

# I have forgotten my username/email address. What do I do?

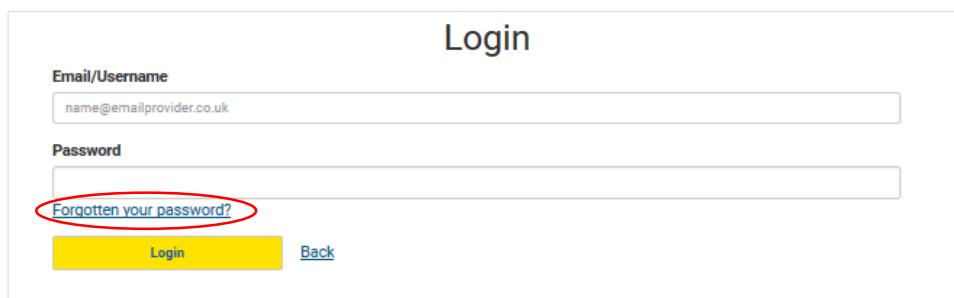
ParentPay have changed the login process to ensure that a payer's username is now their registered email address.

There may still be instances where a payer has a username that is not their email address, or they may have used a historic email address they can no longer remember, or have access to. If this is the case you will need to follow the steps below to gain access to your ParentPay account:

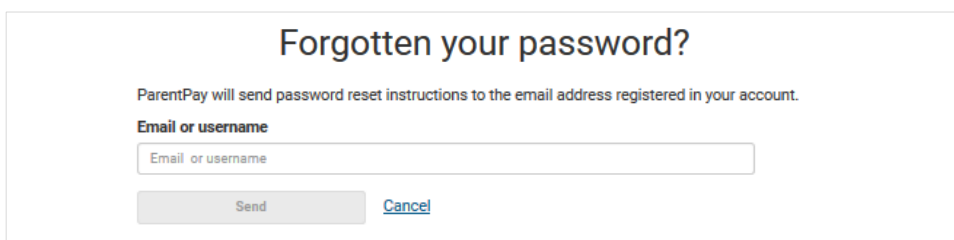
**Step 1:** Contact your child's school. Advise them that you have forgotten your username and provide them with an email address you have access to.

**Step 2:** The school will amend your username within their ParentPay system. They will make your username the email address you provide to them.

**Step 3:** Once the school have updated your username you can use the **Forgotten your password?** option to reset your login details.



Enter your email address into the blank field and click **Send**.



**Step 4:** Check your inbox for the **"Reset your ParentPay Password" email** and click on the link to access the **Change your ParentPay password** page.



**Step 5:** Select a suitable password and click **Change**.

You will now be able to access your ParentPay account.