Introduction to Parent Pay

Dear Parent/ Carer,

Liverpool College will be introducing a convenient way to pay for school meals, trips, after school clubs and much more using a secure online service called ParentPay. ParentPay works alongside our cashless catering system (Live Register) and allows you to make payments for you child's meal.

It also allows us to take payments for other activities including trips, after school clubs et al. and gives you an easy method of keeping track of these costs. ParentPay will go live on Friday 30th August and you will be able to pre-pay for your child's school meal from this date and this will help to ensure that on a day to day basis, the school will remain a cash-free environment.

Making secure payments online using your credit or debit card

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure online account activated using a unique username and password and we will send you the details of this account in the week commencing the 26th of August. You will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school or children at other ParentPay schools, you can create a single account login for all your children.

Once you've activated your account you can make online payments straight away. Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date. For additional security, no card details are stored in any part of the system.

Yours sincerely,

Ric Thompson.
Bursar.

ParentPay FAQs

- **When can I log in to my account?**
  Once you have received your activation letter from school with your login details you'll be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**
  ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**
  Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**
  Standard website addresses begin with *http* the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**
  ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

  ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 0845 257 5540.

- **I don't have a home PC so how can I use ParentPay?**
  Why not visit your local library, internet café or see if you can get access to a computer at work.

For more information please visit www.parentpay.com