

How to add a child to your account

One of the key features of ParentPay is the cross-school login functionality. This enables payers with children at different schools to add up to six children to their account, regardless of which school they attend.

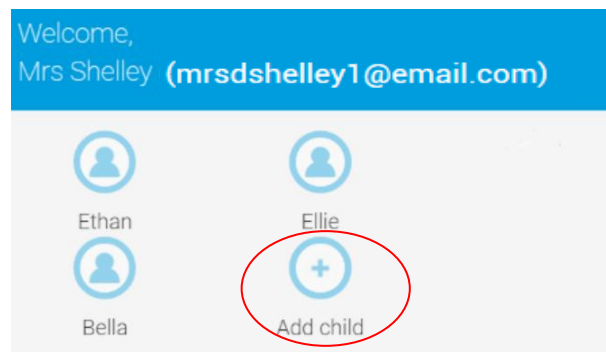
NOTE: The schools must all subscribe to ParentPay for a payer to be able to add accounts for children at different schools.

NOTE: It is not currently possible to merge activated accounts. Please ensure that when adding a new child using an activation letter you have received, that you add them to your existing account where one exists.

Adding a child to your ParentPay account

To add a child to your account:

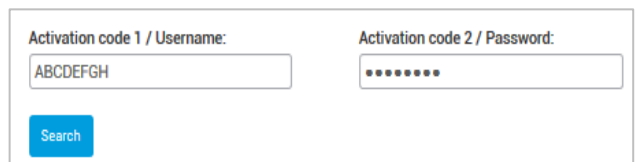
1. Navigate to www.parentpay.com and log in to an existing activated ParentPay account.
2. Select the **Add a child** icon from your home page.



Please note if using a mobile you will need to go to Profile then Menu



3. Enter the **username and password** for the child you want to add using the codes provided in your activation letter.



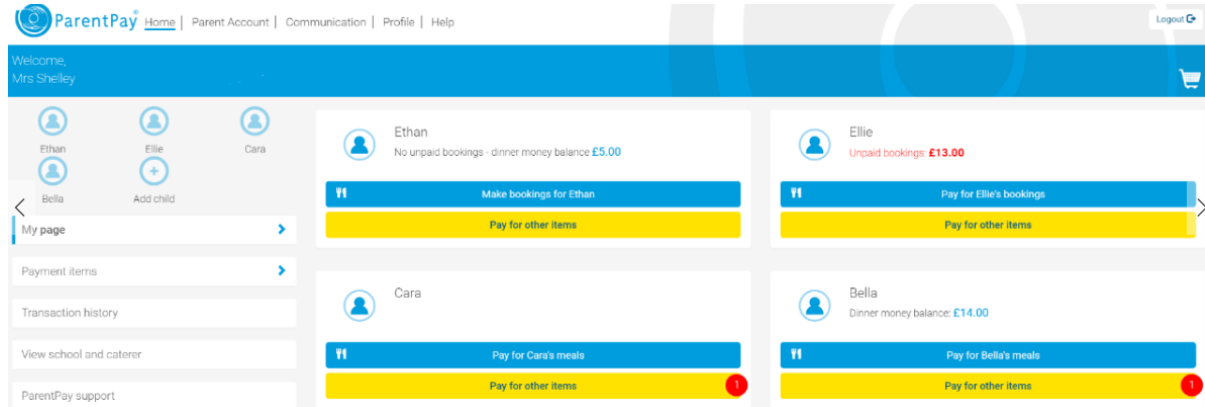
The screenshot shows the activation code entry form. It has two input fields: "Activation code 1 / Username:" with the text "ABCDEFGH" and "Activation code 2 / Password:" with a masked password "*****". There is a blue "Search" button below the fields.

4. Select **Search**.

5. Ensure the details displayed are correct and select **Add to my account**.

Adding from account: ABCDEFGH (Mrs Shelley)			
School	Pupil	Year	Reg. group
Oceania Primary School	Cara Gold-Shelley	1	Green
Add to my account			Cancel

The child will now be visible on your home page.



When can I not add or merge a ParentPay Account?

- You will be unable to merge accounts if they have already been activated in ParentPay i.e. you have activated them by setting them up as new accounts from your activation letters. If you have not yet used one of the accounts and wish for them to all be under a single login, please contact ParentPay support. We will arrange to archive the unused account allowing the school to reissue you with activation codes that you may then add to your existing account.
- If you are a payer and also have a managers account, used for administering the ParentPay system in a school or establishment, you are not able to merge these two different types of account.