



Mr S Molloy Pennaeth / Head teacher

18 December 2012

Dear Parent/Carer,

Coming soon: Online payments to Denbigh High School with ParentPay!

Starting in the New Year, we will be introducing a more convenient way to pay for trips, peripatetic music tuition and much more online, using a secure service called ParentPay.

ParentPay will be live in January; from this date we will be working towards no longer accepting cash and cheque payments, making the school a cash-free environment. Parents who need to continue making payments by cash may do so using the PayPoint network at local convenience stores.

Unfortunately at this time we will be unable to accept payment for School meals via ParentPay. Please continue to pay for School meals via the Biometric (cashless fingerprint) payment system in the School. I apologise for any inconvenience this may cause, but the School is not responsible for collection of dinner money as this is co-ordinated by Denbighshire County Council. We have been informed that Denbighshire Catering have no plans to use ParentPay at Denbigh High at this moment in time.

Making secure payments online using your credit or debit card

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school or children at other ParentPay schools, you can create a single account login for all your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you've activated your account you can make online payments straight away.

Using PayPoint

Where at all possible, it would be beneficial to the School if parents could make payments online as per the instructions above. If it is not possible for you to access the internet then you can pay with cash at a PayPoint store.

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest PayPoint stores to school are:-

- Martins, Vale Street, Denbigh, LL16 3AH
- Smithfield Service Station, Smithfield Road, Denbigh, LL16 3RG
- Co-op, 26 High Street, Denbigh, LL16 3RY
- Siop y parc/Londis, 1a Lon Tywysog, Denbigh, LL16 4AA
- McColls, Rhyl Road, Denbigh, LL16 5TG

Please see www.paypoint.co.uk/paypointlocator for more information.



Ffordd Rhuthun / Ruthin Road
Dinbych / Denbigh
Sir Ddinbych / Denbighshire
LL16 3EX
Ffôn / Tel 01745 812485
Ffacs / Fax 01745 815052

If you want your child to attend a specific trip or make a payment for a particular event or item, then please notify the School if you wish to use the PayPoint facility. A bar coded letter will be issued to you to make cash payments at local PayPoint stores.

We hope you will support us in achieving our goal to become a cashless school and our drive to make payment easier for you. Your support in using ParentPay will help the school enormously, thank you.

You will receive your unique ParentPay Account activation details shortly before the Christmas break. Any payments for **new** trips, peripatetic music etc. (except School meals) will be accepted on ParentPay at the start of the new term in January.

Any payments outstanding from current trips will have to continue to be paid by cash or cheque until the balance is paid.

For further information on ParentPay please see the FAQs overleaf or visit www.parentpay.com.

Yours sincerely,



Simeon Molloy,
Headteacher.

ParentPay FAQs

- **When can I log in to my account?**

Once you have received your activation letter from school with your activation login details you'll be able to activate your account and start making payments. This letter will be sent to you soon by your school.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it's secure?**

Standard website addresses begin with *http*; the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for the purpose of administering your account; however ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, email or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 0845 257 5540.

For more information please visit www.parentpay.com