay?

St Michael's use an on-line booking and payment system for school meals called ParentPay. ParentPay offers you the freedom to make bookings and payments whenever and wherever you like, 24 hours a day, 7 days a week – safe in the knowledge that the technology used is of the highest internet security available. You will have your own account enabling you to book and pay for your child's school meals in advance.

Even if your child is entitled to receive a Free School Meal or a Universal Free School Meal you must still book their meal on-line.

If you have more than one child you can merge their accounts to create one set of login details, making booking and paying for their school meals even easier. You can find out more about ParentPay at www.parentpay.com.

Methods of payment

1. Via credit or debit card (minimum £5 payment) or
2. Paypoint Card at any of your local PayPoint outlets using cash. If you require a Paypoint card, please contact the school office who can order one for you.

What to do next – in the first few days of school

Before your child starts, you will be given a menu for their first week at school. You will need to choose meals for your child and return your selections to the school office before your child starts. Once your child has started with us and been added to our database, you will be issued with a temporary Parentpay login which will allow you to activate your own account and make your selections and payments on-line.

How to Activate Your Account

In the first week at school, you will be provided with a temporary username and password for Parentpay. Log in to www.parentpay.com and enter your temporary details. At this point you will be asked to verify your email address. Once your account is successfully activated you will be able to see the Home page. At the top right hand corner you will see that you can edit your profile and change your password to something more memorable to you.

How to Make Bookings and Payments

On the Home page, the panel on the left hand side of the screen allows you to make meal bookings and payments. Only the main meal has to be selected. The side dishes and desserts are chosen at the counter. Meals must be ordered by 9:00am each morning. You can book meals daily, weekly or even a term in advance. Simply choose and tick the meal by clicking on the description and checkout your selections and pay.

Important Information

- 1. Remember to make your bookings and pay for meals ordered before 9:00am.*
- 2. Remember to make sure you have enough credit on the account. The minimum payment is £5.00. If you make a booking and your account is not in credit on the day the meal is to be taken, the booking is automatically cancelled by Parentpay.*
- 3. Remember if your child is absent, please cancel any advance booking via Parentpay before 9:00am, otherwise you will be charged for the booking.*

Thank you.

We hope you find this guide useful, but if you have any further queries, please contact the school office who will be happy to help you.