**November 2022**

**Support with ParentPay**:

If you need help with a ParentPay problem we hope the following will help.

1. You can click the FAQ on the Parent login page:



1. Alternatively, you can email ParentPay directly at the following address:

parent-support@parentpay.com

*\*If you feel you have not received a response, please check your SPAM email box.*

1. Parents can complete the following help ticket by following this link: (copy & paste into your browser bar):

<https://app.parentpay.com/FormsAPI/forms/contactus>

4. Finally, there is also some information online on how you can report issues following this link: (copy and paste into your browser bar)

<https://parent-support.parentpaygroup.com/hc/en-gb/articles/4416963652113-How-to-get-help#how-to-get-help-0-0>

**If you require a refund, a balance enquiry or have missed the dinner option deadline, please direct these to the office**