



# PARENTPAY SUPPORT FOR SCHOOLS



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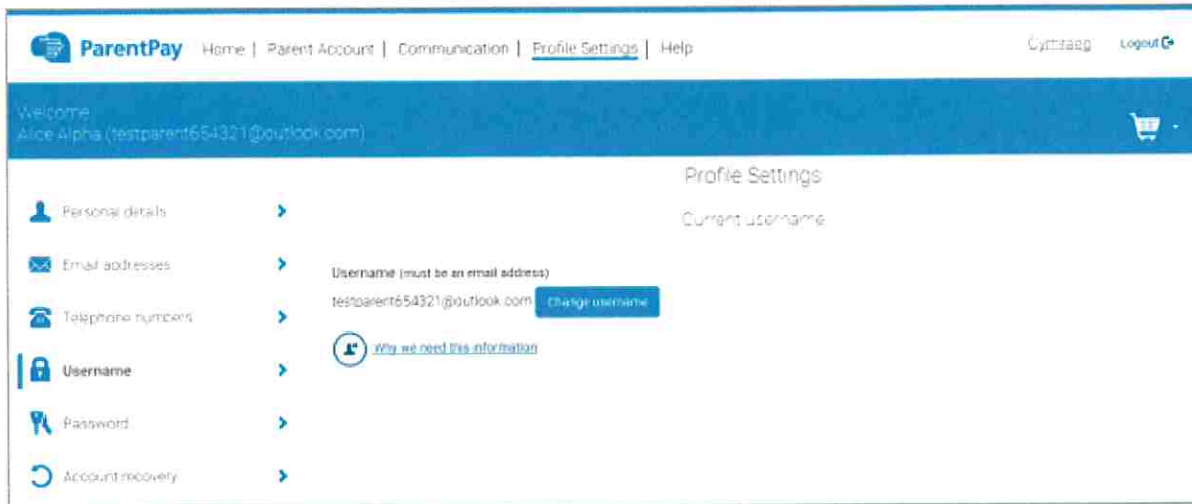
## How to change your username or password (and other profile settings)

When creating your ParentPay account, it is a requirement to provide an email address which is used as your username. You will also have been required to set up your own password. It is important to keep your email address up to date so that you can continue to receive communications from your school(s) and organisations. The email address is also used if you need to change your password or log a support issue. Should your email provider ever change, it will be necessary to update your username.

NOTE: ParentPay advise that you should use a personal email address rather than a corporate email address to minimise the loss of account access when moving jobs.

### How to change your username

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log into your account
2. Select **Profile settings > Username**
3. Select **Change username**



4. Enter the current Password, the new username email, and confirm the username email

5. Select **Send verification**

6. An email will be sent to the new email address

7. Open the email and click on the link to verify the email address and change the username.

8. Log into ParentPay with the new username

## How to change your password

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log into your account

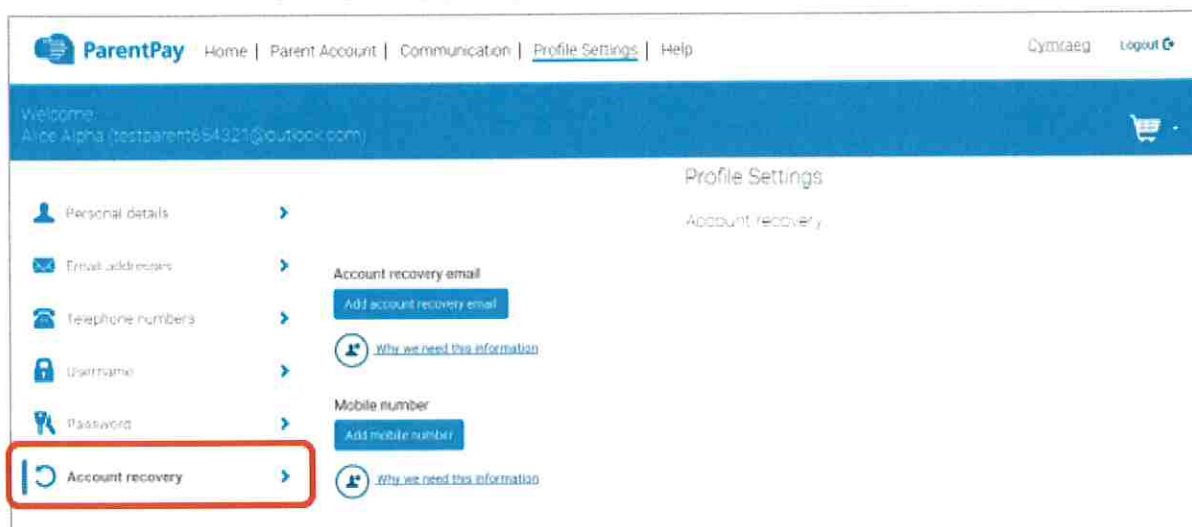
2. Select **Profile settings** > **Password**

3. Select **Change password**
4. Enter the **Existing password**, the **New password**, and **Confirm new password**
5. Select **Save changes**

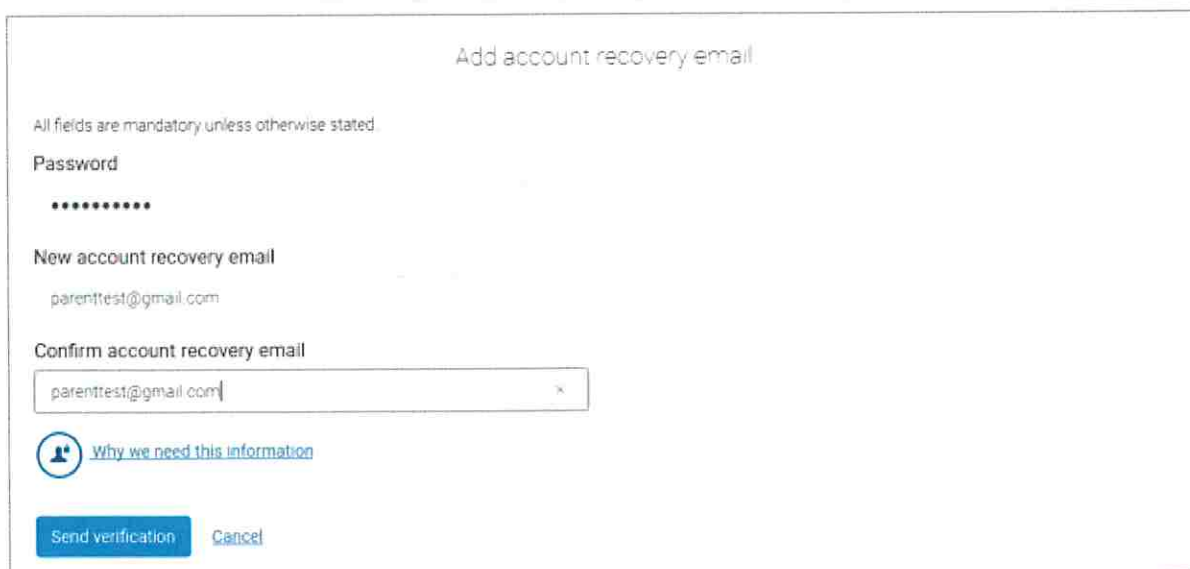
## How to set an email address for account recovery

The account recovery email address is used to assist in the recovery of the account if the username is ever forgotten.

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log into your account
2. Select **Profile settings** > **Account recovery**



3. Select **Add account recovery email**
4. Enter the current password, the new account recovery email, and confirm the account recovery email



The screenshot shows a form titled 'Add account recovery email'. It includes a note: 'All fields are mandatory unless otherwise stated.' The form has three main sections: 'Password' with a masked input field (represented by dots), 'New account recovery email' with an input field containing 'parenttest@gmail.com', and 'Confirm account recovery email' with an input field containing 'parenttest@gmail.com'. Below the input fields, there is a 'Why we need this information' link. At the bottom, there are two buttons: 'Send verification' and 'Cancel'.

5. Select **Send verification**
6. A verification email will then be sent to the email address entered
7. Open the email and select the link to verify the address

## How to set a mobile phone number for account recovery

The account recovery mobile phone number is used to inform you of any balance alerts that you may choose to receive. It can also be used to help you regain access to your ParentPay account if the log in details are forgotten.

The mobile phone number is shared with the school(s) that your child(ren) attend unless otherwise indicated.

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log into your account
2. Select **Profile settings > Account recovery**
3. Select **Add mobile number**
4. Enter the password, new account recovery number, and confirm account recovery number



The screenshot shows a web form titled "Add mobile number". At the top, it states "All fields are mandatory unless otherwise stated". Below this, there are three input fields: "Password", "New mobile number", and "Confirm new mobile number". Each field has a small red asterisk indicating it is mandatory. Below the input fields, there is a link with a person icon that says "Why we need this information". At the bottom of the form, there are two buttons: "Send verification" (highlighted in blue) and "Cancel".

5. Select **Send verification**
6. A PIN will then be sent to the number that has been entered
7. Enter the PIN into the ParentPay site to verify the mobile number

## Verification PIN

Enter the PIN number you received in your text.

Enter PIN:

Verify number

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