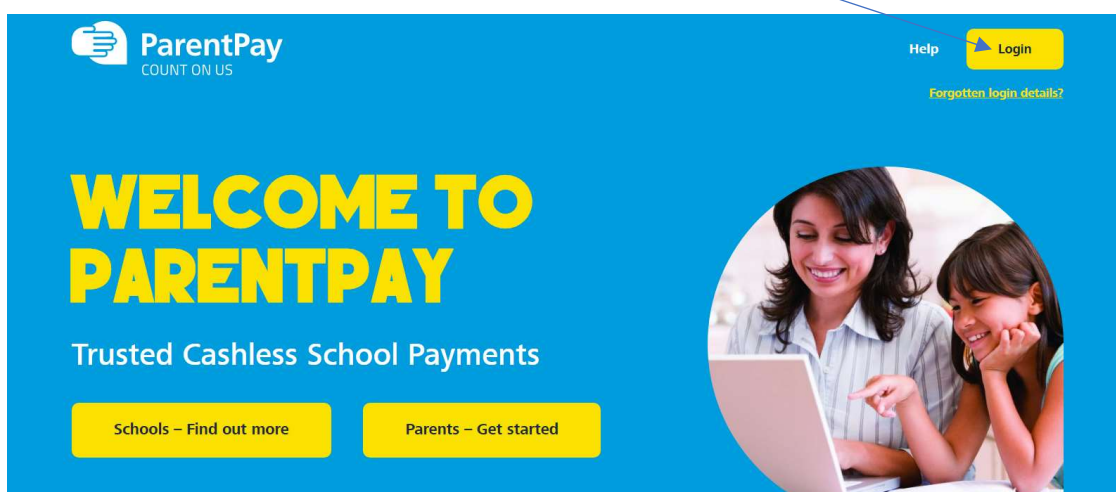


How do I log into my ParentPay account?

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

These login details are for **one-time use only**. The details will become invalid after you have activated the account and selected your own preferred username and password.

Step 1: Go to **www.parentpay.com** and access the login screen.



Step 2: 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).

When your ParentPay account is fully activated, you can select to use the website in English or Welsh

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

- Enter your child's **Date of Birth**

Link person to your account

The following name has been associated with the details entered:

Pupil Name

[Name not recognised?](#)

Enter the date of birth of the person named above to verify this account.

DD MMM YYYY

Confirm Cancel

The following 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 Account**

Activate your account today

IMPORTANT: Existing users adding a child - DO NOT CONTINUE [Please read](#)

All fields are mandatory unless otherwise stated

Personal details

Title: Please choose a title

First name:

Last name:

Email address

Username email:

Confirm username email:

Password

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 notice](#)

Activate account

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.

Step 4: A verification email will be sent to the email address you provided. You will need to click on the link within the email to activate and access your account. If after a period of time you have not received the email, please check your 'junk/spam' folder.

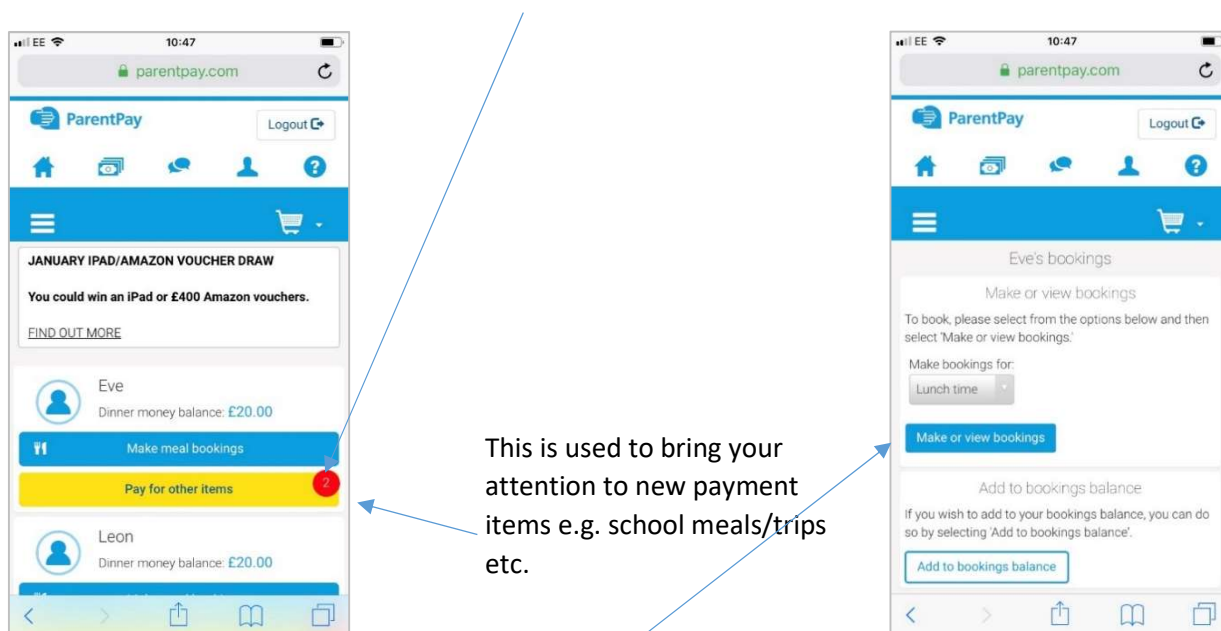


How to pre-book and pay for schools meals on ParentPay

Login to your ParentPay account using the username and password you have set.

HOW TO PRE-ORDER MEALS

On the 'Homepage' click on the BLUE banner titled 'Make meal bookings':

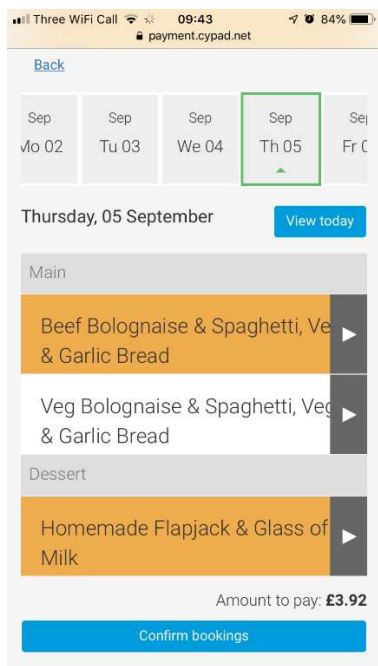


When you select '**Make meal booking**' a new screen will appear, as shown above.

You will need to click on '**Make or view bookings**' to bring the **School Meals Menu** up.

The menu page will then open where you can book your child's meals for the current week.

You can also scroll through the days/weeks in the **'Week commencing section'**, which will allow you to pre-book additional meals up to 10 weeks in advance.



Click on the daily menu (please click on menu **wording** and not the arrow) for the meals you wish to pre-order. Once a menu item has been selected it will be highlighted in orange, as shown above. **Mains and dessert must be selected.**

The value/cost of your selected meals will show in the **'Amount to Pay'** section on the bottom right hand corner of the screen.

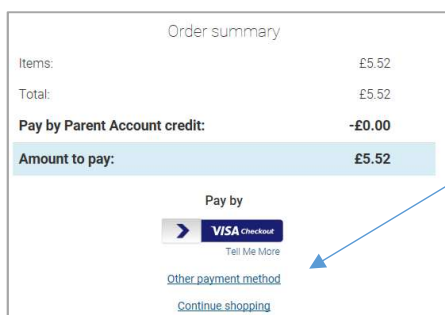
When ready to place the booking select **'Confirm booking'**. **If you are using a mobile phone, you will need to scroll down until you see the 'Confirm booking' button.**

You will then be directed to the next page to make the payment.

****IMPORTANT****

Meals will only be pre-ordered once full payment has been made for the number of meals which have been requested

When the 'Order Summary' page is displayed, select 'Other payment method' and follow the instructions which will allow you to make a payment.



If your account is already in credit then it will show a message saying booking saved/alternatively you will be taken to the payment option (if payment is required you will be redirected to the shopping basket page to make payment).

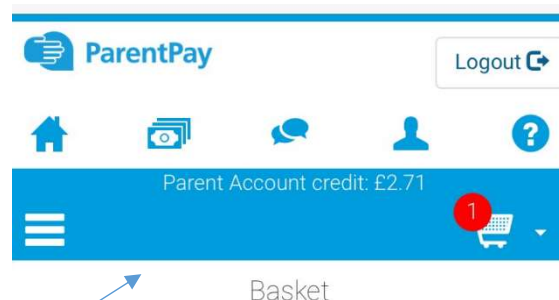
Review the order summary details and either: Choose your payment method preference:

Bank Transfer / Visa Checkout / Other payment method

Complete the secure checkout. You will be given a final opportunity to review your purchases prior to committing your card payment.

OR

If you have sufficient funds in your Parent Account balance, select **Pay using Parent Account**. You will receive an onscreen notification when you have completed your payment



IMPORTANT FEATURES

- If your child is entitled to Free School Meals there will be no amount to pay for the current bookings and you will then be taken to the booking saved.
- The meal will not be deducted from your child's balance on your school meals account until the meal has been marked as taken each day in the dining hall.

Meals taken can be reviewed on your 'Home' page:

Additional Payment Option - PayPoint

We realise that some parents/families may experience problems paying online; as an alternative method of payment, parents wishing to pay by cash can do so at local convenience stores, displaying the PayPoint logo.

Please visit the following website for PayPoint facilities located in your local area:

<https://www.paypoint.com/en-gb>



To request a PayPoint card to pay for **school meals**, please contact the School Catering Team:


Email: schoolmeals@carmarthenshire.gov.uk

Tel: 01267 246714 (Monday-Thursday 9.00am – 5.00pm and Friday 9.00am – 4.30pm)

Please note:

- PayPoint payments may take up to **36 hours** to show on your child's Cashless Catering account.
- In the event that you lose/misplace the card, a replacement card will be reissued at a chargeable cost of £1.50.
- Parents who wish to pay by PayPoint for school related items such as trips, please

Further Information

If you have any queries using your ParentPay Account e.g. how to set up alerts, making payments etc., please click on the following Help icon 

IMPORTANT NOTE:

Email alerts are free of charge.

If you opt for **SMS text alerts** there is a small charge per text.

Alternatively you can contact us:

Email: schoolmeals@carmarthenshire.gov.uk

Tel: 01267 246714

(Monday–Thursday 9.00am – 5.00pm and Friday 9.00am – 4.30pm)