CHANGES TO LOGIN DETAILS ON PARENTPAY

Please note that ParentPay are making some changes to their website. By 3rd March all parents will need to use a verified email address as their **username**.
Parents are now being prompted on login to make necessary changes.

You will be provided with an on screen guide to walk you through the process of updating your username to a **verified email** address.

The on screen guide will assist with the switch to using an email address as the username without a problem.

Common questions and answers

Q. Why do I have to use an email address for my username?
A. ParentPay are continuing to improve how we protect Parents/Carers' accounts from unauthorised use or misuse. By using an email address as a username it ensures it is more memorable, reducing the likelihood that it is forgotten, it improves the likelihood that it is unique for all new users and enables us to communicate with Parents/Carers more securely, should the need arise.

Q. I don't have an email address. What do I do?
A. In order to use the Payer application, the Parent/Carer must have a verified email address. This is a security requirement for use of the system. Once they have set up an email, they will be able to use this to complete the account update. Once complete they should be advised to log in with their new email username and remove any email addresses they no longer require from their profile.

Q. I have entered an email address to be verified, but I can't find the verification email that it says has been sent to me. What do I do?
A. Check your spam, trash, clutter and other email folders to see if the verification email is there. Many modern email systems have a search option and if available they can search for parentpay.com emails. If you are still unable to find the email, you should check that the email address is entered correctly in the username to email change screen and attempt to resend it. Check for incorrect spellings, additional full stops (.), and extra spaces before or after the entry (common when copying and pasting).

Q. I have received the verification email, but when I click on the link, nothing happens, or I get an error. What do I do?
A. Sometimes links don't open correctly from the email into a browser window. You should copy the link from the email and paste it into a browser address bar. This will open the verification completion window and allow you to finish the verification process.

Q. Every time I attempt to log in I get to a verification screen. What do I do?
A. This means that you have not completed the verification step of the process yet. Until verified you cannot continue through the login process. You will need to check your email for the verification communication and complete it. If this has expired (older than 24 hours) or has been deleted, you can re-request another to be sent when you attempt to log in.

Q. I have completed the username to email process but I can't log in. Why?
A. Please check the following: -
Are you using your old username, instead of the new email address? Confirm that the username being used is the email address you have selected.
Are you entering your password correctly? If all is correct and there are still difficulties, you can reset your password using the 'Forgotten password' link on the login screen.

If you have any problems accessing your account, you can contact the ParentPay support team by phone or through the help section of the website.

Alternatively, please contact the finance office on parentpay@thecoleshillschool.com.

Best Wishes

Mrs Bamber
Senior Finance Officer