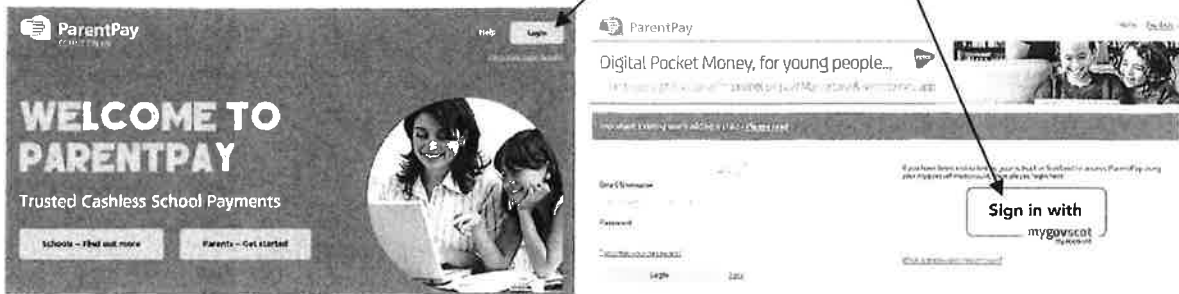


## HOW TO CREATE A PARENTPAY ACCOUNT

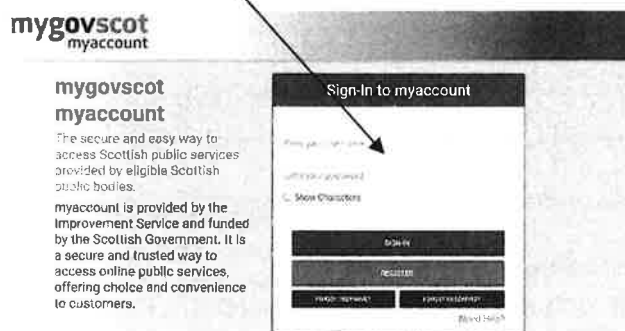
ParentPay Online Payments system is accessed through [mygov.scot](http://mygov.scot) / my account.

Please go to [www.parentpay.com](http://www.parentpay.com) and click on the Login button. Now click on Sign in with [mygov.scot](http://mygov.scot) / my account.



If you have an existing [mygovscot](http://mygovscot) / my account, enter your user name and password and click on 'sign in' as shown on the screen below.

If you do not have an existing [mygovscot](http://mygovscot) / my account, please click 'register' and follow the instructions to create your account.



Once registered or signed into [mygovscot](http://mygovscot) / my account as directed above you will need to enter the ACTIVATION INFORMATION provided in the covering letter attached

Enter your activation details on the 'Link your accounts' page noted below.



Once you have activated your account, you will be able to make online payments straight away.

If you encounter any issues please contact the School Office or refer to <https://www.parentpay.com/parents/using-parentpay/help-and-support>

## Frequently asked questions – ParentPay

### Activating your account

#### *I don't have a computer, how can I use ParentPay?*

- You can access the ParentPay website from your smartphone or tablet, or why not visit your local library and book a computer?
- Alternatively, you may be able to get access to a computer at your work, but you should check the policy in your workplace before doing this.

#### *Why do I need to log in via the mygovscot / myaccount?*

- 'myaccount' is a simple, secure way to access a range of Scottish public services online, including services provided by the Council.
- It is funded by the Scottish Government and ensures that public services can be accessed and used in a simple and convenient way.
- No payment or ParentPay information is held in your myaccount, it is solely a method of authentication.

#### *I am having problems activating or signing in to mygovscot / my account, what should I do?*

- Note that if you are using Internet Explorer, you may have to update to Internet Explorer 11 to access ParentPay.
- If you are having issues with mygovscot myaccount, the support service can be found on <https://www.mygov.scot/myaccount/>

#### *I already have an account with ParentPay in another local authority*

- Once you have registered with mygovscot, and are taken to the ParentPay page, enter the username and password from your old account. Once into the system, go to 'add a child' and enter the username and password issued to you for your child/children by our school.

#### *I am having problems accessing ParentPay*

- Your first line of any enquiry should be your school. They will contact ParentPay on your behalf if they are unable to help.

#### *Can more than one family member pay for items for a child?*

- Please ask at the school office and they will be able to set up another ParentPay login for your child's account.
- You won't be able to see each other's personal details, but will see payments and account balance for the child.

#### *I've lost my activation codes/forgotten my username/password*

- The school office will be able to reissue your activation codes and username.
- If you have forgotten your mygovscot / my account username or password, you should go to the mygovscot sign in page and click the forgot password / username box.
- The link to the mygovscot page is <https://www.parentpay.com/public/client/security/#!/login>

#### *I already have a ParentPay account for another one of my children, can I merge their accounts?*

- Yes. Log into the account you want to use as your master ParentPay account; go to 'Add a Child' and enter your new activation codes.
- Follow the on screen instructions to add your children at any ParentPay school from one account (up to 6 children).

#### *My children attend different schools using ParentPay, can I add them all to my account?*

- Yes. The rollout of ParentPay is on a phased basis so you may not be able to do this straight away, but once you receive an activation letter for each child from their school, you can add your child(ren) to your account.