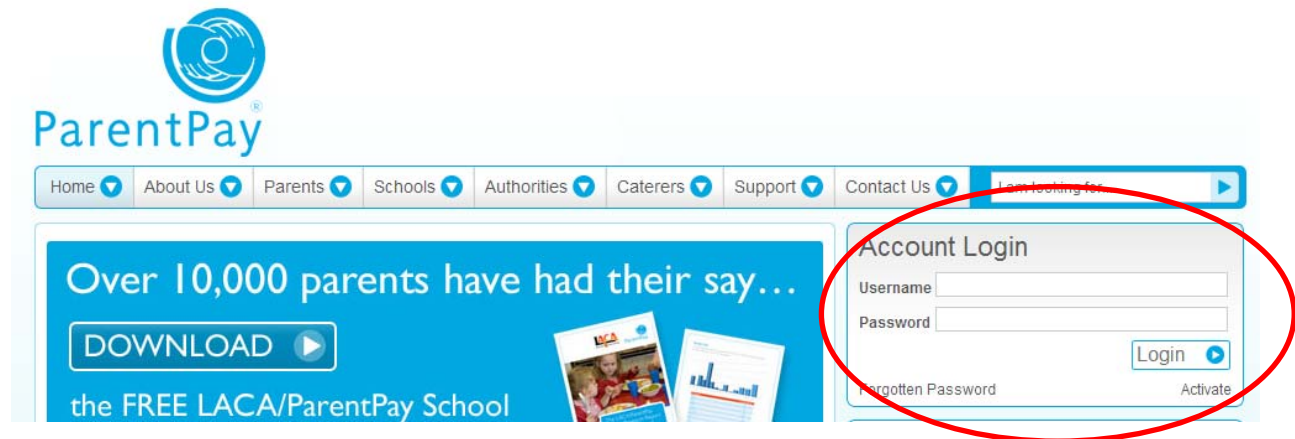# Account Activation & Single Account/login

In addition to a new look and feel one of the key features we've introduced is the ability for parents with children at different schools to add up to six children to a single account regardless of which school their children attend (providing those schools subscribe to ParentPay). This means parents will only ever have to remember one username and password to use ParentPay. **Here's how:**

New parent user

If you have more than one child at the same school or children at different schools that use ParentPay and have been provided with a username and password for those children, choose one child's details to activate your account.
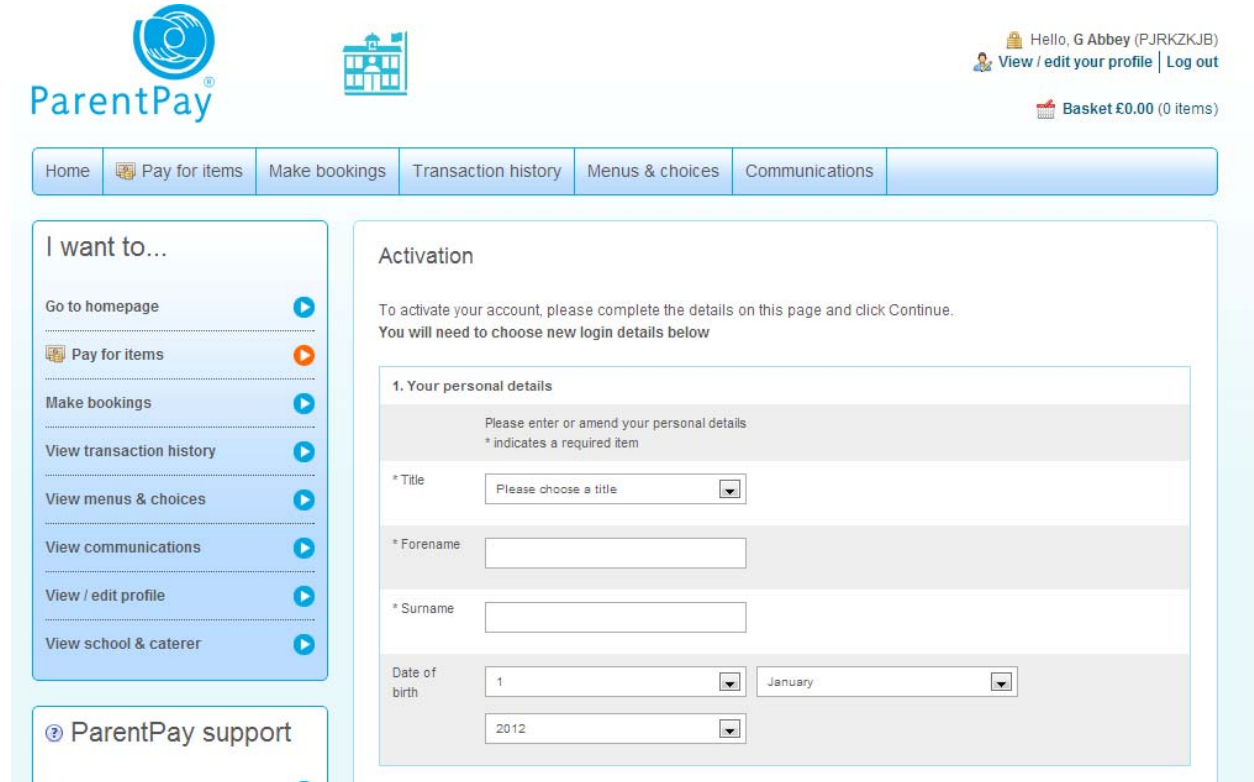
Go to www.parentpay.com

Enter the username and password you have received for your child/one of your children in the account login area.

Click **Activate.**

Step 1 – Your personal details

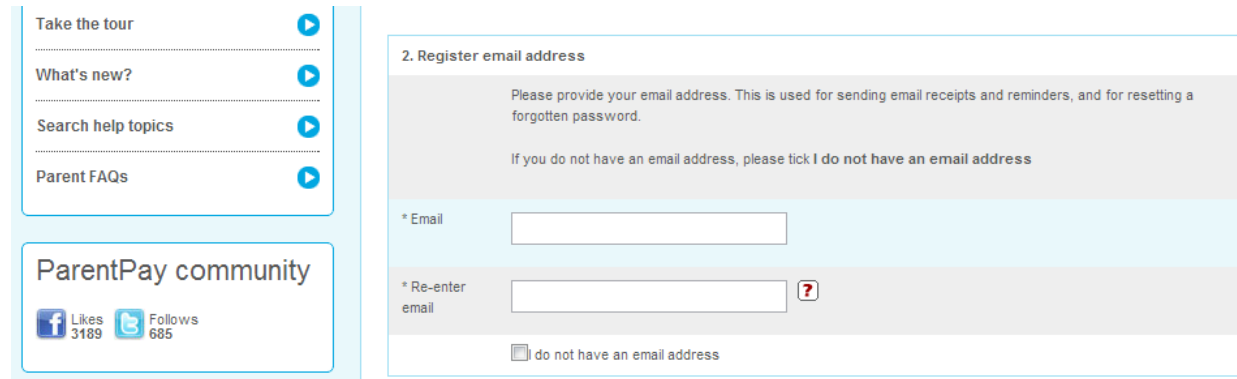Provide all information in the fields with a * alongside them as these are mandatory fields.

Step 2 – Register email address

In order to send you automated payment receipt emails, password resets and so on ParentPay need you to provide and verify your email address. Please be aware that the email address you provide may also be used by your child's school for home-school communication purposes.

If you do not have an email address, you are still able to activate your account however you will be unable to receive automated emails from ParentPay or messages from your child's school.

Step 3 – Choose your login details

Username: Your username is unique and whilst we recommend that you use your email address as your username, if you have already used your email address to activate an account for another child, you will be unable to re-use your email address for subsequent acccounts.

However, you are able to create a single account login for all your children and therefore may wish to consider adding the child you are activating the account for to your existing ParentPay account See the **'Adding children to your single account/login'** section below for information on how to 'add children' to your account.

Password: Your password must be at least 6 characters and must include at least 1 letter and 1 number.

Secret question: This is required solely for instances where we are unable to identify you when you request a password or username reset and will help us confirm you as the owner of the account login.

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3. Choose your login details

Next you need to choose the details you will use to login to your ParentPay account in future

* Username   ○ Use my email address as my username (recommended) [?]

       ○ I will choose my own: [   ] [?]

       Username must contain at least 6 characters

Your password must contain between 6 and 30 characters and contain at least one letter and one number.
Passwords are case sensitive. [?]

* Password   [   ]

* Re-enter password   [   ] [?]

The secret question and answer can be used to help identify you if you forget your password

* Secret question   [Please choose a question   ▼]

* Secret answer   [   ] [?]

Step 4: Confirm the terms and conditions

We recommend that you follow the link to the ParentPay terms and conditions and read them fully before ticking the box to confirm that you have read, understood and agree with the terms and conditions.

Click **Continue**

Your account is now activated and you will receive a confirmation screen confirming your username and password.

If you have other children that you need to activate an account for please see the **'Adding children to your single account/login'** section below for information on how to 'add children' to your account.

Existing parent user – creating a single account / login

IMPORTANT: you must log out of all your ParentPay accounts before you start.

Choose one account to 'add' the rest of your accounts to. This will become your single account / login for all your children in future; the username and password for this account will become the 'only' set of account login details you use in future.
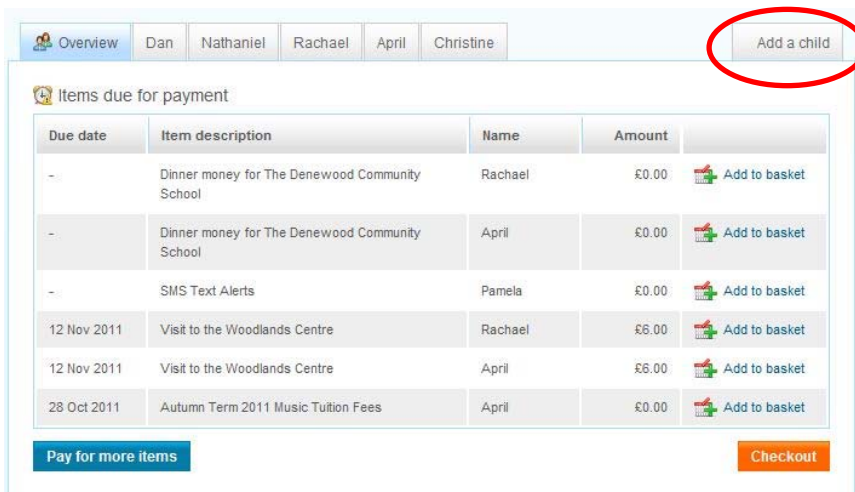
- Go to www.parentpay.com

- Login to the account you wish to have as your future login for all children/schools

Next: Go to the **'Adding children to your single account/login'** section below for information on how to 'add children' to your account.

Adding children to your single account/login

- Click on **Add a child**

- **Enter the username and password** for your other child

- Click **Search**

The school, pupil name, year group and class will show on screen.

Click **Add child to your account** to confirm this is the child you wish to add to your account. You can repeat the above process to add more children to your account.

You will then be directed back to your home page which will have changed slightly.