

Username / email guidance

ParentPay Support – Important Changes for Parents/Carers

This is a guide to help you with the questions you may be asked by your Parents/Carers about the changes to the ParentPay log in process, which are happening over the next few weeks.

Where required we will be asking our Parents/Carers to update their usernames to a verified email address.

They will be provided with an on screen guide to walk them through the process of updating their user name to a **verified email** address.

The on screen guide will assist with the switch to using an email address as the username without a problem however we understand that some may wish for reassurance during the change.

They can skip this initially should they choose to, but from **03 March** onwards they **must** have a **verified email** address as their username to log in.

Common Questions and Answers

Q. Why do I have to use an email address for my username?

A. ParentPay are continuing to improve how we protect Parents/Carers' accounts from unauthorised use or misuse. By using an email address as a username it ensures it is more memorable, reducing the likelihood that it is forgotten, it improves the likelihood that it is unique for all new users and enables us to communicate with Parents/Carers more securely, should the need arise.

Q. I just need to make a payment. Do I have to change my Username now?

A. No. There is a period during which the Parent/Carer will be able to skip changing their username into an email address.

Q. How long can I skip changing my username?

A. The skip option should remain available until mid-February. Parents/Carers will be notified if this timeframe changes. After this time, they will be required to use a verified email address, without this they won't be able to access the Payer application.

Q. I don't have an email address. What do I do?

A. In order to use the Payer application, the Parent/Carer must have a verified email address. This is a security requirement for use of the system. Once they have set up an email, they will be able to use this to complete the account update. Once complete they should be advised to log in with their new email username and remove any email addresses they no longer require from their profile.

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Q. I have lots of email addresses on my Payer account. Does it matter which one I choose?

A. The Parent/Carer can choose any of the email addresses associated with their account, or add another as part of this update. If they choose an unverified email they will be taken through the verification process automatically. Once complete they should be advised to log in with their new email username and remove any email addresses they no longer require from their profile.

Q. I have lots of email addresses on my Payer account but don't want to use any of them. What do I do?

A. The Parent/Carer will need to enter a new email address into the last field in the 'username to email process'. They will have had to create this email in advance. They will then be required to verify this email and once complete, they should be advised to log in with their new email username and remove any email addresses they no longer require from their profile.

Q. I have a verified email address on my Parent/Carer account, but would like to change it. Can I do this?

A. Yes. When the Parent/Carer is asked to select an email address as their username, they have the option to use and then verify a new address. Once complete they should be advised to log in with their new email username and remove any email addresses they no longer require from their profile.

Q. I have entered an email address to be verified, but I can't find the verification email that it says has been sent to me. What do I do?

A. Ask the Parent/Carer to check their spam, trash, clutter and other email folders to see if the verification email is there. Many modern email systems have a search option and if available they can search for parentpay.com emails. If they are still unable to find the email, they should check that the email address is entered correctly in the username to email change screen and attempt to resend it. They should be advised to look for incorrect spellings, additional full stops (.), and extra spaces before or after the entry (common when copying and pasting).

If they are still unable to log in, take their details and escalate the issue to the ParentPay Support Team, or ask them to log a Parent Support query using the support site.

Q. I have received the verification email, but when I click on the link, nothing happens, or I get an error. What do I do?

A. Sometimes links don't open correctly from the email into a browser window. The Parent/Carer should copy the link from the email and paste it into a browser address bar. This will open the verification completion window and allow them to finish the verification process.

Q. Every time I attempt to log in I get to a verification screen. What do I do?

A. The Parent/Carer has not completed the verification step of the process yet. Until verified they cannot continue through the login process. They will need to check their email for the verification communication and complete it. If this has expired (older than 24 hours) or they have deleted it, they can re-request another to be sent when they attempt to log in.

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Q. I have previously used my email address as an account username, but would like to use it again. What do I do?

A. If the Parent/Carer is unable to use a preferred email address, you will need to escalate the issue to the ParentPay Support Team or ask the Parent/Carer to log a Parent Support query from the support site. ParentPay support will then evaluate the email address to check availability and ownership and advise on next steps.

Q. I have two accounts currently but only have one email address. What can I do?

A. The Parent/Carer should be advised to complete the username to email process for one of their accounts. Once completed they should log in and merge their accounts by using the add child button (as described in the [Merging Accounts Process](#))

Q. I have more than 6 children and am unable to add them all to one account. What do I do?

A. Where a Parent/Carer has 6 children already associated with an account and need to add further children, a second account will need to be created with a unique email address.

Q. I have completed the username to email process but I can't log in. Why?

A. Ask the Parent/Carer to check these things:

- Are they using their old username, instead of the new email address? Confirm that the username being used is the email address they selected and that this is shown as their username from your school managers account.
- Are they entering their password correctly? If all is correct and there are still difficulties, ask them to reset their password using the 'Forgotten password' link on the login screen.

If they are still unable to log in, take their details and escalate the issue to the ParentPay Support Team, or ask them to log a Parent Support query using the support site.

When logging an issue directly with the ParentPay Support Team the following information is required:

- the name of the Parent/Carer
- the email address they have verified and selected as their username
- the associated school name (and DFE or postcode for identification)

ParentPay will never request a password to be sent to them.

Please ensure that you have verified the identity of the Parent/Carer prior to passing their request to ParentPay support. ParentPay are only able to discuss account details with Payers/Carers that they are able to clearly identify and verify.

This can be through their verified email address or should members of the service team need to discuss an issue directly with a Parent/Carer, an identification and verification process will be used to validate them. If you have any further queries, please contact our [Support Team](#).