

Frequently Asked Questions

How do I use ParentPay?

When parent pay has been set up by the Academy, we will issue you with a unique username and password. Just go to www.parentpay.com and login with these details. Go to 'Profile' and change your password and username to something memorable. Also, register your e-mail address here so we can send receipts of payments and the Academy can notify you easily when payments need to be made.

What cards can I use?

ParentPay accepts MasterCard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

Is it safe to make payments on the internet?

YES. In fact, it's as safe to pay online with ParentPay as it is to use your credit card in a shop or over the phone! ParentPay uses leading technology to process your credit/debit card transactions securely. All communication with the bank is encrypted (jumbled up so no one else can read it). Neither ParentPay nor the Academy has access to your card details and your card details are never kept by ParentPay or Q3 Academy.

How can I check that it's secure?

Standard website addresses begin with 'http' whereas the address for a secure site will always begin with 'https'. You will also see a 'padlock' at the bottom right of the screen. **Never enter your card details or personal data on any web page whose address does not start with 'https'.**

What about our personal information?

ParentPay uses a very limited amount of information about you and your child solely for the purpose of administering your account; we do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998, which ensures the protection and care of personal information. This means that any information you give us electronically will only be used for the purpose that you intended.

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 08700 420550.

I don't have a home PC so I can't use Parent Pay!

Actually you can. Try visiting your local library, internet café, see if you can get access to a computer at work or ask if you can use Q3 Academy's computers. You can also try 'over the counter' payments as described above.

For more information visit www.parentpay.com