

## 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 week commencing 11 January 2016. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard, Visa and American Express credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

- **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.

- **I do not have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work.

**For more information please visit [www.parentpay.com](http://www.parentpay.com)**

## Cashless Catering FAQs

### **What is a cashless system?**

A cashless catering system is a solution which is purpose designed to meet the ever evolving needs and demands of the Catering Provision that is required by today's Schools and Academies.

### **What is Biometric?**

Biometric is simply a method of identifying an individual person. We will be using an algorithm based scan, which reads between 50-130 points on the finger/thumb. It is not a fingerprint in any way shape or form and is of use only in the cashless system.

### **How does a Biometric System work?**

The information of a student or staff member who has been biometrically registered is stored on a secure Biometric Controller within the school, which only our provider, Nationwide Retail Systems Ltd, can access. Once an account is credited the student or staff member places their finger/thumb on the EPOS Terminal, which looks up their account details and allows them to purchase items using only this method of identification.

### **How does my child register on the Biometric System?**

Registration days will take place leading up to the 'live' day of the cashless system. At this time, registration terminals will be placed in the school. Your child will be asked to attend at a requested time and they will be required to place their finger/thumb on a Biometric sensor twice to obtain a matching template, which only takes a few seconds. If you have chosen to 'opt out' of this procedure, your child will be given a 4 digit PIN code at a later date.

### **What methods of payment can be used to credit an account?**

Any amount can be credited to an account. Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.

### **Cash at the Revaluation Units**

Revaluation units will be sited within the school. These can be used to top up accounts by the student/member of staff placing their finger/thumb on the sensor or by entering their 4 digit PIN code, followed by inserting the accepted tender below:

£20,£10,£5 notes

£2,£1,50p, 20p, 10p, 5p coins (Please note copper coins are not accepted)

### **On-line Payments**

We have introduced On-line payments in partnership with the Cashless Catering System. To make a payment, please go to Parent Pay to make an electronic payment.

### **How can I check the credit on an account?**

This can be done by the account holder placing their finger/thumb on the revaluation machine or by entering a 4 digit PIN code. The current balance will then be displayed. Alternatively, this can be accessed via the On-Line payment engine.

### **Can I change the daily 'Spend Limit'?**

Yes - the daily 'Spend Limit' has a default of £5.

### **What happens if my child's account is not in credit?**

A 'Lend' can be processed at the EPOS terminal, which will then allow a meal to be taken on that day only. The Cashless Catering system has a debt tracking facility and the ability to send debt letters to overdue account holders.

### **How do 'free meal' entitlements work?**

All free meal entitlements will be entered on to the system prior to the 'Live' day. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free meal amounts, which can only be redeemed at lunchtime. Students with Free meal entitlements remain anonymous at all times as all account types are access in the exact same manner regardless of whether paid for or not. NB: Any monies not spent from the daily free meal allocation will not be carried over to the next day.

### **Can anyone else use my child's account?**

No – due to the extensive security on Biometric templates no-one will be able to access your child's account.