

ParentPay Information Sheet

ParentPay is our online payment system for parents and staff.

You will be provided with temporary log-in details for your child in a separate letter.

If you do not receive these, or need any assistance at any time, please contact finance@hv.sch.je

Haute Vallee is a cashless school, therefore you will need to complete the ParentPay registration process as soon as possible, as this will allow you to pay for items such as:

- The Year 7 Admin Fee
- Activities week
- School trips
- New or replacement locker keys
- Replacement school ties
- Any other parental contributions as may be requested from time to time

Registering with ParentPay:

To register with ParentPay, please go to www.parentpay.com and select “Parent Log-In”.

If you are not already using ParentPay, for your first log-in you will need to enter the details that are supplied to you, **for example**:

Username: VRIZJNUO

Password: a19892829

Login

Important: [Existing users adding a child](#), please read our [help document](#) or [watch our video: How to add a child to an existing account](#)

Email/Username

VRIZJNUO

Password

.....

[Forgotten your password?](#)

[Login](#) [Back](#)

Sign in with
mygovscot
myaccount


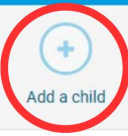
[What is mygovscot myaccount?](#)

You will then be prompted to enter an email address (which will become your username) and a password of your choice which you will use going forwards.

If you already have a ParentPay account, you will need to log-in to that account, then select “add a child” and use the details given in your letter:

ParentPay Home Parent Account Coi

Welcome,

  Add a child

Active Payment items >

Historical Payment items >

Transaction history +

Add a child >

View school and caterer +

ParentPay support +

ParentPay Home Parent Account Communication Profile Settings Help

Welcome,

Link person to account

Help and guidance

Enter the username and password on the school letter provided.

Username

Password

Continue Cancel

Active Payment items

Historical Payment items

Transaction history

Add a child

View school and caterer

ParentPay support

Additional Accounts:

If you would like a second parent to have a ParentPay account linked to their child, please contact finance@hv.sch.je to request for a second account to be set up. The log-in details will then be emailed to you.

Paying for items:

Any items that are available for payment will show in “**Active Payment Items**”.

Please note that not everything that shows in Active Payment Items is a mandatory item.

For example, there are options to purchase replacement locker keys, school ties and student planners. These should only be purchased if your child has lost theirs and you require a replacement.

To purchase an item, click on **view**:

Help and guidance

Show: Active items Filter by: All item types

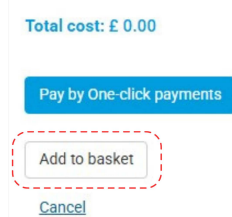
New!	HV School Walk 2025	£1.00	View
Payment due: 10 Jul 25			

There are two ways to pay using ParentPay:

1. Pay by one-click payments – this will link directly to a bank account and set up a direct debit
2. Add to basket – this will allow you to pay by debit / credit card

Please note that if you choose Option 1, payments will not clear from your account immediately, and in the event that insufficient funds are available, the payment will fail.

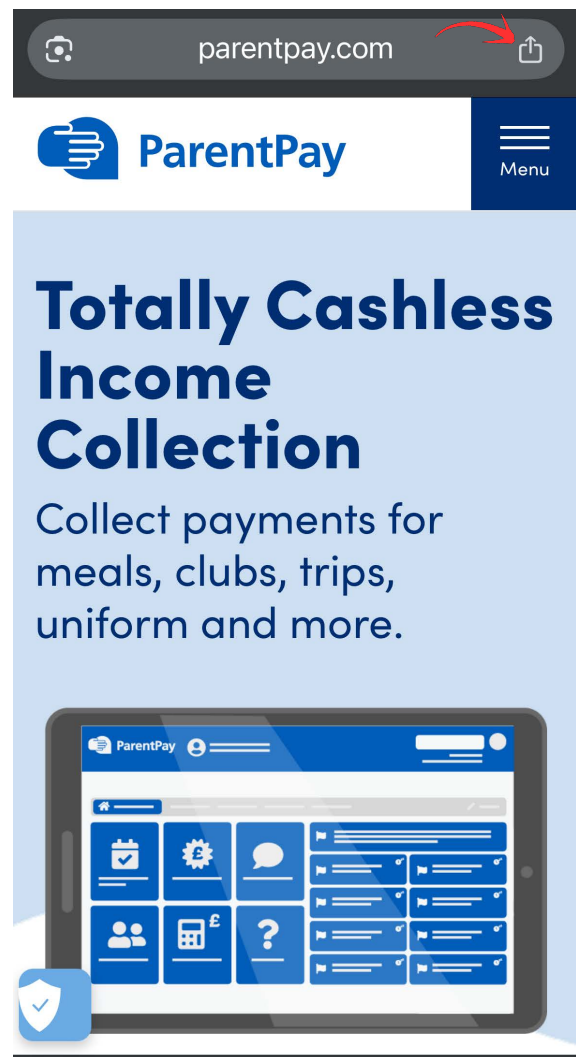
Because Option 2 is an instant payment, we would recommend that you choose that option if possible:



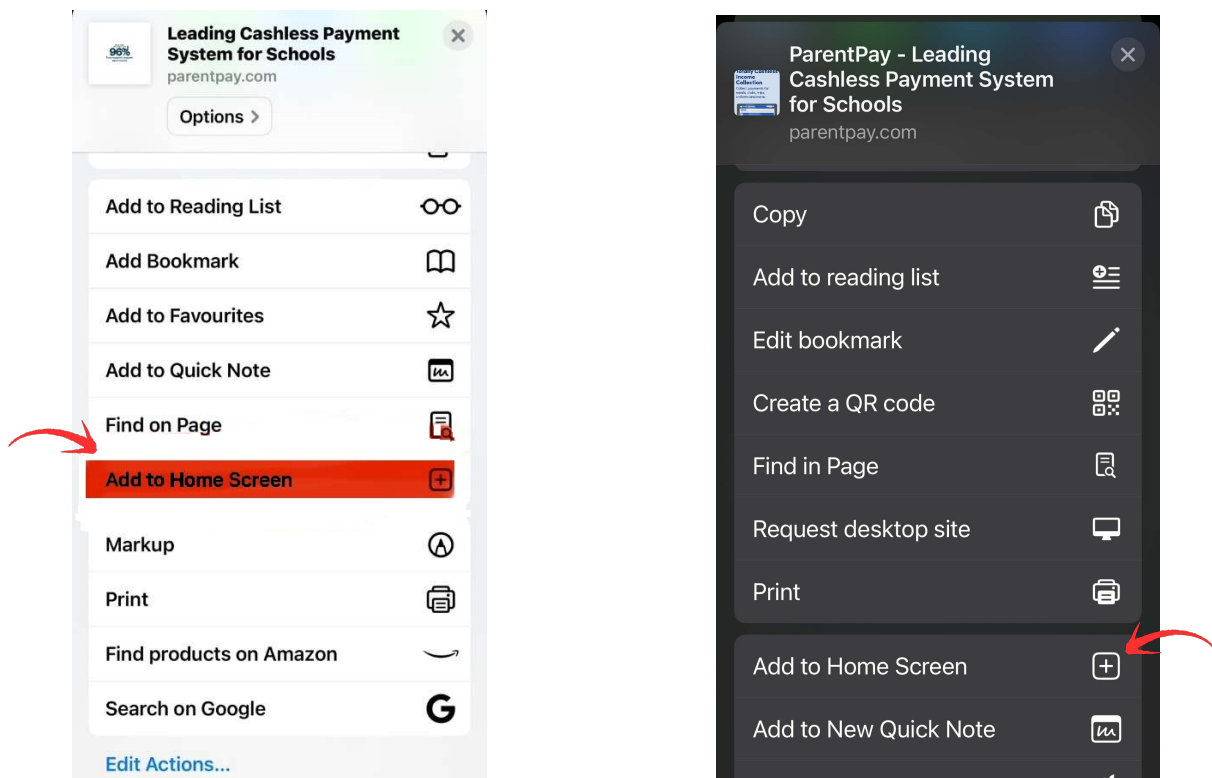
Adding ParentPay to your Home Screen:

Currently, there is no “app” for ParentPay, however for ease, it is possible to create a website shortcut and add this to your home screen on your smartphone.

Simply go to www.parentpay.com then click on “share” as shown:



You can then select “add to home screen” as shown below:



ParentPay Support:

If you need any assistance when using ParentPay, there is a link to ParentPay support on your Home Screen:



Selecting “**Take the Tour**” will bring up a short video that shows the main features of the system and how to use it.

Selecting “**Help & Support**” will take you to a knowledge base of FAQs from which you can select the appropriate option for your issue.

If you need further assistance, please contact finance@hv.sch.je