

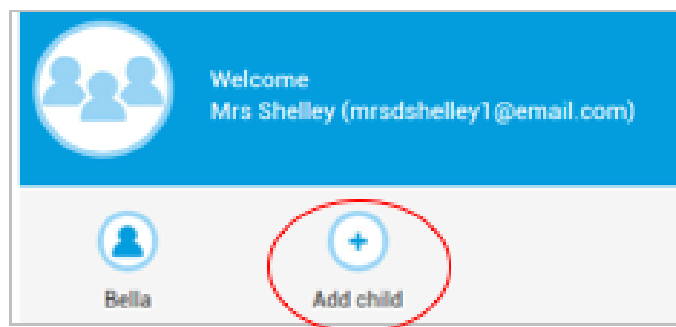
## How to add a child to your account or merge two accounts together

One of the key features of ParentPay is the cross-school login functionality. This enables payers with children at different ParentPay schools to add **up to six children** to their account, regardless of which schools they attend.

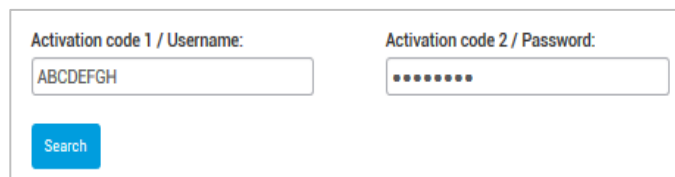
### Adding a child to your ParentPay account using activation codes provided by your school

To add a child to your account:

1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log in to an existing activated ParentPay account.
2. Select the **Add a child** icon from your home page (or go to **Profile > Add a Child**).
3. Enter the activation codes provided to you by your school. These must be entered exactly as provided.
4. Select **Search**.

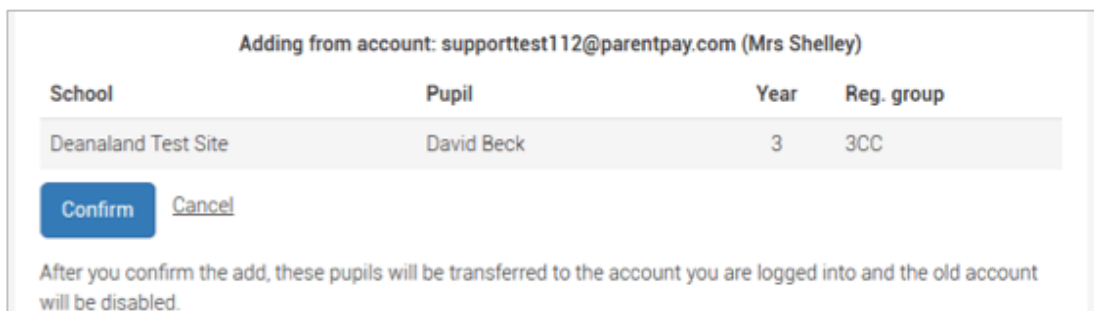


3. Enter the activation codes provided to you by your school. These must be entered exactly as provided.
4. Select **Search**.
5. Ensure the details displayed are correct for the child you wish to add to your account and select **Confirm**.



The screenshot shows a form for entering activation codes. It has two input fields: "Activation code 1 / Username:" with the value "ABCDEFGH" and "Activation code 2 / Password:" with a masked password ".....". Below the fields is a blue "Search" button.

**NOTE: If the details shown are not correct for the child you wish to add to your account, please inform your school immediately. You should not continue to add the child to your account.**

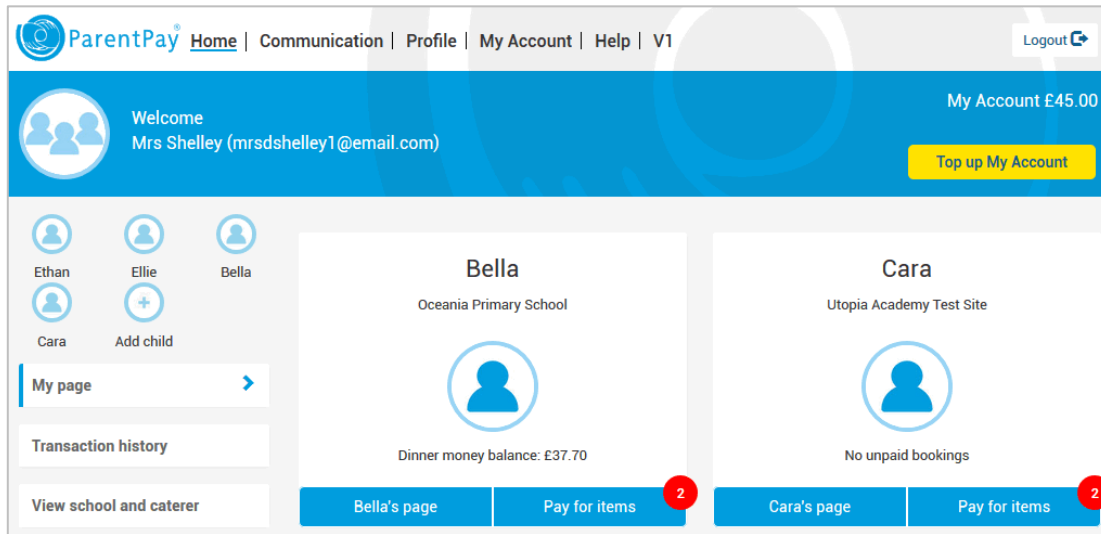


The screenshot shows a confirmation dialog titled "Adding from account: supporttest112@parentpay.com (Mrs Shelley)". It contains a table with the following data:

| School              | Pupil      | Year | Reg. group |
|---------------------|------------|------|------------|
| Deanaland Test Site | David Beck | 3    | 3CC        |

Below the table are two buttons: "Confirm" (blue) and "Cancel" (grey). At the bottom, there is a note: "After you confirm the add, these pupils will be transferred to the account you are logged into and the old account will be disabled."

Once complete, the selected child will be visible on your home page to make payments for.



The screenshot shows the ParentPay home page for a user named Mrs Shelley. The page features a navigation bar with links for Home, Communication, Profile, My Account, and Help. A welcome message is displayed, along with the user's account balance of £45.00 and a 'Top up My Account' button. Below this, there are icons for children: Ethan, Ellie, Bella, and Cara. The main content area displays two child accounts: Bella (Oceania Primary School) with a dinner money balance of £37.70, and Cara (Utopia Academy Test Site) with no unpaid bookings. At the bottom, there are buttons for 'Bella's page', 'Pay for items', 'Cara's page', and 'Pay for items'. Red circles with the number '2' are placed over the 'Pay for items' buttons for both children.

## Merging children from a secondary account into a main or primary account (up to a total of six children per account)

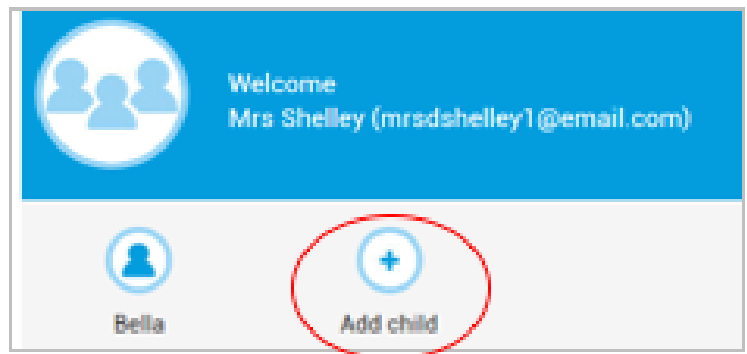
In order to merge pupil or staff accounts from one parent account to another, you must adhere to the following:

- The Parent Account balance must be £0.00 for the account you are taking people from (secondary account). If you have a credit in this account it must be withdrawn prior to attempting to merge the accounts.
- A Parent Account is limited to six people (pupils or staff). If the total number of people on an account would exceed this number by completing the merge, it will not be possible and will error.
- It is not possible to merge a parent account with a manager account (used for administering ParentPay within a school). If you have a staff account for making payments for meals or other items, you are able to merge this into another account.

To merge a child into your main account from a secondary account:

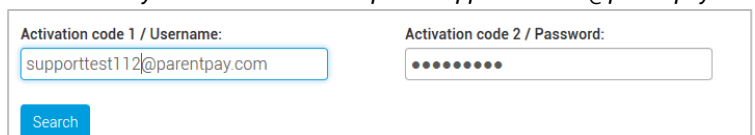
1. Navigate to [www.parentpay.com](http://www.parentpay.com) and log in to your main ParentPay account. This should be the main account that you wish to use going forward.
2. Select the **Add a child** icon from your home page (or go to **Profile > Add a Child**).

*The main account in this example is mrsdshelley1@email.com*

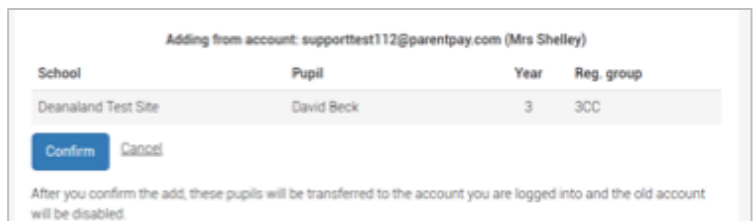


3. Enter the username and password you use to log in to your secondary account.
4. Select **Search**.

*The secondary account in this example is supporttest112@parentpay.com*

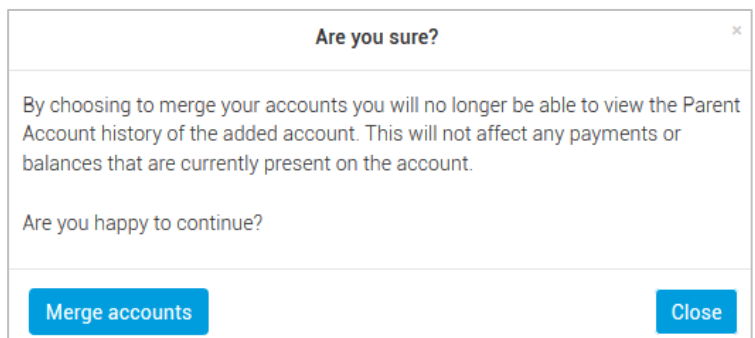
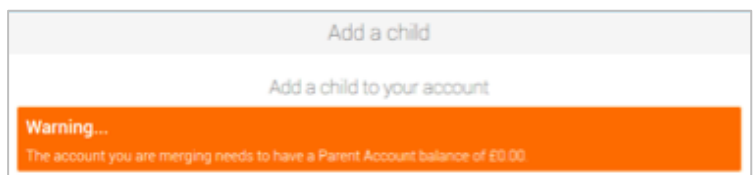


5. At the bottom of the following screen you will be presented with the children that are currently attached to the secondary account. Check the details are correct and then select **Confirm**.

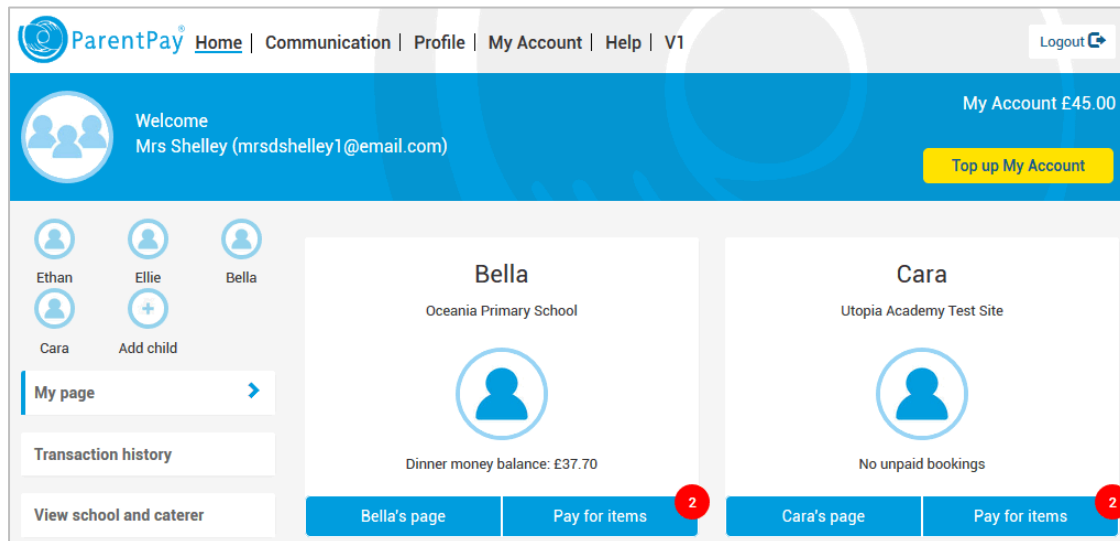


| School              | Pupil      | Year | Reg. group |
|---------------------|------------|------|------------|
| Deanaland Test Site | David Beck | 3    | 3CC        |

6. You will receive one of two messages:
  - A final confirmation message that outlines the restrictions that are implemented when merging accounts. If you are happy with the restrictions, select **Merge accounts** to complete the merge
  - An error message indicating that the account you are trying to merge from has a Parent Account balance that will need to be withdrawn before completing the merge. In this case you will need to log in to the secondary account and withdraw the balance, before repeating the process.

The children or staff that were present on your secondary account will now be visible on your home page, enabling you to make payments for them from this account. The secondary account will now be disabled and can no longer be used.



ParentPay Home | Communication | Profile | My Account | Help | V1 Logout

Welcome Mrs Shelley (mrsdshelley1@email.com) My Account £45.00 Top up My Account

Ethan Elie Bella  
Cara Add child

My page Transaction history View school and caterer

**Bella**  
Oceania Primary School  
Dinner money balance: £37.70  
Bella's page Pay for items 2

**Cara**  
Utopia Academy Test Site  
No unpaid bookings  
Cara's page Pay for items 2

**NOTE:** It is not possible to refund items to a disabled account. If you require an item to be refunded by your school, please complete this and withdraw the funds from your Parent Account before attempting to merge.

**NOTE:** By merging your accounts, you will no longer have visibility of any Parent Account history associated with the secondary account.