

Parent/Carer guidance - How to activate your account

Before you can activate a ParentPay account, you will need the activation letter which is provided by your child's school. If you don't have this, please contact the school directly to request a copy.

1. Go to www.parentpay.com



Login

Important: Existing users adding a child, please read our help [document](#) or watch our video: How to add a child to an existing account

Email/Username
name@emailprovider.co.uk

Password

[Forgotten your password?](#)

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Sign in with

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2. Type in the username and password provided in the activation letter from school, be sure not to confuse the letter l (for lima) with the number one (1) and the number 0 (zero) with the letter o (for oscar).

Please note: The user details are case sensitive and for **one-time use only**. They will become invalid after account activation

3. Confirm the details are correct and **enter the date of birth for your child** and click Confirm.



Link person to your account

The following name has been associated with the details entered:
[REDACTED] AJAYAKUMAR

[Name not recognised?](#)

Enter the date of birth of the person named above to verify this account.


DD MMM YYYY

Confirm [Cancel](#)

4. Follow the on-screen instructions to successfully activate the account. You will need to enter in their name(Parents' name), an email address (**Please use your active email address**) and select a password for the account (**Your email address will become your username**)

Read the ParentPay terms and conditions and click in the box to accept at the bottom of the page then click *Activate account*.

Activate your account

 Existing users adding a child - DO NOT CONTINUE [Please read](#)

All fields are mandatory unless otherwise stated

Personal details

Title

First name:

Last name:

Email address

Username email:

Confirm username email:

Password

Password:

Passwords must contain between 6 and 20 characters, at least one letter and one number and are case sensitive

Confirm password:

I confirm that I have read, understood and agree with the ParentPay [terms and conditions](#) and [privacy notice](#)

5. **A verification email will be sent to the user.** They will need to click on the link within the email to complete the process and access their account.

If you need any further assistance please contact office.