



Dear Parents and Guardians

ONLINE PAYMENTS WITH PARENTPAY

The UTC has a convenient way to pay for school meals, trips and much more online, using a secure service called ParentPay. Although our aim is to have a cashless environment we will accept cash payments or cheques.

MAKING SECURE PAYMENTS ON-LINE USING YOUR CREDIT OR DEBIT CARD

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week – safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure on-line account, activated using a unique username and password; you will be prompted to change these and to keep them safe and secure. If you have more than one child at the UTC or children at other ParentPay schools, you can create a single account login for all your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you've activated your account you can make on-line payments straight away.

You will receive your unique ParentPay Account activation letter after your son/daughter has started at Bucks UTC.

For further information on ParentPay please see the FAQ overleaf or visit www.parentpay.com.

Food can be purchased from our café by cash only.

Yours faithfully

Nishara

Nishara Weragoda
Business Support Administrator

Tel: 01296 388455
Email: nweragoda@buckinghamshireutc.co.uk



Information from ParentPay

FAQs

- **When can I log in to my account?**

Once you have received your activation letter from Bucks UTC with your activation login details you'll be able to activate your account and you can start making payments.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the UTC have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*; the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers.

- **I don't have a home PC so how can I use ParentPay?**

Why not visit your local library, internet café or see if you can get access to a computer at work alternatively ask if you can use the UTCs computers.

For more information please visit www.parentpay.com