

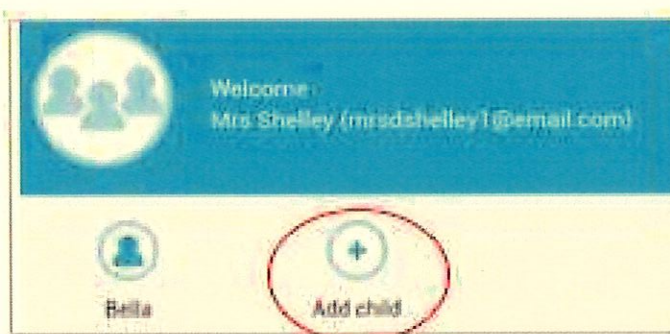
How to add a child to your account or merge two accounts together

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

Adding a child to your ParentPay account using activation codes provided by your school

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 (or go to **Profile > Add a Child**).
3. Enter the activation codes provided to you by your school. These must be entered exactly as provided.
4. Select **Search**.



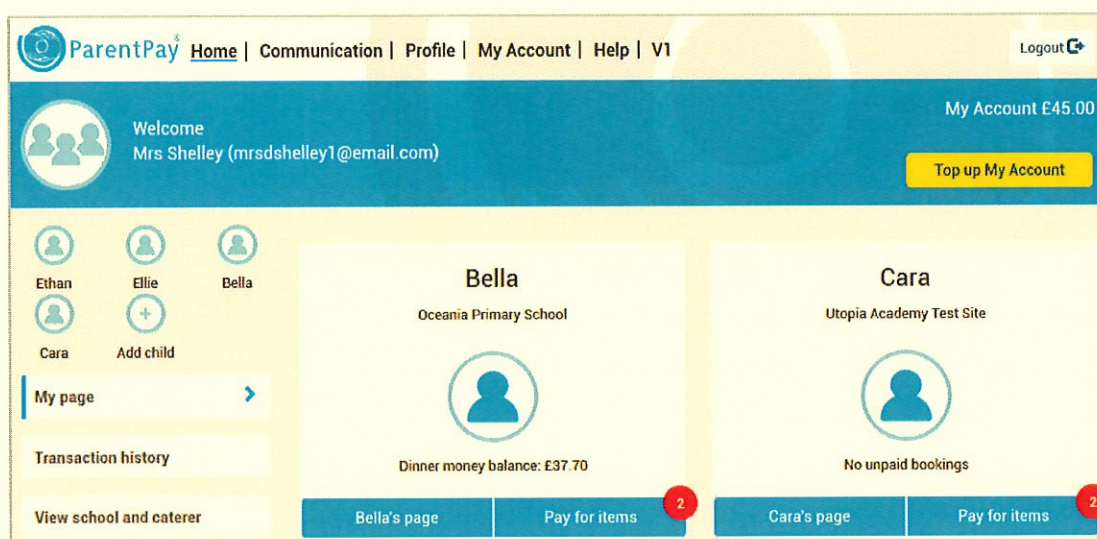
Activation code 1 / Username:	Activation code 2 / Password:
<input type="text" value="ABCDEFGH"/>	<input type="password" value="*****"/>
<input type="button" value="Search"/>	

5. Ensure the details displayed are correct for the child you wish to add to your account and select **Confirm**.

NOTE: If the details shown are not correct for the child you wish to add to your account, please inform your school immediately. You should not continue to add the child to your account.

Adding from account: supporttest112@parentpay.com (Mrs Shelley)			
School	Pupil	Year	Reg. group
Deanaland Test Site	David Beck	3	3CC
<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>			
<p>After you confirm the add, these pupils will be transferred to the account you are logged into and the old account will be disabled.</p>			

Once complete, the selected child will be visible on your home page to make payments for.



Merging children from a secondary account into a main or primary account (up to a total of six children per account)

In order to merge pupil or staff accounts from one parent account to another, you must adhere to the following:

- The Parent Account balance must be £0.00 for the account you are taking people from (secondary account). If you have a credit in this account it must be withdrawn prior to attempting to merge the accounts.
- A Parent Account is limited to six people (pupils or staff). If the total number of people on an account would exceed this number by completing the merge, it will not be possible and will error.
- It is not possible to merge a parent account with a manager account (used for administering ParentPay within a school). If you have a staff account for making payments for meals or other items, you are able to merge this into another account.

To merge a child into your main account from a secondary account:

1. Navigate to www.parentpay.com and log in to your main ParentPay account. This should be the main account that you wish to use going forward.

The main account in this example is *mrds shelley1@email.com*



2. Select the **Add a child** icon from your home page (or go to **Profile > Add a Child**).

3. Enter the username and password you use to log in to your secondary account.

The secondary account in this example is *supporttest112@parentpay.com*

Activation code 1 / Username: <input type="text" value="supporttest112@parentpay.com"/>	Activation code 2 / Password: <input type="password" value="....."/>
<input type="button" value="Search"/>	

4. Select **Search**.

5. At the bottom of the following screen you will be presented with the children that are currently attached to the secondary account. Check the details are correct and then select **Confirm**.

Adding from account: supporttest112@parentpay.com (Mrs Shelley)			
School	Pupil	Year	Reg group
Deanland Test Site	David Brock	3	300
<input type="button" value="Confirm"/> <input type="button" value="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			

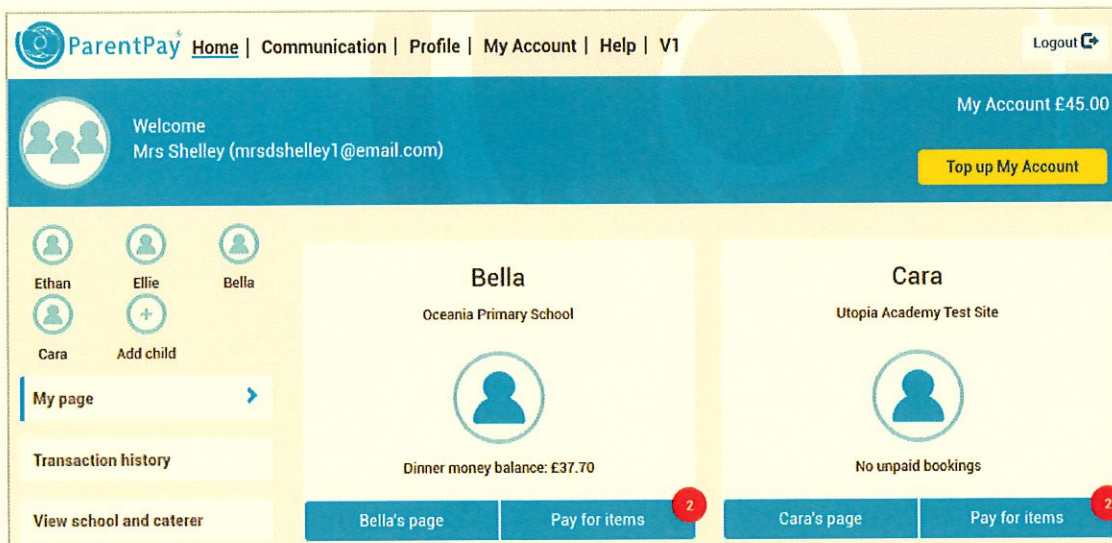
6. You will receive one of two messages:

- A final confirmation message that outlines the restrictions that are implemented when merging accounts. If you are happy with the restrictions, select **Merge accounts** to complete the merge
- An error message indicating that the account you are trying to merge from has a Parent Account balance that will need to be withdrawn before completing the merge. In this case you will need to log in to the secondary account and withdraw the balance, before repeating the process.

Are you sure?	
By choosing to merge your accounts you will no longer be able to view the Parent Account history of the added account. This will not affect any payments or balances that are currently present on the account.	
Are you happy to continue?	
<input type="button" value="Merge accounts"/>	<input type="button" value="Close"/>

Add a child	
Add a child to your account	
Warning... The account you are merging needs to have a Parent Account balance of £0.00	

The children or staff that were present on your secondary account will now be visible on your home page, enabling you to make payments for them from this account. The secondary account will now be disabled and can no longer be used.



The screenshot shows the ParentPay user interface for a merged account. At the top, the navigation bar includes links for Home, Communication, Profile, My Account, Help, and V1, along with a Logout button. The main header area displays a welcome message for Mrs Shelley (mrds shelley1@email.com) and shows the account balance as £45.00. A 'Top up My Account' button is visible. On the left sidebar, there are icons for children: Ethan, Ellie, Bella, and Cara, with an 'Add child' button. Below this are links for 'My page', 'Transaction history', and 'View school and caterer'. The main content area is divided into two columns for children: Bella (Oceania Primary School) and Cara (Utopia Academy Test Site). Bella's section shows a 'Dinner money balance: £37.70' and a 'Pay for items' button with a red notification badge showing '2'. Cara's section shows 'No unpaid bookings' and a 'Pay for items' button with a red notification badge showing '2'.

NOTE: It is not possible to refund items to a disabled account. If you require an item to be refunded by your school, please complete this and withdraw the funds from your Parent Account before attempting to merge.

NOTE: By merging your accounts, you will no longer have visibility of any Parent Account history associated with the secondary account.