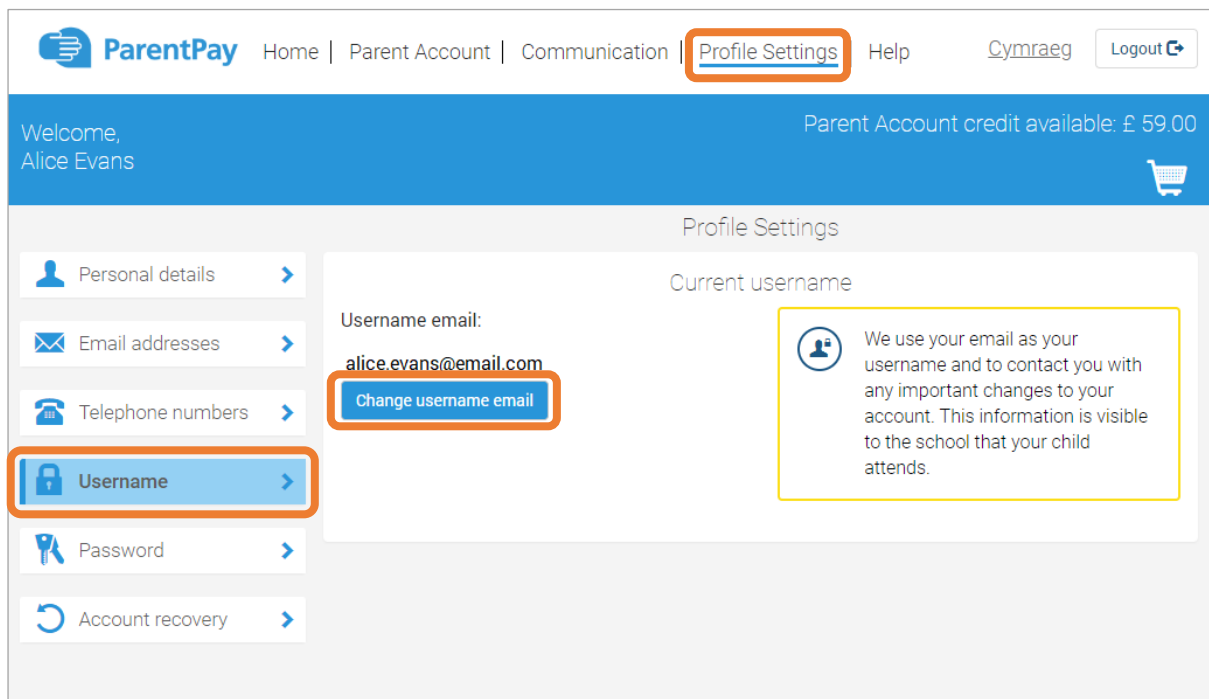# How to update your username, password, and other profile settings

When creating your ParentPay account, it is a requirement to provide an email address which is used as your username. You will also have been required to set up your own password. It is important to keep your email address up to date so that you can continue to receive communications from your school(s) and organisations. The email address is also used if you need to change your password or log a support issue. Should your email provider ever change, it will be necessary to update your username.

NOTE: ParentPay advise that you should use a personal email address rather than a corporate email address to minimise the loss of account access when moving jobs.

How to change your username

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings > Username**
3. Select **Change username email**

4. Enter the current **Password**, the new username email, and confirm the username email

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5. Select **Send verification**

6. An email will then be sent to the new email address
7. Open the email and select the link to change the username.
8. Log into the ParentPay system with the new username

How to change your password

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings > Password**
3. Select **Edit password**
4. Enter the existing password, the new password, and confirm the new password
5. Select **Save changes**

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How to set an email address for account recovery

The account recovery email address is used to assist in the recovery of the account if the username is ever forgotten.

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings > Account recovery**

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3. Select **Add account recovery email**
4. Enter the current password, the new account recovery email, and confirm the account recovery email

5. Select **Send verification**
6. A verification email will then be sent to the email address entered
7. Open the email and select the link to verify the address

How to set a mobile phone number for account recovery

The account recovery mobile phone number is used to inform you of any balance alerts that you may choose to receive. It can also be used to help you regain access to your ParentPay account if the log in details are forgotten.

The mobile phone number is shared with the school(s) that your child(ren) attend unless otherwise indicated.

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile settings > Account recovery**
3. Select **Change account recovery number**
4. Enter the password, new account recovery number, and confirm account recovery number

Change mobile number

All fields are mandatory unless otherwise stated.

Password:

New mobile number:

Change mobile number:

We use your mobile number to inform you of balances and alerts on your account. We will also use it to help you regain access to your account if you have forgotten your username. This information is visible to the school that your child attends unless you indicate that we should not share it.

Send verification   Cancel

5. Select **Send verification**
6. A PIN will then be sent to the number that has been entered
7. Enter the PIN into the ParentPay site to verify the mobile number

Verification PIN

Enter the PIN number you received in your text.

Enter PIN:

Verify number

How to update your name and home address details

Your name and home address is shared with the school(s) that your child(ren) attend. This is used by them to address letters created within the ParentPay system. It is important, therefore, to update your ParentPay system if you move to a new house or change your name, as well as informing the school so that they can update their records.

1. Navigate to www.parentpay.com and log into your account
2. Select **Profile Settings > Personal details**
3. Select **Edit details** to update your name, or **Edit address** to update your home address

Personal details

All fields are mandatory unless otherwise stated.

Edit details

Title:

Mrs ▼

First name:

Alice

25 characters remaining

Last name:

Evans

15 characters remaining

Save changes   Cancel

We use your name and title to identify you on ParentPay. This information is visible to the school that your child attends.

4. Update the required information
5. Select **Save changes**

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