



Our Ref; JT/Tf
12 June 2018

Dear Parent/Carer

Online payments to school with ParentPay.

Starting Monday 9 July 2018 we will be introducing a more convenient way to pay for school meals using a secure service called ParentPay.

ParentPay will be live at school from Monday 9 July. From this date we will be working towards no longer accepting cash payments in café 5000 for morning break and lunch. **Please note that Monday 9 July will be the live date for cashless catering as oppose to Monday 18 June. Cash payments at Café 5000 will continue up to and including Friday 6 July 2018.**

Making secure payments online using your credit or debit card

ParentPay offers parents/carers the freedom to make payments whenever and wherever you choose, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

In due course Beacon Academy will write to you with information on how to create a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at Beacon Academy, or children at other ParentPay schools, you can create a single account login for all your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you have activated your account you can make online payments straight away.

Cash Loading Machine

Installation of a cash loading machine in Café 5000 will take place on Thursday 14 June. This enables students to 'top-up' their account with cash using finger recognition.

Using PayPoint

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online.

Please notify the academy on 01472 328888 if you wish to use the PayPoint facility. A plastic card will be issued to you to make cash payments for school meals at local PayPoint stores. The first card is free of charge; however, any lost or damaged cards will be chargeable. Payment cards take about two weeks to arrive but we can issue a barcode letter as an interim measure.

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September 2018

From September 2018 ParentPay will be used as the preferred payment method for other financial transactions such as educational trips/visits and the school prom. We will provide more details in the new academic year.

We hope you will support us as we strive to provide cashless catering. Your support in using ParentPay is very much appreciated, thank you.

You will receive your unique ParentPay Account activation details w/c Monday 2 July 2018.

For further information on ParentPay please see the FAQs below or visit www.parentpay.com.

Yours sincerely

J Thurley

J Thurley
Headteacher

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. 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. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.
- **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. Alternatively ask if you can use your school's computers. Many schools have computers available for parents and will be happy to show you how to use them.

For more information please visit www.parentpay.com