

ParentPay Frequently Asked Questions

Q: Will school be able to see my bank details if I use ParentPay?

A: No – the site is secure and your bank details are not kept online. Each time you make a payment, you will need to re-enter your card details.

Q: What can I pay for online?

A: You can pay for school dinners; trips; items of equipment if you need to; and anything else we put onto the system from time to time.

Q: Do payments for school meals reach my child's lunch account immediately?

A: Almost! The school's cashless lunch system updates with ParentPay every half hour until 11:30am. Then it stops updating so that the process doesn't slow down our tills over the lunch period. Once lunch service is over, at 2:30pm, the systems start to update with each other again. So the best time to top up is in the evening, or first thing in the morning.

Q: I don't have access to a computer at home; how can I use this system?

A: We have some computers available in our Community Room at school, especially for this purpose. Drop in and see Liz Holland or one of our Finance Team, have a cuppa and log on! There are computers available to use in the Public Library as well, which is on the school site so you can call in to either place after you drop your children at school or just before you pick them up.

Q: I want to carry on paying in cash; what can I do?

A: There is an option to pay at Pay Points – there are a number of these in Wyke village and the surrounding area. But you need to let us know if you want to use this option – the Pay Point cards have to be ordered and can take a couple of weeks to arrive.

Q: Do Pay Point cards work just like the online system?

A: Not quite – when you pay using a Pay Point card, your payment will take longer to reach school. Payments can take up to four days, depending on when you make them, so you need to remember that and make sure you pay in enough time for your money to reach us by the deadline, if there is one.

Q: Can't I just send the money to school with my child?

A: No. We don't accept cash or cheques in school for a number of reasons – it's better for children not to carry money with them; it costs the Academy a lot in charges to bank cash; it's safer for staff if we don't have large amounts of cash on the premises; but most of all, if you pay online, you pay DIRECT and you know that your money has gone where you meant it to go.

Q: Can I receive alerts on my child's catering account?

A: Yes. You can receive low balance alerts to help you keep track of your child's catering account. You can set this up via the communication tab on your ParentPay account.