

# Whitby Community College - Announcement

## **ParentPay - a new online, school payment service**

We're pleased to announce that, after Easter, we intend to begin accepting payments online for items such as dinner money, College trips and uniform. Using a secure website called ParentPay you will be able to pay online using your credit or debit card. ParentPay will be our preferred method of making payments to the College.

We are hoping that everyone will benefit from our new payment facility. ParentPay is easy-to-use and will offer you the freedom to make online payments whenever and wherever you like, 24 hours a day, 7 days per week - safe in the knowledge that the technology used is of the highest internet security available and that funds will reach the College safely.

Parents will have a secure online account, activated using a unique username and password; making a payment using your credit or debit card is straightforward and ParentPay holds an electronic record of all payments for you to view at a later date. When you make a payment, an email confirmation will be sent to you, giving you reassurance that the transaction has been successful.

In addition, ParentPay offers you the ability to set automated email/SMS reminders ensuring you never miss a payment and helping you keep your child's College meal account in credit at all times.

The more parents that use ParentPay, the greater the benefit is to the College. You can help us reduce the workload of staff, creating more time to lend to educational support and the smooth running of the College. It also ensures that all financial transactions are safe and secure.

## **Getting started with ParentPay**

Nearer to our 'live' date (in May), we will be sending you your account activation username and password. Once you receive these, please:

- visit [www.parentpay.com](http://www.parentpay.com)
- enter your Activation username and password in the Account Login section of the homepage. NB. These are for one-time use only, you will choose your own username and password for future access during the activation process
- provide all the necessary information and choose your new username and password for your account - registering your email address will enable us to send you receipts and reminders
- once activation is complete you can go to straight to My payment items, select which item(s) you wish to pay for and follow the simple on-screen instructions to complete your payment.

Please be assured that ParentPay offers the highest security available and no card details are stored on the system or are accessible by the College or ParentPay. If you have any questions, please contact the College's Finance Office.

We look forward to your support in using ParentPay as it will help us further support teaching and learning by reducing the burden of income collection and making our systems more efficient; this will free up additional resources that we can devote to supporting our students.

For more information, you can visit the ParentPay website via:

[https://www.parentpay.com/PR1/Info/PP\\_Parents.aspx](https://www.parentpay.com/PR1/Info/PP_Parents.aspx)