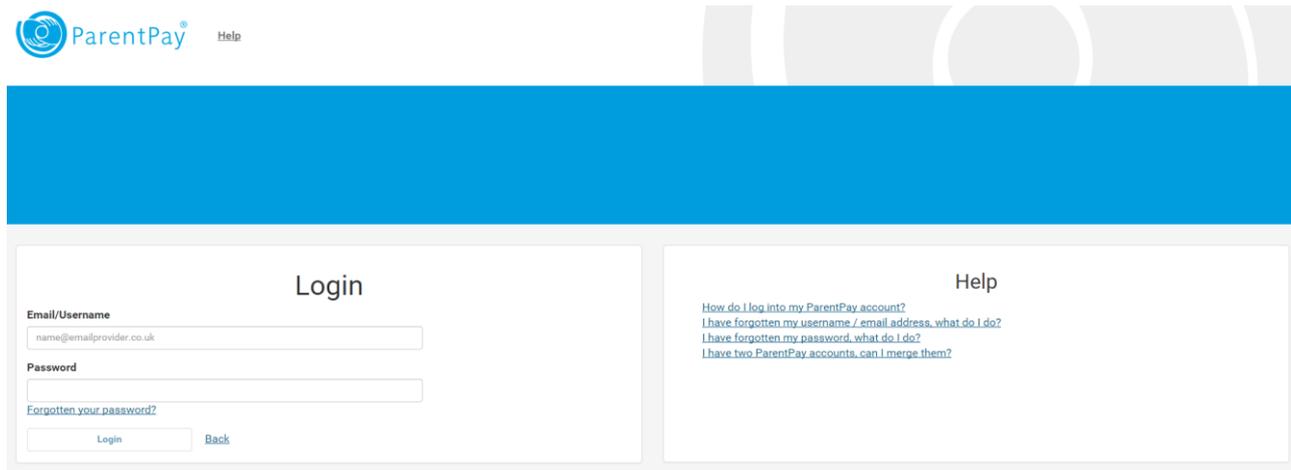


## How do I log into my ParentPay account?

You will receive an Activation Letter from the school, club, or organisation 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.

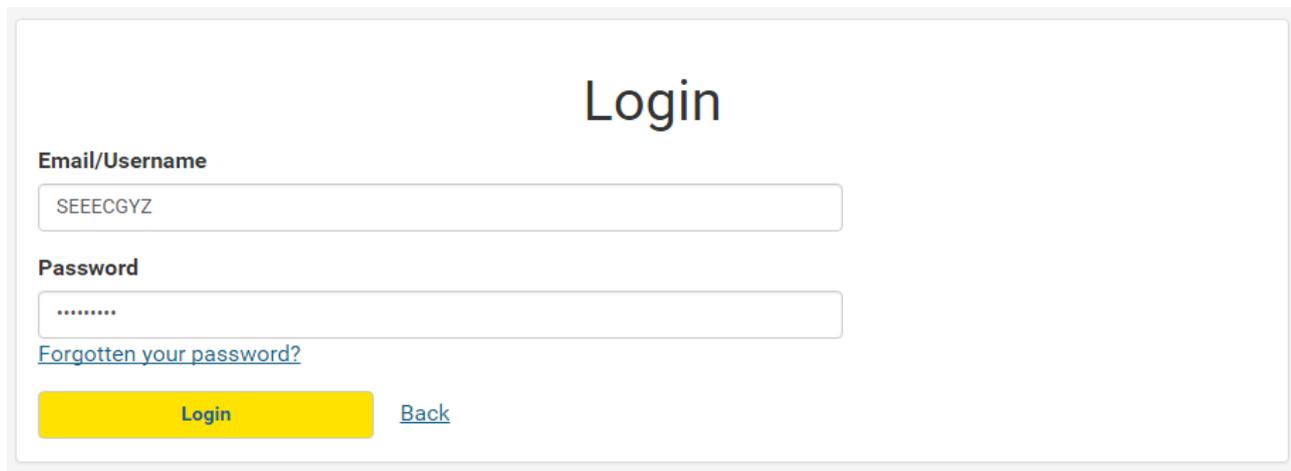
**Step 1:** Go to [www.parentpay.com](http://www.parentpay.com) and access the login screen.



The screenshot shows the ParentPay website's login page. At the top left is the ParentPay logo and a 'Help' link. Below this is a blue header bar. The main content area is divided into two columns. The left column is titled 'Login' and contains an 'Email/Username' field with the placeholder 'name@emailprovider.co.uk', a 'Password' field, a 'Forgotten your password?' link, and 'Login' and 'Back' buttons. The right column is titled 'Help' and contains three links: 'How do I log into my ParentPay account?', 'I have forgotten my username / email address, what do I do?', and 'I have forgotten my password, what do I do?'. Below these links is another link: 'I have two ParentPay accounts, can I merge them?'.

**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).



This is a close-up screenshot of the 'Login' form. The title 'Login' is centered at the top. Below it is the 'Email/Username' label and a text input field containing 'SEEECGYZ'. Underneath is the 'Password' label and a password input field with masked characters '.....'. A 'Forgotten your password?' link is positioned below the password field. At the bottom, there is a yellow 'Login' button and a blue 'Back' link.

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

These 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 now**.

#### Activate your account today

The screenshot shows a form titled "Activate your account today". It includes the following fields and instructions:

- Title**: A dropdown menu with "Mrs" selected.
- Name**: Two text input fields, one containing "Minnie" and the other "Mouse".
- Email address (this will be your username)**: A text input field containing "mmouse@mousemail.com". Below it, a note states: "You will use your email address as your ParentPay username. We'll also send an email to you after you've activated so we can verify it's you."
- Confirm email address**: A text input field containing "mmouse@mousemail.com".
- Create a password**: A text input field with masked characters (dots). Below it, a note states: "Passwords must contain between 6 and 20 characters, at least one letter and one number and are case sensitive".
- Confirm password**: A text input field with masked characters (dots).
- A checkbox is checked, with the text: "I confirm that I have read, understood and agree with the ParentPay [terms and conditions](#) and [privacy policy](#)".
- An "Activate now >>" button is located at the bottom right.

**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.

These fields are optional:

- Enter your mobile telephone number
- Enter a recovery email address if you have an alternative email
- Click **Continue**

#### Your online security - please act now

The screenshot shows a form titled "Your online security - please act now". It includes the following fields and instructions:

- Mobile phone number (optional)**: A text input field. Below it, a note states: "Your mobile number helps keep your account secure and means you can receive important balance alerts directly to your phone."
- Recovery email address (optional)**: A text input field. Below it, a note states: "Provide an alternative email address to help with the recovery of your account."
- Confirm recovery email address**: A text input field.
- A "Continue >>" button is located at the bottom right.

### Step 4: A verification email will be sent to the email address you listed. You will need to click on the link within the email to activate and access your account.

You're only one step away from using ParentPay!

Mrs Minnie Mouse [supporttest101@parentpay.com](mailto:supporttest101@parentpay.com)

The screenshot shows a button with the text "Verify your email address". To the left of the button, there is a link: "Click here to verify your email address and confirm your account."

Didn't sign up for ParentPay?

If you have received this email in error, it's likely someone mistyped their email address. If you did not sign up for ParentPay, simply disregard this email. You do not need to take any further action.