

# DOTHILL PRIMARY SCHOOL

Severn Drive, Wellington, Telford, Shropshire, TF1 3JB  
Telephone 01952 386870



**Head Teacher: Becca Butler**

29 September 2022

Dear Parents and Carers

## Parent Pay - New Online Payment System

We are pleased to announce that we will shortly be accepting payments online for items such as dinner money and school trips through one secure website called Parent Pay. You will be able to pay online using your credit / debit card or you can make cash payments on to your Parent Pay account at PayPoint stores which can be found in the community (One Stop, Co-Op, SPAR etc). ParentPay will be our preferred method of making payments to school.

### What are the benefits to parents & pupils?

- ParentPay is easy-to-use and will offer you the freedom to make online payments whenever and wherever you like, 24/7
- The technology used is of the highest internet security available ensuring that your money will reach school safely - offering you peace of mind
- Payments can be made by credit/debit card or also through PayPoint
- Full payment histories, balance alerts and statements are available to you securely online at anytime

Parent Pay will be going live on Friday afternoon and over the weekend. Any balances that you have on the Civica dinner money system should transfer automatically to Parent Pay. We do not know exactly when this is going to happen over the weekend so please bear with us at the beginning of next week. We know that technology isn't always as reliable as we are promised it will be in the change over so don't panic. It is those of you who pay for school dinners who will need to bear with us next week as we transfer between systems. From Friday (tomorrow) please do NOT pay any money onto the Civica dinner money system. You should be able to set up a Parent Pay account and put money for the week onto that system. This is an immediate transfer if you do it on line. It should all work but if it doesn't then we will get it sorted out. If in a worst case scenario your balance is not showing credit when it should be we will ensure your child is fed!

Attached to the paper copy of the letter sent home on Thursday was a paper copy of your activation code and instructions to create your personal Parent Pay account. You may also receive an email direct from Parent Pay with activation instructions for setting up your account.



E-mail: [a3368@telford.gov.uk](mailto:a3368@telford.gov.uk)

Website: [www.dothillprimaryschool.co.uk](http://www.dothillprimaryschool.co.uk)

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## Parent Pay - Online Payment Service

**IMPORTANT** - Please note that **ALL** families will need to create a Parent Pay account as we will no longer be accepting cash in payment for anything at school.

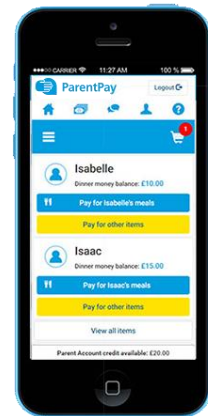
If you usually pay for school dinners you will need to create your Parent Pay account immediately (this weekend). There is a separate tab within parent pay to pay for school dinners. This money goes directly to Telford and Wrekin rather than to the school account.  
Please use the correct tab

**When you receive your activation details you should:**

- [Visit www.parentpay.com](http://www.parentpay.com)
- Enter your Activation username and password in the Account Login section of the homepage

**NB. These are for one-time use only, please choose your own username and password for future access during the activation process**

- Provide all the necessary information and choose your new username and password for your account - registering your email address will enable us to send you receipts and reminders
- Once activation is complete you can go straight to Items for payment, select which item(s) you want to add to your basket and proceed to complete your payment



If you have any questions, please contact the school finance office. For more information, visit [www.parentpay.com/parents/](http://www.parentpay.com/parents/)

If you already have a Parent Pay account for a child at another school you can just add your Dothill child to it - you do not need a separate account for each child.

Best wishes  
Becca Butler  
Head teacher



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