



# TORQUAY BOYS' GRAMMAR SCHOOL

Headmaster: R.E. PIKE, B.A., B.Ed., F.R.S.A.

Shiphay Manor Drive, TORQUAY, Devon TQ2 7EL

Tel: (01803) 615501 Fax: (01803) 614613

Dear Parent

20 April 2010

## **PARENT PAY**

From the beginning of this term you now have a more convenient way to pay for school meals, trips, photographs and much more. The school is now using a new service called **ParentPay** and we are sure you will want to help us implement this cashless payment system.

**PLEASE DO NOT SEND CASH OR CHEQUES TO SCHOOL  
TO PAY FOR SCHOOL ITEMS UNLESS YOU HAVE NO ACCESS TO THE INTERNET**

### Online using your Credit or Debit Card

The system has been tested extensively and went live in October 2009. ParentPay offers you the freedom to make payments whenever you like 24 hours a day 7 days a week, safe in the knowledge that the technology used is the highest internet security available. Your family has a secure online account, which can be accessed with a unique user ID and password for each student. You can change these to something you will easily remember. ParentPay enables you to view all items available to each of your children along with relevant costs and details.

For your convenience you will find a series of Frequently Asked Questions listed overleaf.

Making a payment is easy, simply select the item to pay and follow the instructions to complete your payment. You can pay for multiple items during a single online session. ParentPay holds an electronic record of your payments to view at a later date should you wish. No card details are stored in any part of the system.

Payments can be made for:

**Topping Up Dinner Money 'Power Cards'**  
**Payment for all Trips and Events**  
**Purchases from the school shop**  
**Paying Invoices**

Yours sincerely

Andrew S Medhurst  
School Business Manager

*Torquay Boys' Grammar School is committed to safeguarding and promoting the welfare of children and young people.*

## **Frequently Asked Questions**

### **How do I use ParentPay?**

Your child's school will issue you with a unique username and password. Just go to [www.parentpay.com](http://www.parentpay.com) and login with these details. Go to 'Profile' and change your password and username to something memorable. Also, register your email address here so we can send receipts of payments and the school can notify you easily when payments need to be made. That's it, now you can start making hassle free, secure payments to your child's school whenever you like.

### **What do I do if I have forgotten/lost my username/password?**

You can request replacement details from Mrs J Bennett who can be contacted through the school reception.

### **What cards can I use?**

ParentPay accepts MasterCard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed directly of any such restrictions.

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

YES. In fact, it's as safe to pay online with ParentPay as it is to use your credit card in a shop or over the phone! ParentPay uses leading technology to process your credit/debit card transactions securely. All communication with the bank is encrypted (jumbled up so no one else can read it). Neither ParentPay nor the school have access to your card details and your card details are never kept by ParentPay or the school.

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

Standard website addresses begin with 'http' whereas the address for a secure site will always begin with 'https'. You will also see a padlock at the bottom right of the screen. Never enter your card details or personal data on any web page whose address does not start with 'https'.

### **What about our personal information?**

ParentPay uses a very limited amount of information about you and your child solely for the purpose of administering your account; we do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998, which ensures the protection and care of personal information. This means that any information you give us electronically will only be used for the purpose that you intended.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be ParentPay, please contact us immediately on 08700 420550.

### **I don't have a home PC so I can't use ParentPay.**

Actually you can. Try visiting your local library internet café, see if you can get access to a computer at work or ask if you can use your schools computes. TBGS lone computers available for parents and will even be happy to show you how to use them.

**For more information visit [www.parentpay.com](http://www.parentpay.com)**