



Dear Parent/Guardian,

**Online payments to school with ParentPay**

Wimbledon High School uses a secure on-line payment system called ParentPay in order to collect money from parents for cashless catering, trips, co-curricular activities and other ad-hoc items which require payment. If your daughter is starting Wimbledon High School in September and has applied through the 4+/11+/16+ or scheduled Occasional Vacancy process the ParentPay details will be sent to your email address in June. This letter will include the unique codes which will enable you to activate her account.

If your daughter is joining during the school year or has applied for a late vacancy we will email you a copy of the letter when we have been advised by our Admissions Office that she has started.

You can access ParentPay from <https://www.parentpay.com/> or from the quick link from the schools FireFly web page.

**Make secure payments online using your credit or debit card**

ParentPay offers you the freedom to make payments whenever and wherever you like. 24 hours a day, 7 days a week safe in the knowledge that the technology uses the highest internet security available. It gives you a secure online account, activated using a unique username and password and if you have more than one daughter at our school, you can create one single account login for all your children. If you already have a ParentPay account at another school, it will be possible to add your daughter to this existing account.

Once you have registered and activated your account making a payment is straightforward. ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. You can make online payments as soon as the item appears in your account. You will also be able to log onto ParentPay and pay any existing trip instalments that are due.

Please see our Frequently Asked Questions section below.

Yours sincerely

A handwritten signature in black ink, appearing to read 'K Jones'.

**Kathryn Jones**  
**Director of Finance & Operations**



## ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you will be able to activate your account and start making payments. Once you have activated your account for one daughter you can just add any subsequent daughters to this account using their unique reference details.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa, American Express credit cards, Maestro, Switch, Delta, Electron and Solo debit cards. If you link children who attend other ParentPay schools, you may find that they limit the use of credit cards for some transactions, but we will not operate any restrictions at Wimbledon High School.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*: the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however, ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 02476 994 820.

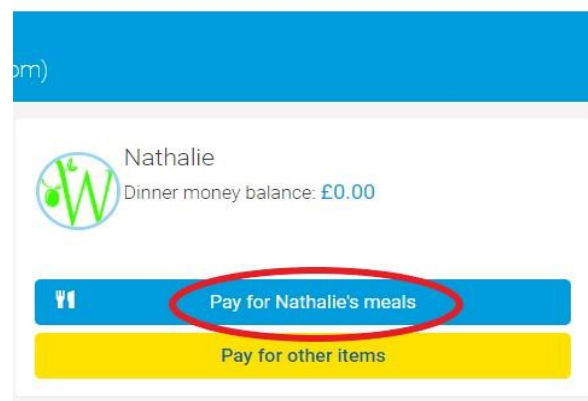
## Using ParentPay at Wimbledon High School

- Please activate email alerts for payment items. This can be done using the Communications tab at the top of the ParentPay home page and you must change alert settings for each child that you have on ParentPay. Email alerts are free.
- Please ensure that you check your account regularly if you choose not to pay each item in full as there will be no email alert for specific due dates within a payment item.
- Cashless Catering - Breakfast and Break charges are updated shortly after the meal session and you should be able to see the items that your child has purchased at the bottom of the ParentPay summary screen. Lunch purchases will only show for Sixth Form students as all other students pay for lunch through the fee billing and the tills no longer operate during the lunch period. Sixth Form students will be able to make payment through ParentPay as long as they have sufficient credit on their accounts, alternatively they will be able to pay with their phones or cards at the till in Café Sixth.
- Junior Parents are able to book Early Morning and After School Wrap around care at Apple Pips. In order to confirm attendance you will need to book AND pay for the sessions in advance. We advise that you read the Apple Pips booking guide on Firefly before you book your child's first sessions. We operate a number of set booking sessions each day and we recommend that these are booked a week ahead, but, booking is open until midday on the day of the sessions for After School Care and 4pm on the night before the Early Morning sessions. This is subject to availability.
- Cancellations can be made through ParentPay by parents up to twenty four hours before the sessions and a full refund will be credited to the booking session.
- We are not able to see balances on your Parent Account which have not been directly attributed to a payment item. Please ensure that you pay each item individually.

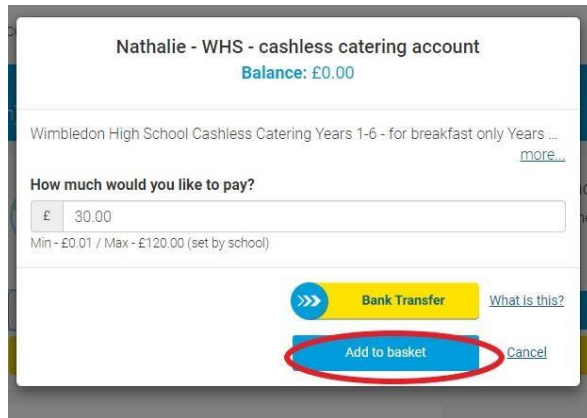
### **ParentPay/Cashless Catering – Step by Step Guide**

Once you have logged into ParentPay select your daughter's account and click on the 'Pay for Meals' button or 'Pay for other items'

Account | [Communication](#) | Profile Settings | Help



The cashless catering payment screen will appear – the amount will default to £30 (roughly equal to the cost one week's lunch and a daily snack). This can be manually overwritten to either a larger or smaller amount. Click on the 'add to basket' button.



Click on the 'basket' icon and check out using debit/credit card. If you have credit on your parent account, you can also transfer it at this point. If you have set up a direct debit on your bank account, you can also pay by this method. However, please note that we do not allocate the funds until they have cleared which takes 2-5 business days.

