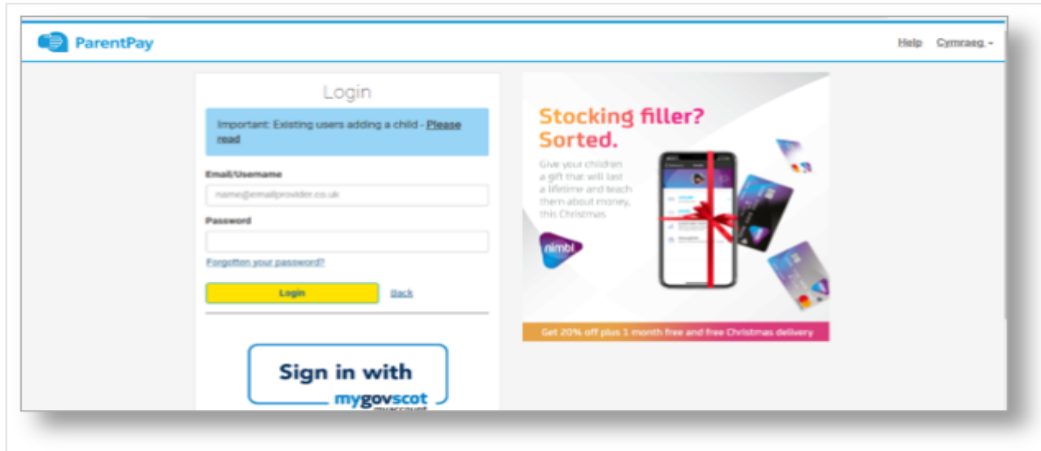


# How to activate your account

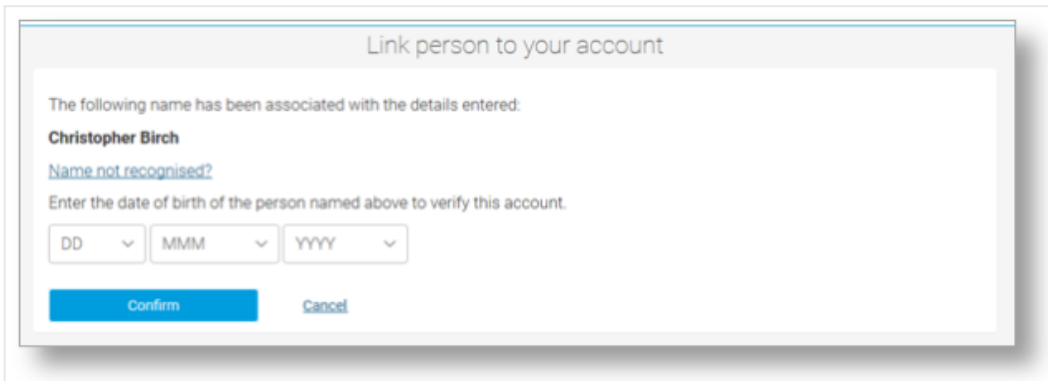
Before you can activate a ParentPay account, you will need the activation letter which is provided by your child's school. If you don't have this, please contact the school directly to request a copy.

1. Go to [www.parentpay.com](http://www.parentpay.com)



2. Type in the username and password provided in the activation letter from school, be sure not to confuse the letter l (for lima) with the number one (1) and the number 0 (zero) with the letter o (for oscar).

NB The user details are case sensitive and for one-time use only.They will become invalid after account activation



3. Confirm the details are correct and enter the date of birth for your child and click *Confirm*

**IMPORTANT: Existing users adding a child - DO NOT CONTINUE [Please read](#)**

All fields are mandatory unless otherwise stated

Personal details

Title  
Please choose a title

First name:  
[Text input field]

Last name:  
[Text input field]

Email address

Username email:  
[Text input field]

Confirm username email:  
[Text input field]

Password

Password:  
[Text input field]

Passwords must contain between 6 and 20 characters, at least one letter and one number and are case sensitive

Confirm password:  
[Text input field]

I confirm that I have read, understood and agree with the ParentPay [terms and conditions](#) and [privacy notice](#)

**Activate account**

[Why we need this information](#)

4. Follow the on-screen instructions to successfully activate the account. You will need to enter in their name, an email address and select a password for the account (your email address will become your username)

Read the ParentPay terms and conditions and click in the box to accept at the bottom of the page then click *Activate account*.

5. A verification email will be sent to the user. They will need to click on the link within the email to complete the process and access their account.