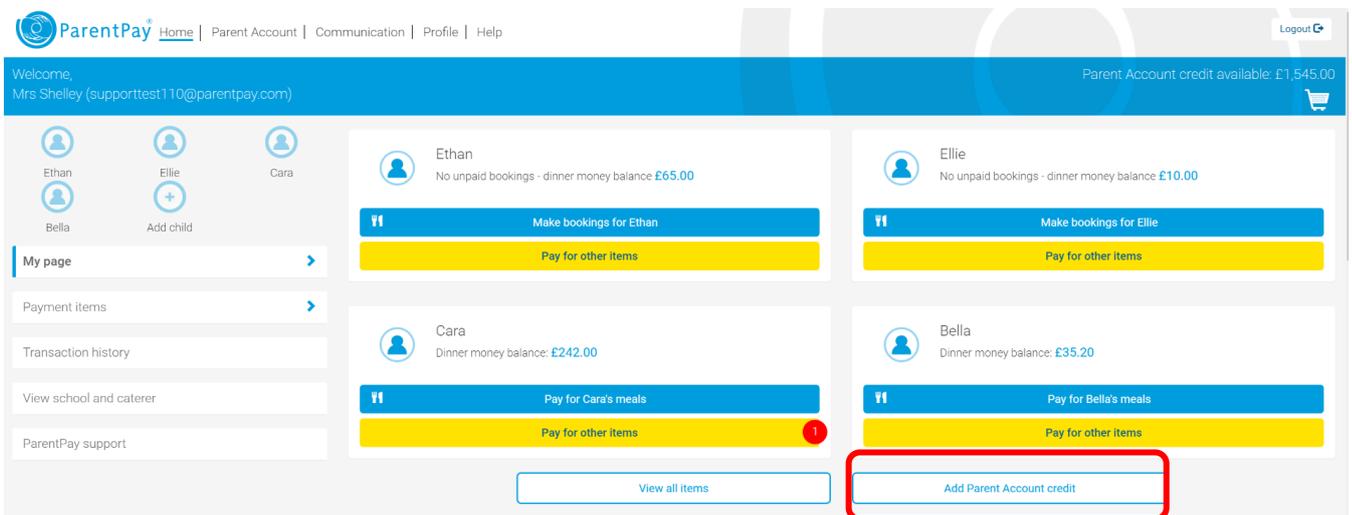


Adding and using Parent Account Credit

You can choose to maintain a balance in your **Parent Account**. This will help with budgeting and mean that you can make faster payments for school items.

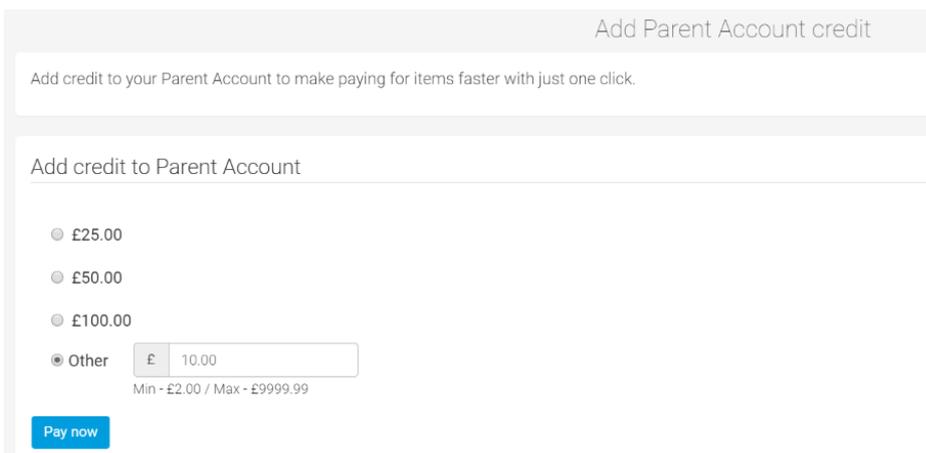
Topping up your Parent Account:

1. Navigate to www.parentpay.com and log in to your account.
2. Select **Add Parent Account credit**



The screenshot shows the ParentPay dashboard for Mrs Shelley (supporttest110@parentpay.com). The dashboard includes a navigation menu on the left with options like 'My page', 'Payment items', 'Transaction history', 'View school and caterer', and 'ParentPay support'. The main content area displays four child profiles: Ethan, Ellie, Cara, and Bella. Each profile has buttons for 'Make bookings' and 'Pay for other items'. At the bottom of the dashboard, there is a 'View all items' button and a red-bordered button labeled 'Add Parent Account credit'.

3. Choose a set amount to top up or enter an amount manually in the 'Other amount' box



The screenshot shows the 'Add Parent Account credit' form. It includes a heading 'Add Parent Account credit' and a sub-heading 'Add credit to Parent Account'. Below this, there are four radio button options: '£25.00', '£50.00', '£100.00', and 'Other'. The 'Other' option is selected, and a text input field contains the value '10.00'. Below the input field, it says 'Min - £2.00 / Max - £9999.99'. At the bottom left of the form is a blue 'Pay now' button.

4. Select **Pay Now**

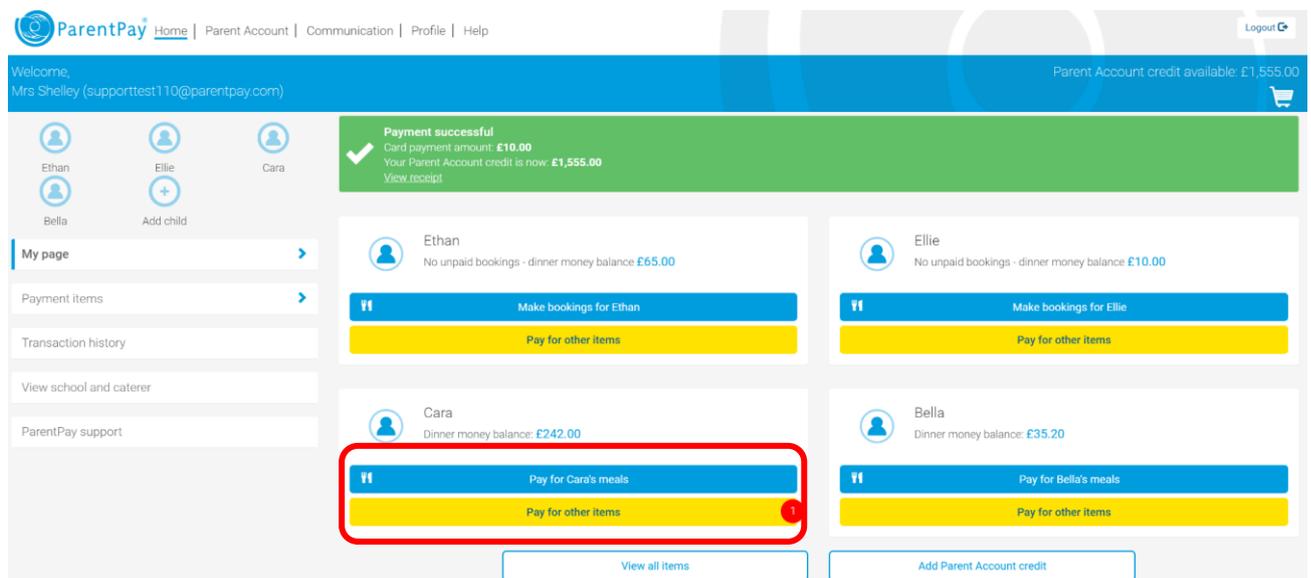
- If you have a stored card(s) on your account you may select and pay with this card, entering only the Security code/CVV and selecting **Review Payment**
- If you have no stored cards, or you wish to use a card not currently saved on your account, select **Edit card / Use different card**. You can now enter your card details into the secure payment page. Select **Review Payment** and then **Make Payment** to complete the top up process.



If you do not wish to make a payment for an item at this stage but simply want to leave credit on your account, you can simply return to the home page or log out.

Making a payment using your Parent Account balance:

- From your homepage, you can either use a quick meal payment link (where available) or you can select 'Pay for other items' for the child whom you wish to make a payment for.



Selecting to pay for a meal item will take you immediately to the payment pop up for that item. Please enter the amount and then **Pay by Parent Account**

Cara - School Meals for Oceania Primary School
Balance: £242.00

The minimum payment for school meals is £10.00 [more...](#)

How much would you like to pay?

£ 10.00

Min - £10.00 / Max - £250.00 (set by school)

Add notes

Add notes here

Pay by Parent Account [What is this?](#)

Add to basket [Cancel](#)

NOTE: if this is a bookable meal item you will be taken to the bookings screen where you can make your choices and then pay for them.

- You will receive a success notification of your payment at the top of the screen.

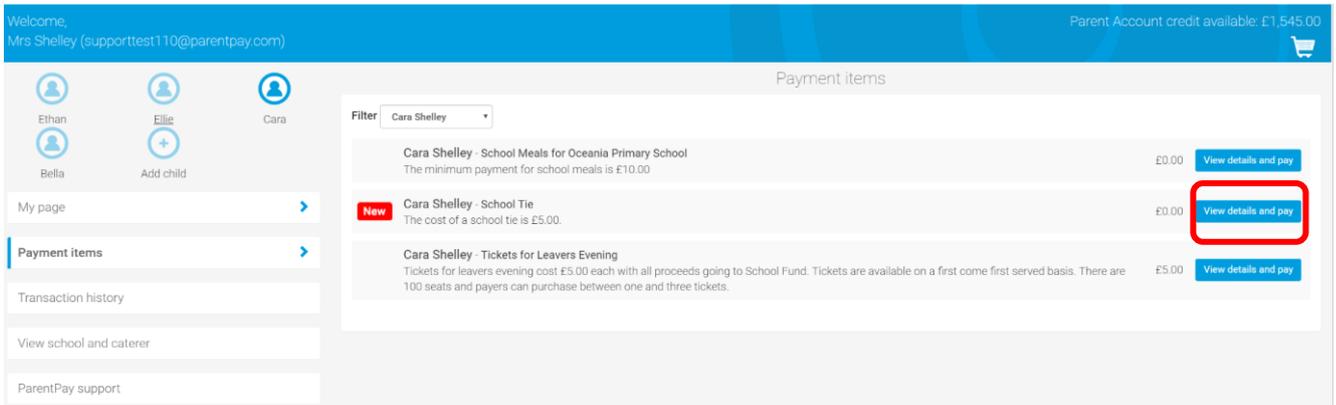
Payment successful

Cost of items: **£10.00**

Your Parent Account credit is now: **£1,545.00**

[View receipt](#)

- If you select **Pay for Other items**, you will see a list of school items available for payment. Select **View details and pay**



Welcome, Mrs Shelley (supporttest110@parentpay.com) Parent Account credit available: £1,545.00

Payment items

Filter: Cara Shelley

Item	Price	Action
Cara Shelley - School Meals for Oceania Primary School The minimum payment for school meals is £10.00	£0.00	View details and pay
New Cara Shelley - School Tie The cost of a school tie is £5.00.	£0.00	View details and pay
Cara Shelley - Tickets for Leavers Evening Tickets for leavers evening cost £5.00 each with all proceeds going to School Fund. Tickets are available on a first come first served basis. There are 100 seats and payers can purchase between one and three tickets.	£5.00	View details and pay

- Enter the amount you wish to pay and select **Pay by Parent Account**

Note: If there is insufficient credit to cover the cost, you will be prompted to add to basket