

ParentPay **A Basic User Guide**

To start - go to **www.parentpay.com** or follow the quick link on the Cantell website.
You will be directed to the log-in screen

Login

Important: [Existing users adding a child, please read our help document](#)

Email/Username

Password

[Forgotten your password?](#)

Login [Back](#)

Once you have logged in, you will be directed to a new window with questions for you to complete for your account registration.
Once your account has been activated, you will be directed to your home page. Here you can see your child/children's accounts listed.

Welcome,

  Add a child

Active Payment items >

Historical Payment items >

Transaction history +

Add a child >

View school and caterer +

ParentPay support +

Student name
Dinner money balance: £0.55

Pay for mealsPay for other items

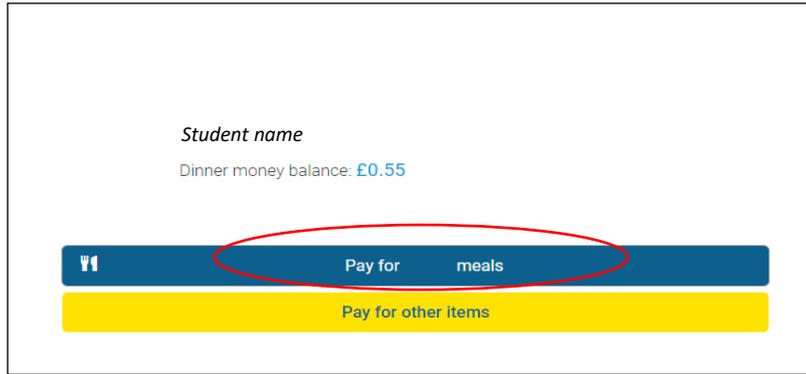
View all itemsAdd Parent Account credit

Lunchtime meal activity

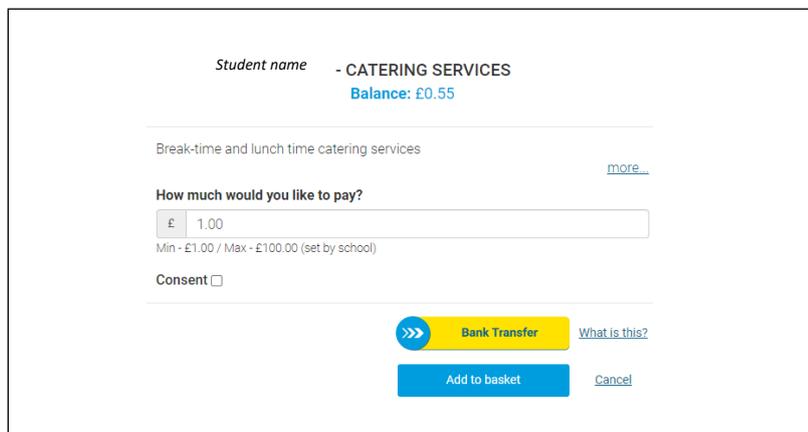
Date	Child	Details
Wed 21		Lunch
Tue 20		Lunch
Mon 19		Lunch
Fri 16		Lunch
Thu 15		Lunch

Please note - If you log in on your mobile, you will be prompted with a request to set up a shortcut link that you can keep on your phones home page.

To top-up lunch money, select “top-up (student name)’s meals”

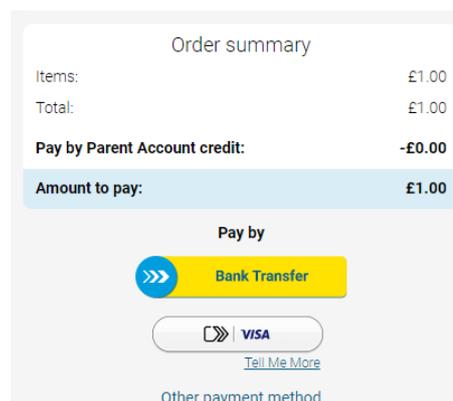


A window will then open for you to complete with the amount you wish to top-up. Tick the “consent” box and press “Add to basket”.

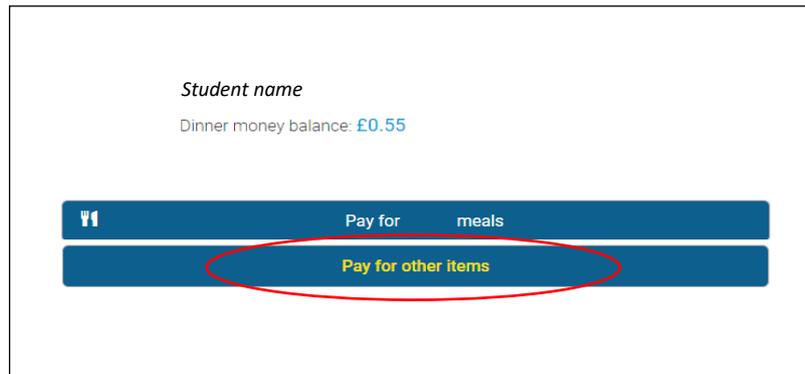


You have the option to either put the funds into one of two accounts.

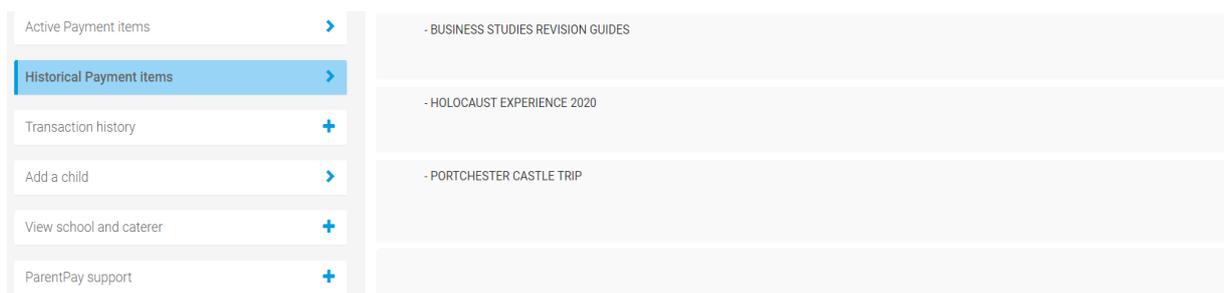
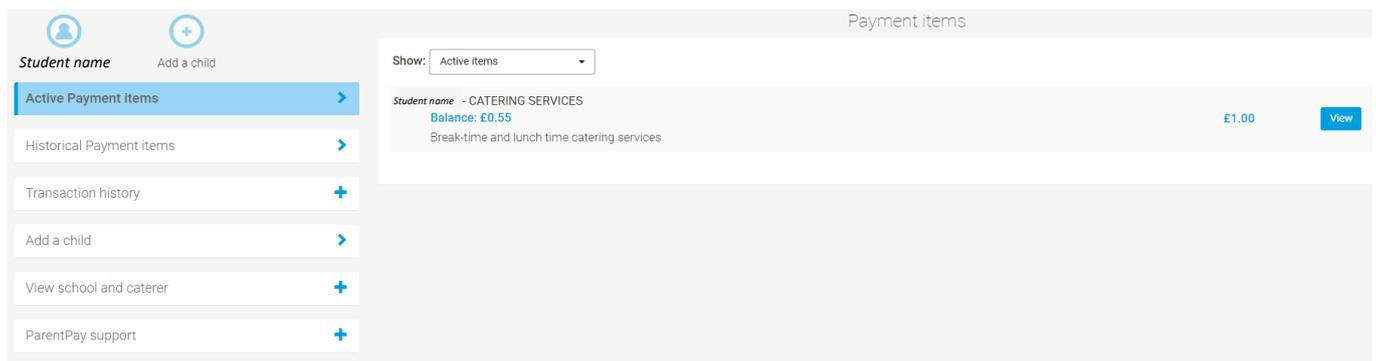
You will have access to a parent account so you can keep funds for use. Alternatively, you can just top up you child’s lunch account directly.



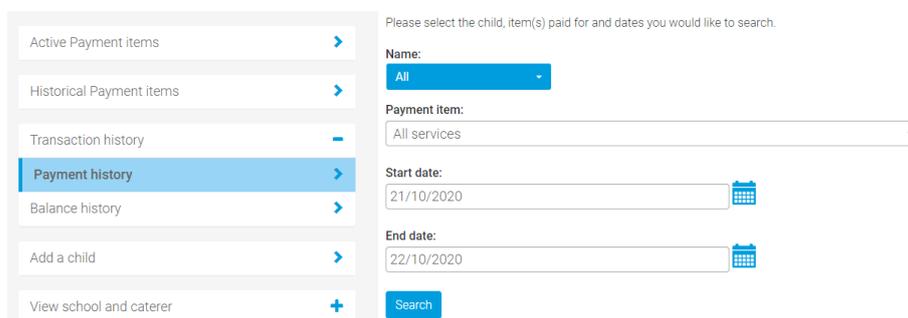
As well as school meal top-ups, you can pay for other things. Select the “Pay for other items” and you will be taken to a new screen which will list all available ‘products’ for your child.



From the menu on the left-hand side, you can also choose to see all “Active” payments, as well as historical items purchased or your transaction history.



For transaction histories, you can search past payments to find individual payments.



Need further help? From the Home page, select “Help” from the menu and this will open a new tab with many topics and FAQ’s for you to find the help you need.

PARENT SUPPORT

If you are unable to find the answer to your query, please go to the bottom of the page to Report an issue (please note: you will need to be logged into your account to report and issue).

Username/email and password

I have forgotten my username and/or password. What do I do?

I have changed my email address. What should I do?

Making payments and requesting refunds

How to make a withdrawal from your Parent Account

I have funds in dinner money, can I move this to another child?

How do I pay for items?

I’ve paid for the wrong item. Can I get a refund?

Can I make a payment with child care vouchers?

My child has left the school. How can I obtain a refund?

My child has left the school and I can no longer see their details. How can I pay what I owe?

How to view payment history

Parent Account Credit

How do I change my stored payment card?

How can I see my current parent account balance?

Do I have to have parent account credit?

Can I still add credit to my parent account?

How do I credit my child's school meal balance?

How to make meal or event bookings

Setting up your ParentPay account

How do I activate my account?

I have received an activation letter, however my email address has already been used on ParentPay. What should I do?

Why have I not received my verification email

How to set alerts