

Rawlins ParentPay

A Complete Guide



We are using **ParentPay** as our one stop for all purchasing items. You can purchase:

- Dinner money
- Trips
- Replacement ID card and Lanyard
- Lost library books
- Charity event donations

There **isn't** a ParentPay App. You will need to go to www.ParentPay.com



Add this page to your '**Favourites**'

Table of Contents

Activate Your Account.....	2
How to log into your account	3
Order items that are Free on ParentPay	3
Avoid Going into Debt on ParentPay.....	4
Make a Payment on ParentPay	5
Reset your password in ParentPay.....	6

DON'T use anything claiming to be the ParentPay app. ParentPay are planning to release an app, but at present there isn't one. Ignore all the fake apps pretending to be from ParentPay until Rawlins launches it officially with ParentPay.

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A Complete Guide



Normally, when you start at Rawlins, you would receive an email with your ParentPay details. If this doesn't happen, please email rawlinsitsupport@rawlins.embracemat.org to request your login details.

Activate Your Account

Obtain Your Login Details:

Before activating your ParentPay account, you will need an email from the school containing your *unique username and password*. If you haven't received this information, please contact the IT Support team.

Visit the ParentPay Website:

Go to www.parentpay.com.

Enter Your Login Details

Use the credentials provided in your email to sign in.

This is an example of what your username and password will look like:

- *Username: WNOPCTBL*
- *Password: b25441427*

Note: These details are case-sensitive and can only be used once. They will expire after your account is activated.

Activate Your Account:

Follow the on-screen instructions. You will be asked to enter:

Your full name

A valid email address (***the email you use must be on our system***)

A secure password

Your email address will become your new username.

Accept the Terms and Conditions:

Tick the box to confirm you've read and agree to the terms and conditions.

Click "Activate Account"

Verify Your Email:

A confirmation email will be sent to the address you provided. Click the verification link in that email to complete your registration and access your account.

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A Complete Guide



How to log into your account

You can log into the system by using your username and password.

- The username is your email address.
- And the password you set when activating your account.

Order items that are Free on ParentPay

Are you paying for a trip or Christmas dinner? Do you receive Free School Meals? This might be of use to you.

Log into your ParentPay account

Click 'Pay for other items'

Somewhere in the list that follows will be the item you are looking for. Usually at the very bottom.

In this example we are using the Free School Meal Christmas dinner option.

Click 'View'

More details pop up. Don't be discouraged.

Scroll to 'Additional Information'

Tick the box 'I understand that the information below will be shared with any other parent/carer linked with ...' the name of the student is displayed.

Click the drop-down menu 'Other details'

Select your option.

It is very important to fill in each box or the form will not work.

Click 'Save changes'

Tick the box 'n/a'

Click 'Confirm attendance'

If nothing happens, remember to check that you've fill in all the boxes.

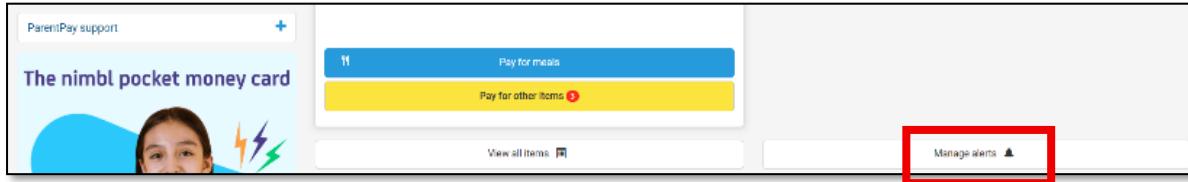
You've done it!

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A Complete Guide



Avoid Going into Debt on ParentPay



At Rawlins, ParentPay is used to handle payments for school meals, trips, events, and items such as replacement lanyards or overdue books.

To ensure uninterrupted access to meals, trips, and other school services, it's important to stay on top of your ParentPay account.

Here's how to keep your account in good standing:

- **Check your balance regularly**
- **Top up in advance before making purchases**
- **Set up low balance alerts**

To help manage future purchases efficiently, consider enabling **One-click payments**. This feature allows you to approve transactions directly from your bank account through a direct debit. Payments will only be taken when you authorise them - giving you both ease and control.

To set up One-click payments, you'll need:

- Account holder's name
- Account number
- Sort code

Once your payment method is set up, turn on **Alert settings** to stay informed about your balance and transaction activity. Click on **Manage Alerts** on your home page.

Your balance is checked once per day (around 18:00-19:00). If the balance falls below your chosen threshold, the system will automatically top it up by the amount you've set.

You can set up alerts to notify you of your current balance and receive a warning when it falls below a set threshold.

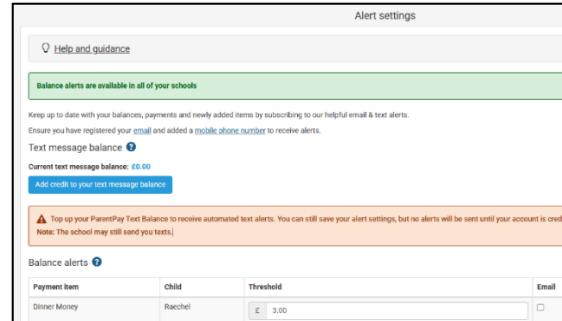
You should set the threshold to £5

Can I Pause or Cancel It?

Yes, anytime - unless a payment is already in progress. You're always in control.

Why Is My Payment 'Pending'?

Payments marked Pending haven't cleared with your bank yet. This usually takes 3-5 working days. Until then, the school may delay services.



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A Complete Guide



Make a Payment on ParentPay

Log in at www.parentpay.com using your payer account details.

Once you're signed in, you'll see your child's name in a tile on the main page.

Choose how you want to pay:

Pay for meals - Click the option under your child's name to top up school meals.

Pay for other items - Click the option below meals to see things like trips or clubs.

View all active payments - On a computer, use the left-hand menu. On mobile, tap the menu in the top-left corner. This shows all items for all linked children or staff.

Click "View" next to the item you want to pay for.

Fill in the details - Enter how much you want to pay and any other requested info.

Choose how to pay:

Add to Basket to pay later or pay for several items at once.

Pay by Parent Account for an instant payment (only if there's enough balance in your account).

If using the basket:

- Click the **basket icon** in the top right corner.
- Review your items.
- Choose **Visa Checkout** or another payment method to finish.
- Once payment is complete, you'll see a **confirmation message**.

Remember to transfer your balance to your desired purchase. i.e. Dinner Money.

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A Complete Guide



Reset your password in ParentPay

Can't access your ParentPay account? You might need to change your password. Follow the instructions provided to reset your password.

Navigate to the ParentPay website: www.parentpay.com

Click “For Parents” and “Parent Login”

Forgotten your password?

Please enter your username to reset your password.

Email/Username

Next
[Cancel](#)

Change your ParentPay password

Your password has been successfully changed.

Please click the button below to log in.

[Login](#)

Forgotten your password?

We have sent instructions to your email address.

Check your spam folder.

If you haven't received the email in 5 minutes then click on the button below. If the problem persists then contact your system administrator or the ParentPay support team.

[Send instructions](#)

Click “Forgotten your password?”

Enter the email you registered with ParentPay.

Click “Next”

Navigate to your email and check for an email from ParentPay.

platform@pare... 12:01

Reset your ParentPay password

Forgot your password.

Reset your ParentPay password

platform@parentpay.com <platform@parentpay.com>

Thu 12 Oct at 12:01

Forgot your password?

ParentPay received a request to reset the password for your ParentPay account with username [REDACTED].

If you want to reset your password, click on the link below (or copy and paste the URL into your browser):

<https://www.parentpay.com/lostpassword/ResetpasswordToken?Erc5C20H9Wm8dLc9T1BY4PCAPmH7pm7vN10IAunmama-zaChetelwv548@yahoo.co.uk>

If you don't want to reset your password, please ignore this message. Your password will not be reset. If you have any concerns, please contact us at ParentPay.Success@parentpay.com.

In the 'Reset your ParentPay password' email, Click the link.

Change your ParentPay password

Please enter a new password for your ParentPay account.

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

Choose a new password (between 6 and 20 characters, containing letters and numbers)

Password

Confirm password

Change password

Log in

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

Email/Username

Password

Forgot your password?

Login **Back**

Enter a new password. Confirm it by entering it a second time. Click “**Change password**” You will be navigated back to the Login page.