


How to Make a Payment on ParentPay

It is very important to make payment by debit or credit instead of one click payment as this is a direct debit service and requires to set up bank mandate. It takes 5 working days for funds to clear. One click method tends to fail.

Pay using a debit or credit card

1. Log in to your ParentPay account.

2. Select the Menu Icon  then **Payer Dashboard > Active Payment Items**. (If you are using a desktop **Active Payment Items** is accessible from the side menu.)

3. Choose **View** against an item that you wish to purchase.

4. Complete any required fields (e.g. amount to pay, number of items to purchase, etc.).

5. Select **Add to basket**.

6. Once you have completed adding items, select the basket icon  .

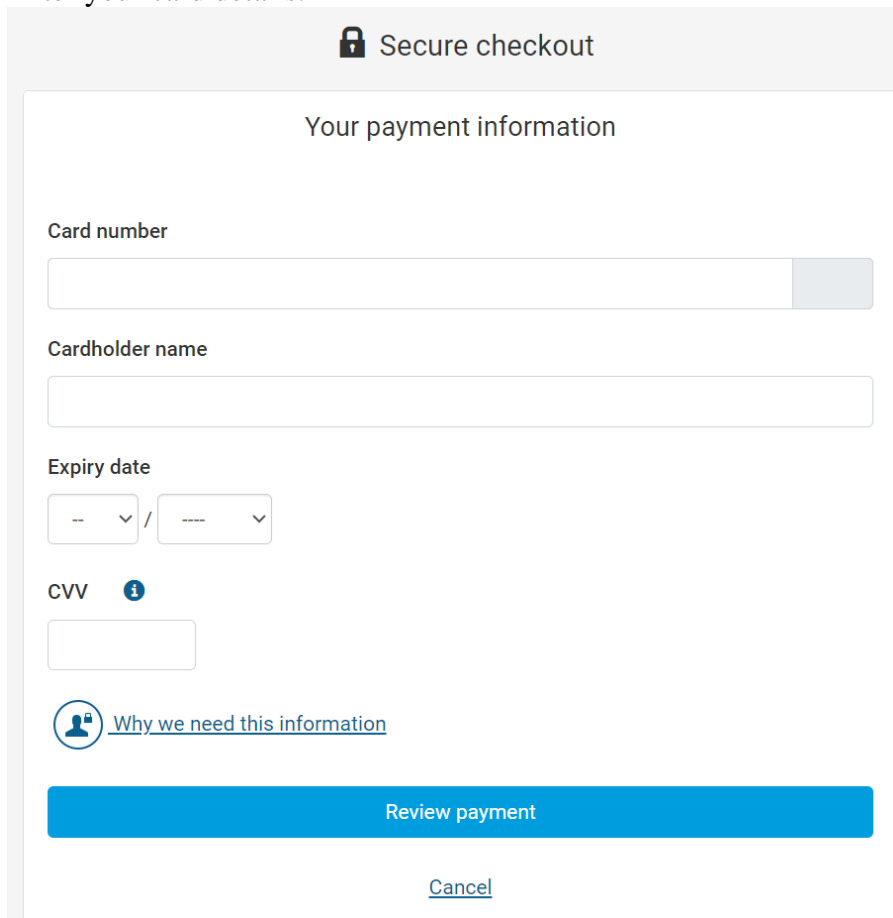
7. Review your purchases (edit or delete items where appropriate).

8. Select **Proceed to checkout** when ready.

9. Select **Other payment method** to use a debit or credit card.

10. Enter your card details.

1. Enter your card details.



The screenshot shows a 'Secure checkout' form titled 'Your payment information'. It contains the following fields and elements:

- Card number:** A text input field with a greyed-out right portion.
- Cardholder name:** A text input field.
- Expiry date:** Two dropdown menus separated by a slash, with dashes in the first and four dashes in the second.
- CVV:** A text input field with an information icon to its right.
- Why we need this information:** A link with a person icon.
- Review payment:** A prominent blue button.
- Cancel:** A link below the blue button.

2. Select **Review payment**.

3. Confirm the payment if you are happy to proceed.

4. You will receive an onscreen confirmation message once complete.