

Frequently Asked Questions



Is it safe to make payments on the internet?

YES. In fact, it's as safe to pay online with ParentPay as it is to use your credit card in a shop or over the phone! ParentPay uses leading technology to process your credit/debit card transactions securely. All communication with the bank is encrypted (jumbled up so no one else can read it). Neither ParentPay nor the school have access to your card details and your card details are never kept by ParentPay or the school.

How can I check that it's secure?

Standard website addresses begin with 'http' whereas the address for a secure site will always begin with 'https'. You will also see a 'padlock' at the bottom of the screen. Never enter your card details or personal data on any web page whose address does not start with 'https'.

What cards can I use?

ParentPay accepts any Visa or MasterCard credit card or debit cards such as Switch, Maestro, Electron and Solo.



What about our personal information?

ParentPay uses a very limited amount of information about you and your child solely for the purpose of administering your account; we do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998, which ensures the protection and care of personal information. This means that any information you give us electronically will only be used for the purpose that you intended.



I don't have a bank account does this mean I can't use ParentPay?

Quite the contrary! ParentPay has linked up with PayPoint one of the UK's leading premier branded retail networks for convenient local cash payment. This means you can make cash payments 'over the counter' at over 13,000 places - in newsagents, convenience stores, supermarkets and garages, most open long hours, many seven days a week. PayPoint already accepts payments worth around £2.9 billion p.a. for over 500 major utility and service companies, local authorities and mobile phone networks. Ask your school for more details.

I don't have a home PC so I can't use ParentPay.

Actually you can. Try visiting your local library, internet café, see if you can get access to a computer at work or ask if you can use your schools computers. Many schools have computers available for parents and will even be happy to show you how to use them. You can also try 'over the counter' payments as described above.

