

Setting up email and text alerts

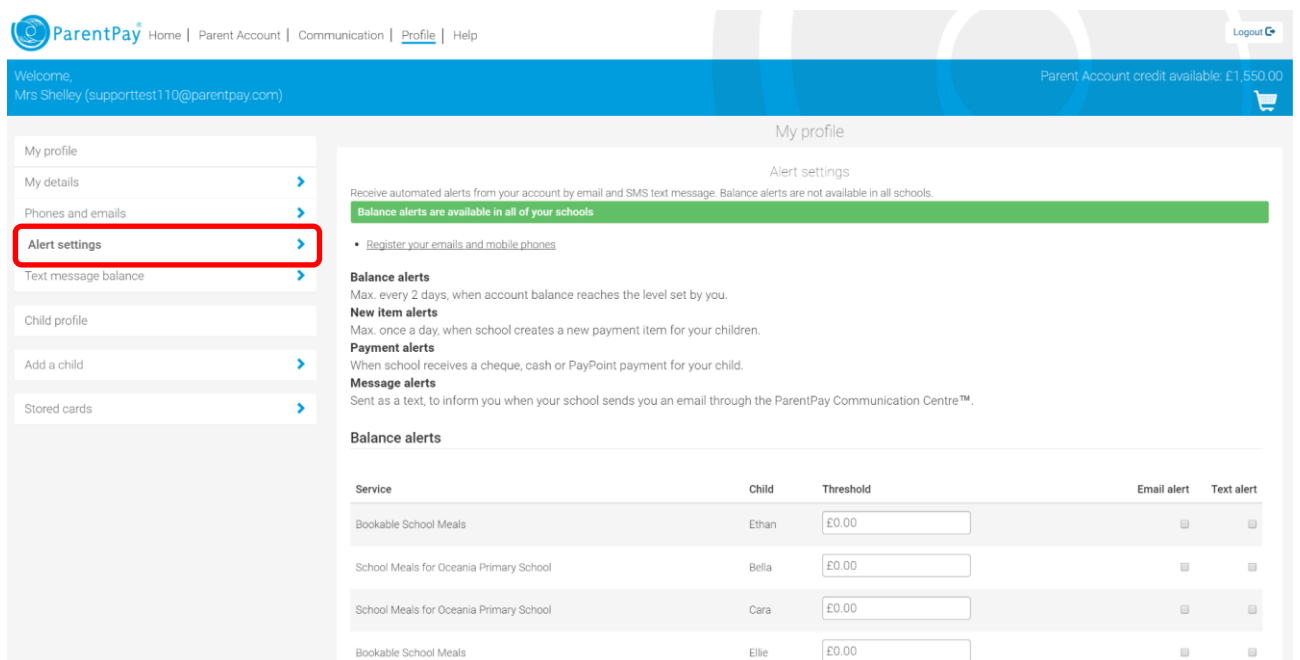
Payers are able to receive automated alerts via email and/or SMS text message.

NOTE: You can only receive automated text alerts if you have topped up your ParentPay Text Balance. Text alert charges will be deducted from your text balance. The cost of a text alert is 6p per text.

NOTE: Text alerts will only be sent to your main mobile number. For email alerts, you are able to change the setting from main email only to all verified email addresses in the **My details** section.

In order to check or make changes to your alert settings:

1. Navigate to **Profile > Alert Settings**



The screenshot shows the ParentPay 'My profile' page. The left sidebar contains a list of navigation options: 'My profile', 'My details', 'Phones and emails', 'Alert settings' (highlighted with a red box), 'Text message balance', 'Child profile', 'Add a child', and 'Stored cards'. The main content area is titled 'My profile' and 'Alert settings'. It includes a green banner stating 'Balance alerts are available in all of your schools' and a link to 'Register your emails and mobile phones'. Below this, there are sections for 'Balance alerts', 'New item alerts', 'Payment alerts', and 'Message alerts'. A table titled 'Balance alerts' lists services, children, and thresholds, with checkboxes for 'Email alert' and 'Text alert'.

Service	Child	Threshold	Email alert	Text alert
Bookable School Meals	Ethan	£0.00	☐	☐
School Meals for Oceania Primary School	Bella	£0.00	☐	☐
School Meals for Oceania Primary School	Cara	£0.00	☐	☐
Bookable School Meals	Ellie	£0.00	☐	☐

2. You are presented with each of the available alert notification options that you can now configure:

- **Balance Alerts:** In most instances, if a school uses ParentPay to collect payment for school meals, you are able to set a threshold amount. Once your balance drops below this value, you will receive an alert to the channel(s) you have selected.

Maximum of one message every 2 days when account balance reaches the threshold

Balance alerts

Service	Child	Threshold	Email alert	Text alert
Bookable School Meals	Ethan	£5.00	☒	☒
School Meals for Oceania Primary School	Bella	£5.00	☒	☒
School Meals for Oceania Primary School	Cara	£5.00	☒	☒
Bookable School Meals	Ellie	£5.00	☒	☒

- New Item Alerts:** You can select to receive an alert when your child is added to a new payment item (for example a school trip). The alert will prompt you to log in and pay for the new item.

Maximum of once per day when a school creates a new payment item for one of your children

New item alerts

Child	Email alert	Text alert
Ethan	☒	☐
Bella	☐	☒
Cara	☐	☒
Ellie	☒	☐

- Payment Alerts – Cash and Cheque:** You can select to receive an alert to inform you if the school have recorded manual cash and cheque payments against your child's account. Sent every time the school records a cheque or cash payment against your child's account

Payment alerts - Cheques and cash

Child	Email alert	Text alert
Ethan	☒	☐
Bella	☒	☐
Cara	☐	☒
Ellie	☒	☐

- **Payment Alerts – PayPoint:** You can select to receive an alert to inform you if a PayPoint payment has been recorded against your child's account
Sent every time a PayPoint payment is recorded against your child's account

Payment alerts - PayPoint

Child	Email alert	Text alert
Ethan	☒	☐
Bella	☒	☐
Cara	☒	☐
Ellie	☒	☐

- **Message Alerts:** You can select to receive a text message alert in the instance where the school sends out an email communication to you through the ParentPay system. This will prompt you to log into your email account to view the communication received.
Sent as a text to alert you that your school has sent an email through the ParentPay Communication Centre™.

Message alerts

School	Text alert
Oceania Primary School	☒
Utopia Academy	☒

3. Select **Save**

NOTE: Balance alerts are not available in all schools. If your school's ParentPay setup does not support the sending of balance alerts you will not have the option to set up this alert setting. You will be notified if this is the case when you navigate to the 'Alert settings' screen.

Alert settings

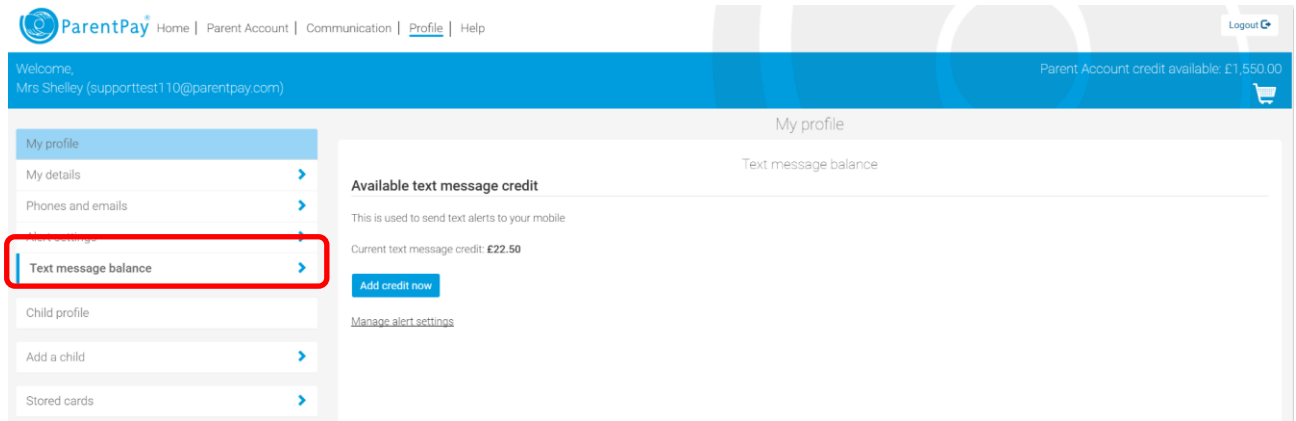
Receive automated alerts from your account by email and SMS text message. Balance alerts are not available in all schools.

Balance alerts are available in all of your schools

Topping up your SMS text alert balance

In order to receive text alerts, you will need to ensure that you have credit in your 'Text message balance'.

1. Navigate to Profile > Text message balance



Your available Test Message Balance will be displayed.

2. Select Add credit now

Available text message credit

This is used to send text alerts to your mobile

Current text message credit: **£22.50**

Add credit now

[Manage alert settings](#)

3. Enter the amount you want to add to your text balance (Min £2.40 / Max £9.00)

ParentPay Limited - Text message alerts

Balance: £22.50

Text message credits for SMS alerts and notifications. Credits cost 6p each, mi... [more...](#)

How much would you like to pay?

£ 5.00

Min - £2.40 / Max - £9.00 (set by school)

[Pay by Parent Account](#)

[What is this?](#)

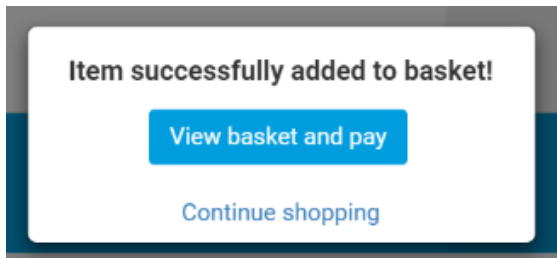
Add to basket

[Cancel](#)

4. Select Add to Basket

Note: if you have sufficient credit in your Parent Account you can choose to **Pay by Parent Account**. The chosen amount will be debited directly from your Parent Account balance.

5. If you would like to pay for more items select **Continue Shopping**, otherwise select **View Basket and Pay**



6. Review the cost, and select **Pay now**.
7. If you have a stored card(s) on your account you may select and pay with this card, entering only the Security code/CVV and selecting **Review Payment**
8. If you have no stored cards, or you wish to use a card not currently saved on your account, select Edit card / Use different card. You can now enter your card details into the secure payment page. Select **Review payment**
9. Review the amount then select Make Payment to complete the process.