CARR MANOR COMMUNITY SCHOOL

EXECUTIVE PRINCIPAL: SIMON FLOWERS, PRINCIPAL: JANE EMMETT
CARR MANOR ROAD, LEEDS, LS17 5DJ TEL: (0113) 3368400 FAX: (0113) 2888265 WEB: WWW.CARRMANOR.ORG.UK EMAIL: INFO@CARRMANOR.ORG.UK

5th September 2016

Dear Parent/Carer,

Pupil: Coach: Year:

As you are aware, your child currently uploads their lunch money using the biometric system in the Refectory. Chartwells (our catering company) have previously introduced the option of topping up children's lunch money online via ParentPay. This helps to reduce the amount of cash we have in school and allows you to keep their account up to date.

All payments for school lunches will go directly into the Chartwells dedicated account for your child.

New to ParentPay?
In order to set up and activate a new account for your child, please visit www.parentpay.com and activate your account via the Account login area on the home page of the site using the username and password for your child below:

Username: Password:

Please see the reverse of this letter for a guide to activating your account. Once activated, you can make online payments straight away.

Already have a ParentPay account?
If you have two or more children at a ParentPay school, you only need to activate one account to create your 'main account' and then add your other children via the 'Add a child' tab on your home page of the site.

Please do not hesitate to contact the school via e-mail: info@carrmanor.org.uk or Miss K Bowley on 0113 3368409 if you have any questions.

Your support in using ParentPay will help us to be more efficient and accurate with our payment handling.
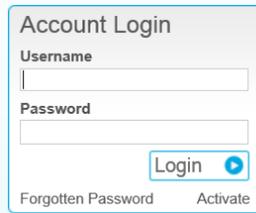
Yours sincerely

Simon Flowers
Executive Principal

Frequently Asked Questions

How do I activate my account?

1. Go to www.parentpay.com
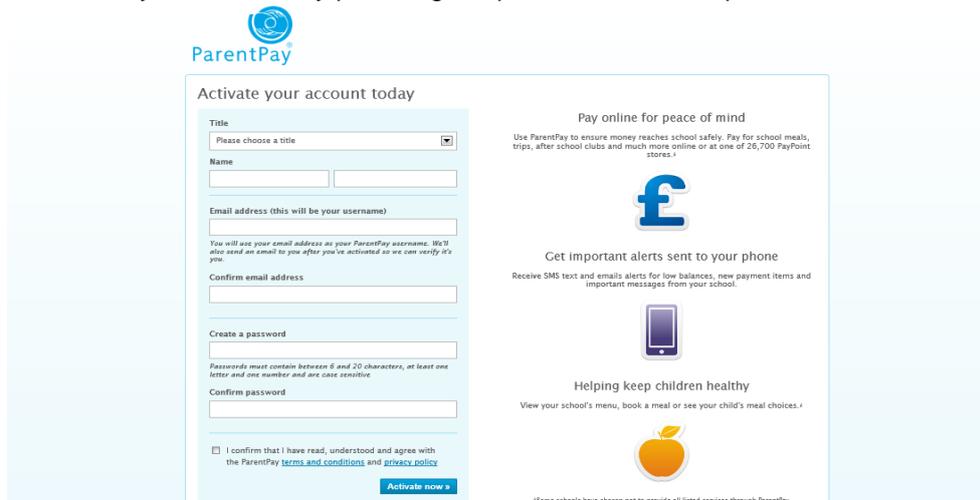2. Enter the log in details for your child in the account login box

3. Activate your account by providing the personal details requested

4. Click activate now at the bottom of the screen.

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

You can see recent items for payment, a short summary and add items to your shopping basket as soon as you have logged in, under the **'Items due for payment'** section. Please follow these steps:

1. To see all payment items with more detail, click on **'Pay for more items'**
2. If you want to see child specific items click on the tab with the name of the child
3. Add any items by clicking **'Add to basket'**
4. You can now add the amount you want to pay and then click **'Add to Basket'**
5. Click **'Checkout'** – you can remove any items you have added by mistake or edit the amounts you want to pay by clicking **'Remove'** or **'Edit'**
6. When ready to pay click **'Pay securely now'**
7. Enter your credit / debit card details and click **'Make payment.'**

How long does it take for money to be deducted from my bank account?

This will depend on your bank however most payments are deducted within three days of you actioning the payment.

When will my payment be credited to my child's cashless catering account?

Payments should reach your child's account in 10 minutes, however this may vary at busy times.
How do I change my username or password?
If you know your existing username / password and wish to change them, please follow these steps:
1. Login into ParentPay with your existing username / password
2. Click on 'View / edit your profile'
3. Click 'Edit' in the 'Login credentials' section
4. Follow the on screen instructions and click 'Save.'