

Merging accounts

Where payers have more than one child at the same school it is possible to merge the accounts to create one set of login details for all children. In addition, our cross-school login enables parents to add other children that attend ParentPay schools to their account providing once central login across all schools their children attend.

Don't worry, as a school manager, you will still only have access to information on those pupils at your school.

Whilst schools are able to merge the accounts of children at their school on behalf of the parent, ParentPay recommend that parents do this themselves therefore please advise parents as follows:

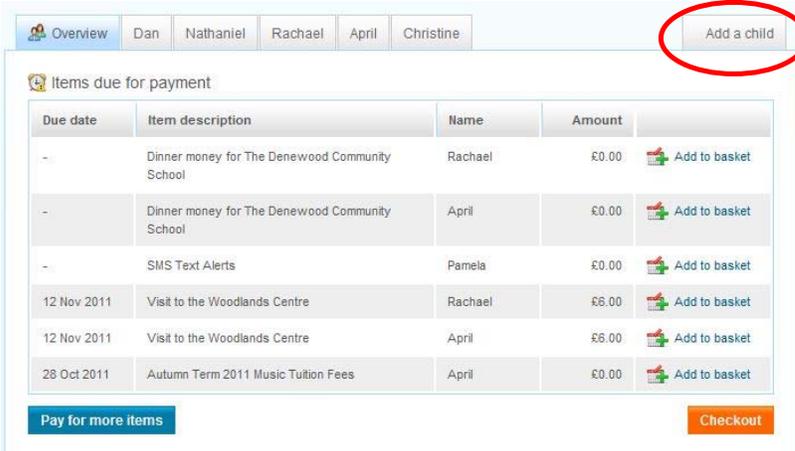
Existing parent user – Add a child

IMPORTANT: the parent must log out of all their ParentPay accounts before proceeding.

They need to choose one account to 'add' the rest of their children to; the username and password for this account will become their single set of login details – giving access to the combined login for all their children.

What they will need to do:

- Go to www.parentpay.com
- Login to the account they wish to have as their future login for all children/schools
- Click on the **Add a child** tab on their home page



The screenshot shows the ParentPay user interface. At the top, there is a navigation bar with tabs for 'Overview', 'Dan', 'Nathaniel', 'Rachael', 'April', and 'Christine'. To the right of these tabs is a button labeled 'Add a child', which is circled in red. Below the navigation bar is a section titled 'Items due for payment' containing a table with columns for 'Due date', 'Item description', 'Name', and 'Amount'. Each row in the table includes an 'Add to basket' button. At the bottom of the table area, there are two buttons: 'Pay for more items' and 'Checkout'.

Due date	Item description	Name	Amount	
-	Dinner money for The Denewood Community School	Rachael	£0.00	 Add to basket
-	Dinner money for The Denewood Community School	April	£0.00	 Add to basket
-	SMS Text Alerts	Pamela	£0.00	 Add to basket
12 Nov 2011	Visit to the Woodlands Centre	Rachael	£6.00	 Add to basket
12 Nov 2011	Visit to the Woodlands Centre	April	£6.00	 Add to basket
28 Oct 2011	Autumn Term 2011 Music Tuition Fees	April	£0.00	 Add to basket

- **Enter the username and password** for the child they wish to add.
- Click **Search**.
- The school, pupil name, year group and class will show on screen.

Adding from account: r2etqluz (paris Foster)

School	Pupil	Year	Reg. group
Sunnyside School	Nathaniel Norman	1	1DC

Add child to your account

Cancel

After you confirm the add, these pupils will be transferred to the account you are logged into and the old account will be disabled.

- Click **Add child to your account** to confirm this is the child they wish to add to their account

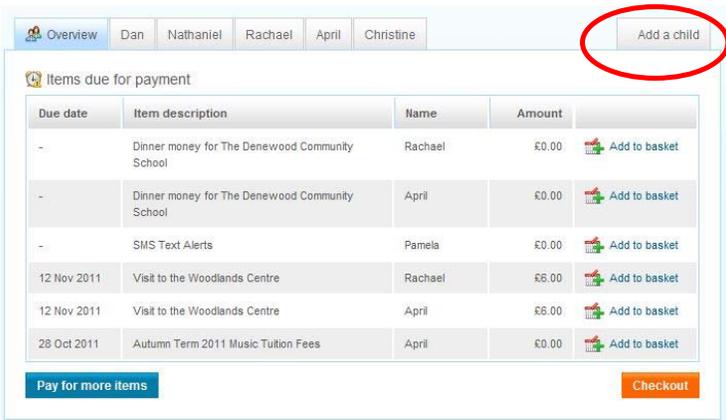
They can repeat the above process until their account has a maximum of six children.

New parent user – Add a child

If they have more than one child at the same school or children at different schools that use ParentPay and have been provided with a username and password (account activation codes) for those children they should choose one child's activation username and password to activate their account. This account will then become their 'main' account (login) for all their children.

What they will need to do:

- Go to www.parentpay.com
- **Enter the username and password** they have received for one of their children in the Account login area
- Click **Activate** and follow the onscreen guidance to activate their account; next
- Click on the **Add a child** tab on their home page



The screenshot shows the ParentPay user interface. At the top, there are tabs for 'Overview', 'Dan', 'Nathaniel', 'Rachael', 'April', and 'Christine'. To the right of these tabs is a tab labeled 'Add a child', which is circled in red. Below the tabs, there is a section titled 'Items due for payment' containing a table with columns for 'Due date', 'Item description', 'Name', and 'Amount'. The table lists several items, including dinner money and tuition fees. At the bottom of the page, there are buttons for 'Pay for more items' and 'Checkout'.

- **Enter the username and password (account activation codes)** for the child they want to add
- Click **Search**

- The school, pupil name, year group and class will show on screen

Adding from account: r2etqluz (paris Foster)

School	Pupil	Year	Reg. group
Sunnyside School	Nathaniel Norman	1	1DC

Add child to your account

Cancel

After you confirm the add, these pupils will be transferred to the account you are logged into and the old account will be disabled.

- Click **Add child to your account** to confirm this is the child they wish to add to their account

They can repeat the above process to add more children to their account up to a maximum of six.