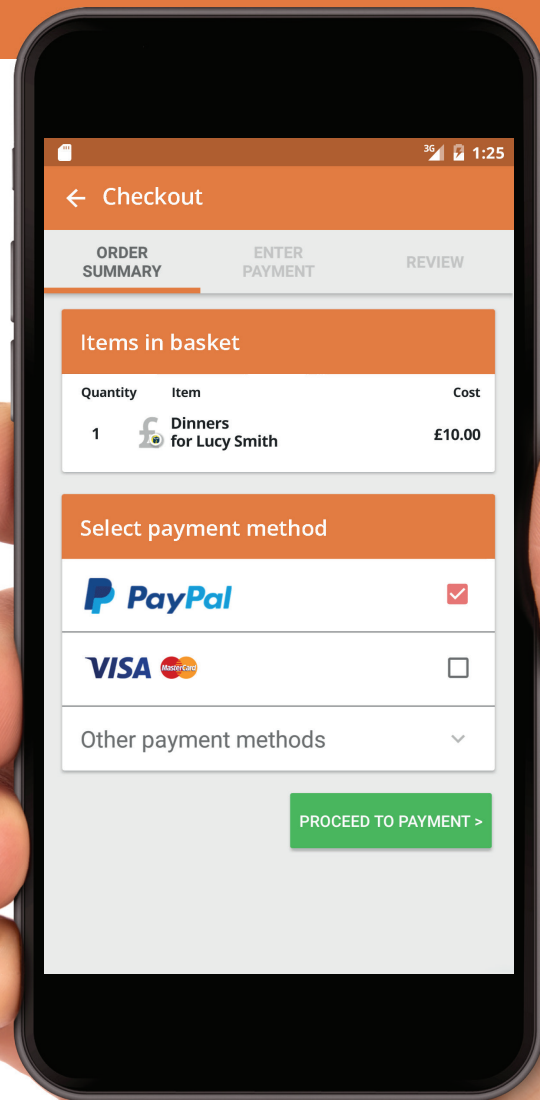




# Attention all parents!

## We're going cashless!

"I always get a reminder when the dinner money balance is low and with the App I can top up instantly, it's so easy!"



Get started...

1. Register with ParentMail
2. Download the App & login
3. Make payments on the go



Please note: You will need to register online on the ParentMail website to use the App. Please ask the school office to send you a registration message.

# Frequently Asked Questions Parents

## Why is it important that I register on ParentMail?

There are lots of benefits to registering with ParentMail:

- Access ParentMail with your own login and have access to your own personal feed – away from a busy, email inbox.
- Top up your dinner money and pay for school items online or through the free mobile App.
- Receive automatic reminders letting you know when a payment is low or when a payment is due.
- Have all your school communications delivered to one place, so you can find them quickly and easily.
- Update your own contact information within your account without having to go to the school office to update your details.
- Download the free ParentMail App, which means you can pick up all your important school messages on the go.
- If your school is using Forms, Meetings and Events, Parents Evening Manager or Online Absence Reporting you will have full access to these applications from the same account as well.

## How do I register on ParentMail?

Your school will send you a registration invitation either by email or text. Once you have received this, you simply follow the steps to set up your account. We have recently improved the registration process to make it as simple as possible for parents. If you get stuck, there are guides available on the ParentMail help site <https://www.parentmail.co.uk/help/parenthelp/#>

## When I register, what will I be able to see?

When you log in to your ParentMail feed, you will have access to any messages that your school have sent you within the last 7 days. If you cannot see any messages in your feed, it is likely that your school have not sent anything out yet. If you're unsure, you can contact your school to find out.

## How do I connect to more than one child at my school?

Your school will have connected your account to both or all of your children when they set up your ParentMail account, so all you need to do is register and you will be connected to all your children at the same school.

If you have children at other schools using ParentMail, you will receive an email from them asking you to 'Manage your connections' where you will simply need to connect to the new school. Again, if you have multiple children at this school you will only need to connect once.

## How do I top up my child's dinner money account?

Please click into the Payments tab > Shop > 'Accounts'. Below 'Accounts' you will be able to find your child's name listed. If you have more than one child at different schools, they will also be listed. Once you have selected who you need to top up for, you can type in an amount to top up.

Please remember that this will only add money to the account, this is not for the number of meals you would like.

When you are in the Checkout section, you will be able to choose a payment method. The school may have set a minimum top up amount; if you attempt to top up less than this amount, you will see an error message.

# Frequently Asked Questions Parents

## Where can I see my child's recent lunch transactions?

### On your computer

From your main menu, please click into Payment History > Cashless Accounting. Here you can then select the statement you wish to view. This will list the transactions that have been made by your child. For further information, you can select a transaction by clicking into this. If you see 'meal' here, this means the school tills aren't sending ParentMail details of individual items that have been purchased on each transaction. If the school tills do provide this information, you will see details of what your child has purchased here.

### On the Android App

Open the ParentMail App, please click into Payments > Shop > Top Up > History. This will show you a list of all actions (top ups, refunds, meals taken) related to that balance. If you see 'meal' here, this means the school tills aren't sending ParentMail details of the individual items that have been purchased on each transaction. If the school tills do provide this information, you will see details of what your child has purchased here.

### On the iOS App

Open the ParentMail App, please click into Payments > History > Dinners > Select an account > Select a statement by month. This will show you a list of all actions (top ups, refunds, meals taken) related to that balance. If you see 'meal' here, this means the school tills aren't sending ParentMail details of the individual items that have been purchased on each transaction. If the school tills do provide this information, you will see details of what your child has purchased here.

## Why am I receiving an error message advising me that I cannot purchase more than one of this item?

If you get an error message stating that you can only purchase one of this item, please click 'OK' and then go to your Basket, where you will find the item already added. You can either remove the item by changing the quantity to '0' or you can continue to proceed with the purchase.

## My child is entitled to free school meals, so why have I received a reminder about their balance?

This is an automatic message sent out when a child is added to a dinner register. If your child is entitled to free school meals then please feel free to disregard the reminder and you will not need to proceed and top up their dinner account.

## How do I get a refund?

If you need to get a refund for an item, or a Dinner Money balance for whatever reason, you will need to contact your school to discuss this. Please contact them directly for assistance.