View communications

A great feature enabling you to view the history of all automated alerts, messages sent to you by your school and any messages you have sent to school via ParentPay across all your children.

Quick view your most recent Alerts & communications

The **'Alerts & communications'** area, available bottom right of your home page, enables you to view the most recent history, across all your children.

The breakdown shows automated alerts, messages sent to you by your child/children's school/s and any messages you may have sent to school using our 'Contact schools' feature in your account.

Click the **View all alerts & communications** button to see further history.

Date	Subject
29 Feb 2012	Letter – Rachael trip zoo
27 Feb 2012	Letter – April
27 Feb 2012	Letter – Rachael
27 Feb 2012	Email – Payment reminder for trip
27 Feb 2012	Email – Payment reminder for trip
27 Feb 2012	Email – Payment reminder for trip

View all alerts & communications

Communication history

Go to **View communications** in the **'I want to…'** area on the left of your screen.

You can choose to **'Show all'** or select **'Only messages from schools'** or **'Only messages to schools'**.

Setting up/changing Alerts

The types of automated alert you can set in your ParentPay account is dependent on the type of subscription your school has with ParentPay. You can setup/change your alerts at anytime via:

- **View/edit your profile** (top right of your screen) and clicking on the **Change alert settings** button

- The **Change alerts settings** button in the **View communications>Communication history screen**

Providing and registering your mobile number

Providing your mobile number in ParentPay not only allows your school/s to send you SMS text message communications but also allows you to opt in to receiving our automated SMS
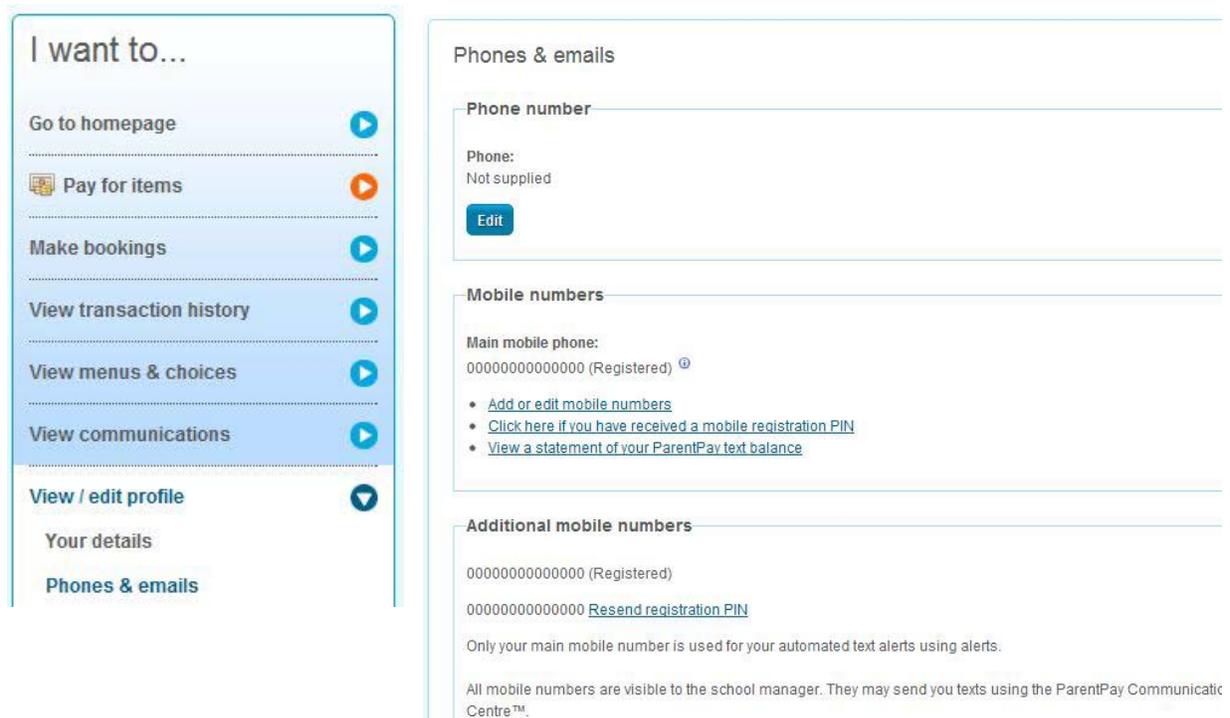
text alerts for things such as a low dinner money balance for your child/each of your children.

Automated text message alerts that you request are payable by you at 0.06p per message sent.

Text messages sent to you from your child's school are at NO charge to you.

Entering your mobile number

Go to the **'I want to...'** area of your home page **View/edit profile>Phones & Emails**

- **Phone number**: your home, office or other number

- **Mobile numbers**: this area contains your **'main mobile number'** – this will be the number your school uses to send you SMS text messages and will also be the mobile number that any automated alerts you request are sent to.

When you provide your mobile number you will automatically receive a registration PIN in order to 'register' your mobile – If you do not 'register' your mobile you will be unable to receive automated SMS text alerts from ParentPay.

You do not need to 'register' your mobile number in order for your child/childrens' school to send you SMS text messages.

Three easy steps to enable automated SMS text alerts in your account

Step 1: Registering your mobile number

If you wish to subscribe to our automated SMS text alerts and you have received your registration PIN, you must log back into your ParentPay account, go to the **'I want to...'** area **View/edit profile>Phones & emails** and click on the Click here if you have received a mobile registration PIN link to register your mobile. Your registration PIN is valid for 7 days.

Step 2: Top up your SMS text balance

Automated SMS text alerts that you request are paid for by you at a charge of 0.06p per message sent – as such you must ensure that you maintain a SMS text balance of at least £2.40.

Topping up is easy, simply go to **Pay for items** via **the 'I want to...'** area of your home page and click on the **'Other'** tab.

Step 3: Choosing the alerts you want to receive

Go to the **'I want to...'** area of your home page **View/edit profile>Alert settings**
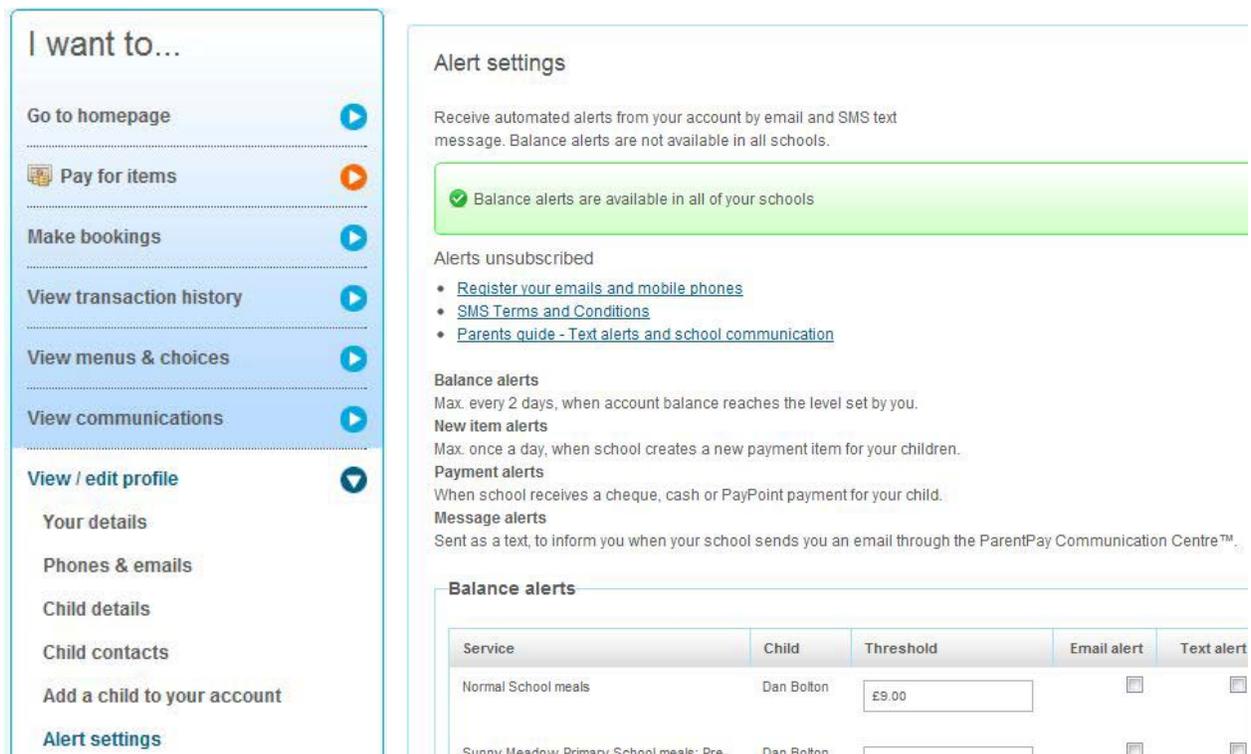
Choose which alerts you wish to receive for your child/each of your children and set the threshold (balance) at which you wish to receive alerts. For more guidance please see our 'Alert settings' area later in this guide.

- **Additional mobile numbers**: you are able to provide a number of mobile numbers to enable the school to send you text messages – schools can choose to 'send to all mobile numbers' in the event of an emergency.

- **Email addresses**: it's likely that you provided an email address and verified it during the activation of your ParentPay account and this will show as your 'main email address' – you are able to provide an alternative email address if you wish.

- **Preferred communication channel**: you can indicate which method you wish your school to use when contacting you for urgent and normal communications – your school can disregard these settings if they choose.

Alert settings

A great feature of ParentPay that allows you to set and receive automated alerts from ParentPay for low balances and other purposes! It's quick and easy to setup giving you peace of mind that your child/children will never be refused a meal due to lack of funds.

Go to the **'I want to…'** area of your home page **View/edit profile>Alert settings**

The 'Alert settings' screen will confirm if you are able to set 'balance' alerts for all of your children – this feature is not available to all schools and is dependent on the type of subscription the school has with ParentPay. In the event that you are not able to set automated low balance SMS alerts, a list of the children you are unable to do this for will show on screen.

Balance alerts: simply choose the type of alert you wish to receive (Email or SMS text) and set the 'Threshold' for each child. We recommend that this is set to cover the cost of meals for 3 days in order that you have time to topup before your child may be refused a meal.

New item alerts: you can choose to receive an alert when your child's school sets up a new payment item for your child

Payment alerts – cheques and cash: you can set up alerts to tell you when a cash/cheque payment has been recorded against your child's account in school ensuring you know the payment has been received safely.

Payment alerts – PayPoint: in the event that you are a cash based payer and are using either a PayPoint card for school meal top ups and/or barcoded letters to pay for trips , you are able to set alerts to notify you once the payment shows in your child's account in school.
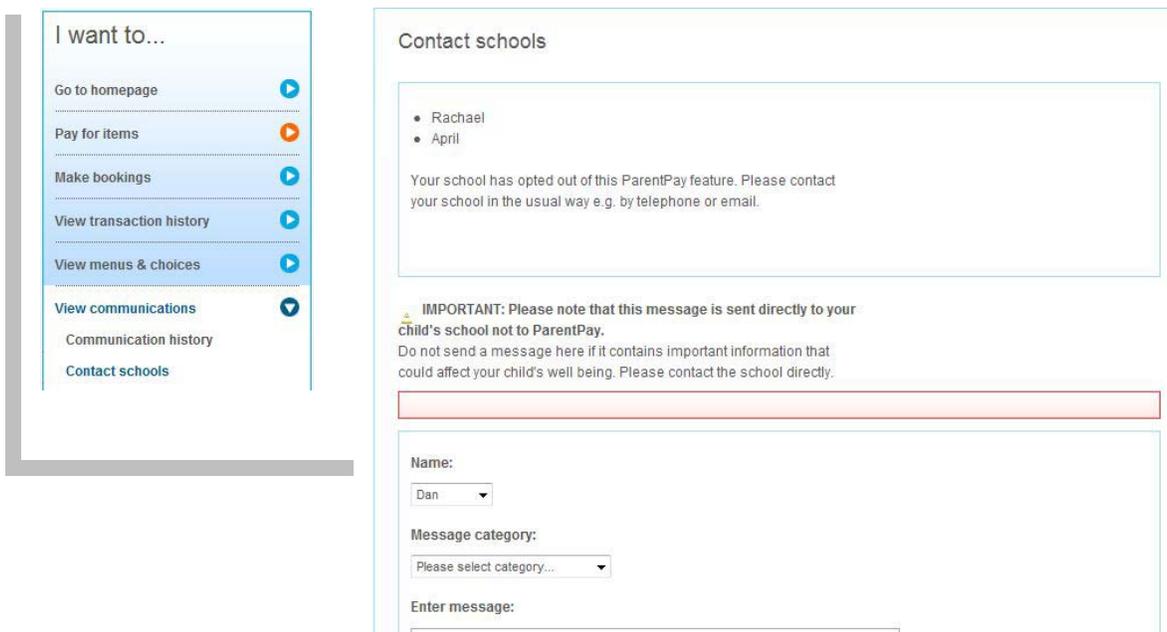
Message alerts: a great way to know that your school has sent you a message in ParentPay.

Sending a message to your child's school

If your school has 'opted out' of our 'User messaging' feature you will be unable to contact your school directly within ParentPay using our 'Contact schools' feature. A message will be displayed on screen with a list of children this feature is not available for and you are advised to contact the school in another way.

Please note: The send message feature is intended as a general communication tool; in the event that you need to contact school urgently or tell them important information pertaining to your child you must contact them directly by phone.

Go to **View communications>Contact schools** in the **'I want to...'** area on the left of your screen.

- **Name:** Select the child the message is in relation to

- **Message category:** Use the drop down menu to select

- **Enter message:** Type your message in the box

- Click **Send message**