

## ParentPay Guide

### Frequently Asked Questions

#### **I have lost my letter**

Staff and Students, please request another activation letter from **Student Services** or **Main Reception**.

#### **I have forgotten my password**

Please click on forgotten password so a link goes to your email address to create a new password.

#### **I have put in a wrong email or want to change my email**

Please contact ParentPay Support through the [online form](#), they will change this on their system.

#### **I want to withdraw my funds**

Follow the guidelines from [ParentPay](#) support.

#### **Money has not been allocated**

Please log in to your account, check the shopping basket in the top right hand corner (sometimes not visible on a mobile phone) and allocate to what you want to buy. You can also follow the steps on the [how to pay for items](#) guide.

#### **School Meals refund**

The account holder will need to complete and return the [refund form](#) to Caterlink. The school cannot complete or return this form for you.

#### **Overcharged in the Canteen**

Speak to the Canteen directly so they can resolve this.

#### **Other items listed and sold through the school (not canteen, school meals)**

Funds are transferred to Barnhill Finance for items such as uniform, trips, books etc. To add listings or issue refunds, please email: **finance-staff@barnhill.school**

#### **Please note:**

Money for school meals goes directly to Caterlink's Bank Account. We do not see or have access to these funds; therefore Barnhill Finance have no control to refund the money back.

Caterlink can be contacted by email: **meals@caterlinkltd.co.uk**