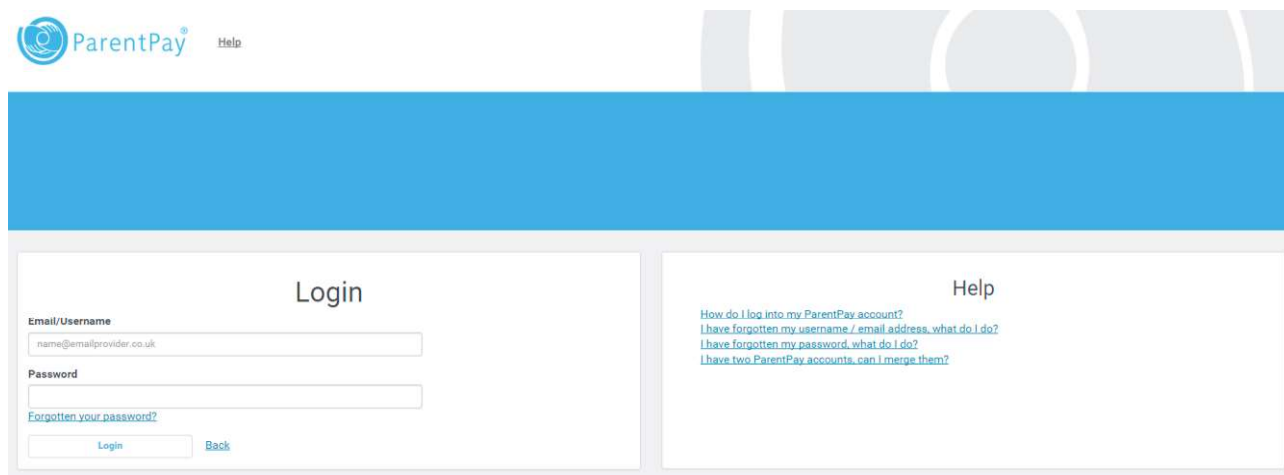# How do I log into my ParentPay account?

You will receive an Activation Letter from the school, club, or organisation advising you of your unique **Username** and **Password**.

These login details are for <u>one-time use only</u>. The details will become invalid after you have activated the account and selected your own preferred username and password.
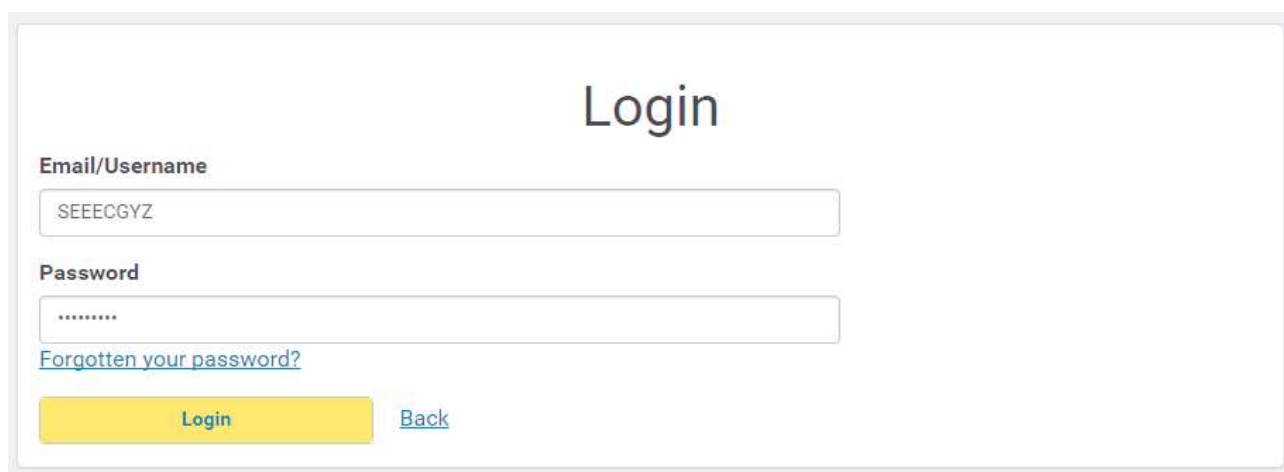
<u>Step 1</u>: Go to www.parentpay.com and access the login screen.

<u>Step 2</u>: Type the **username and password** received in the activation letter into the **Email/Username** and **Password** boxes on the Login screen.

Ensure you do not confuse the letter I (for India) with the number one (1) and the letter O (for Oscar) with a zero (0).

Step 3: Follow the on-screen instructions to successfully activate the account.

These fields are mandatory:

➢ Enter your **Title**, **First name** and **Last name.**

➢ Enter your **Email address**. This will become your username when you log into your ParentPay account in future.

➢ Create a **password** (passwords are case sensitive, must be between six and twenty characters and contain at least one number).

➢ Read the ParentPay **terms and conditions** and tick the box to accept the terms and conditions.

➢ Click **Activate now.**

Activate your account today

Title
Mrs

Name
Minnie | Mouse

Email address (this will be your username)
mmouse@mousemail.com

You will use your email address as your ParentPay username. We'll also send an email to you after you've activated so we can verify it's you.

Confirm email address
mmouse@mousemail.com

Create a password
●●●●●●●●●●

Passwords must contain between 6 and 20 characters, at least one letter and one number and are case sensitive

Confirm password
●●●●●●●●●●

☑ I confirm that I have read, understood and agree with the ParentPay terms and conditions and privacy policy

Activate now »

IMPORTANT NOTE: If you receive a notification that the email address you have entered has already been used this will mean you already have an existing ParentPay account. In this instance you simply need to log into your existing account, go to the **Add a Child** tab, and add the activation codes for the new account.

These fields are optional:

➢ Enter your mobile telephone number

➢ Enter a recovery email address if you have an alternative email

➢ Click **Continue**

Your online security – please act now

Mobile phone number (optional)

Your mobile number helps keep your account secure and means you can receive important balance alerts directly to your phone.

Recovery email address (optional)

Provide an alternative email address to help with the recovery of your account.

Confirm recovery email address

Continue »

Step 4: A verification email will be sent to the email address you listed. You will need to click on the link within the email to activate and access your account.

You're only one step away from using ParentPay!

Mrs Minnie Mouse supporttest101@parentpay.com

Click here to verify your email address and confirm your account.

Verify your email address

Didn't sign up for ParentPay?

If you have received this email in error, it's likely someone mistyped their email address. If you did not sign up for ParentPay, simply disregard this email. You do not need to take any further action.