

# How to set up email and text alerts

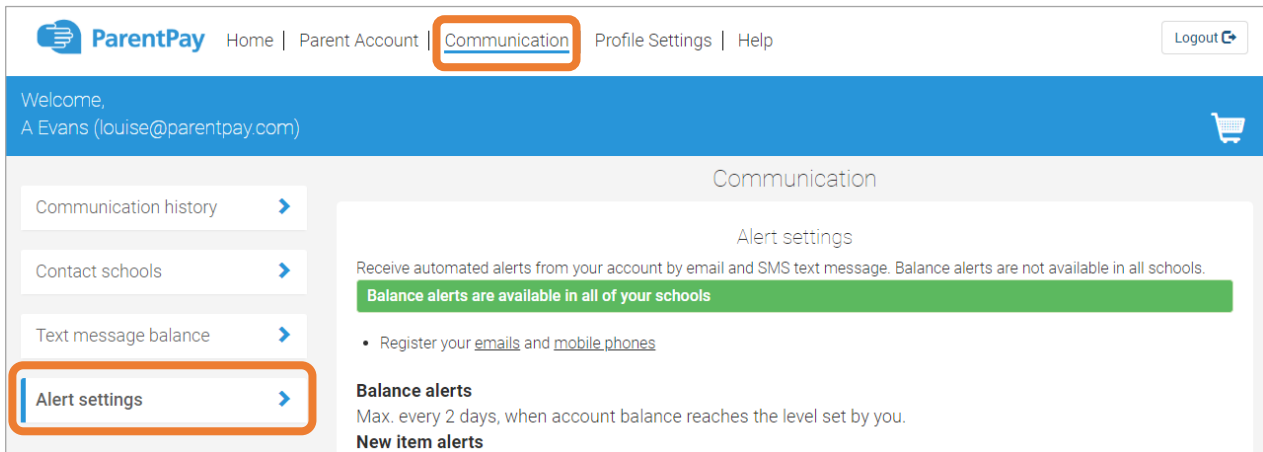
It can be difficult to keep track of balances and payments. ParentPay gives Payers the opportunity to set up email or text alerts.

Text message alerts can only be received if you have credit in your text message balance. Charges for text alerts are deducted from the text message balance each time a text is sent. Texts are charged at 6p each. There is no charge for email alerts.

**NOTE:** Text alerts will only be sent to verified mobile numbers. Email alerts will only be sent to the email address used as your username.

## Setting up alerts

1. From within your ParentPay account, navigate to **Communication > Alert settings**



The screenshot shows the ParentPay user interface. At the top, the navigation bar includes the ParentPay logo, 'Home | Parent Account | **Communication** | Profile Settings | Help', and a 'Logout' button. Below the navigation bar, the user is greeted with 'Welcome, A Evans (louise@parentpay.com)'. The main content area is titled 'Communication' and contains an 'Alert settings' section. A green banner states 'Balance alerts are available in all of your schools'. Below this, there is a bullet point: 'Register your [emails](#) and [mobile phones](#)'. The 'Alert settings' section is divided into 'Balance alerts' (Max. every 2 days, when account balance reaches the level set by you.) and 'New item alerts'. On the left side of the interface, a sidebar menu lists 'Communication history', 'Contact schools', 'Text message balance', and 'Alert settings', with 'Alert settings' highlighted by an orange box.

2. From the list of alerts that can be set up, select which alerts would like to be received, and whether you want to receive them by email or text message. (Text message alerts will be charged at 6p each.)
- **Balance alerts** – Most schools will allow payers to set a balance threshold to be set for balance associated items such as school meals, or after school clubs. You can then choose to receive email or text alerts once the balance falls below the selected threshold. The thresholds can be set for each balance associated item linked with each child attached to your ParentPay account.

*Maximum of one alert per item and child every 2 days once the balance alert reaches the threshold.*

Balance alerts				
Service	Child	Threshold	Email alert	Text alert
School meal bookings - Green Meadows	Jack	<input type="text" value="£0.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School meal bookings - Green Meadows	Oliver	<input type="text" value="£0.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School meal bookings - Green Meadows	Samuel	<input type="text" value="£0.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dinner Money payments - Apple Orchard Primary	Florence	<input type="text" value="£2.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- **New item alerts** – Select to receive alerts when your child is added to a new trip or item for payment. Alerts can be set individually for each child attached to your ParentPay account.

*Maximum of one alert per child received per day.*

New item alerts		
Child	Email alert	Text alert
Jack	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Oliver	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Samuel	<input type="checkbox"/>	<input type="checkbox"/>
Florence	<input type="checkbox"/>	<input type="checkbox"/>

- **Payment alerts – Cheques and cash** – Select to receive an alert each time the school records manual cheque or cash payments against your child.

Payment alerts - Cheques and cash		
Child	Email alert	Text alert
Jack	<input type="checkbox"/>	<input type="checkbox"/>
Oliver	<input type="checkbox"/>	<input type="checkbox"/>
Samuel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Florence	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- **Payment alerts – PayPoint** – Select to receive an alert each time a PayPoint payment is recorded against your child’s account.

Payment alerts - PayPoint		
Child	Email alert	Text alert
Jack	<input type="checkbox"/>	<input type="checkbox"/>
Oliver	<input type="checkbox"/>	<input type="checkbox"/>
Samuel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Florence	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- **Message alerts** – Select to receive a text message alert each time the school sends an email to you through the ParentPay system.

Message alerts	
School	Text alert
Apple Orchard Primary	<input checked="" type="checkbox"/>
Green Meadows Academy	<input checked="" type="checkbox"/>

3. Select **Save**



**NOTE:** Balance alerts aren’t available in all schools. If your school’s ParentPay configuration does not support balance alerts, you won’t be given the option to set them up. You will be notified whether you can set up balance alerts at the top of the **Alert settings** screen.

Balance alerts are not available in your schools

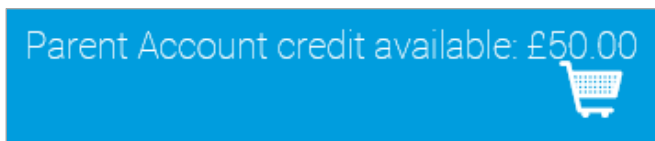
Balance alerts are available in all of your schools

## Topping up your text alert balance

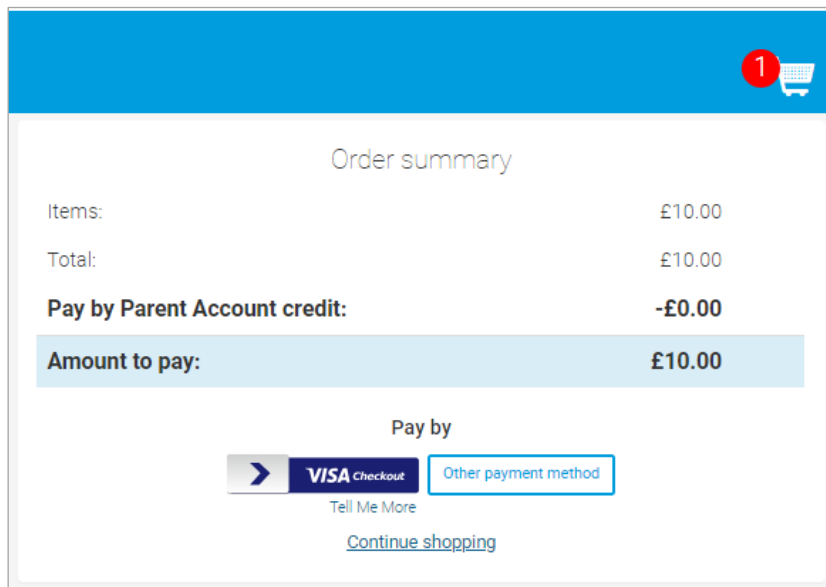
1. In your ParentPay account, navigate to **Communication > Text message balance**
2. Select **Add credit now**
3. Enter the amount to add to your balance (Min £2.40 / Max £9.00)
4. Select **Add to basket** to pay by card. Alternatively, select **Pay by Parent Account** for instant payment

**NOTE:** Instant payment via Parent Account is only available if there is enough credit in the Parent Account to cover the cost.

The available Parent Account credit can be viewed in the top right corner of the screen above the basket icon.



- If items have been added to the basket, select the basket icon in the top right corner of the screen, or by selecting **View basket and pay** after adding an item to the basket
- Review the payment, and select **Visa Checkout** or **Other payment method**



**NOTE:** If there is any credit in the Parent Account, this will be used to pay for the items. If the total of the items to pay for is greater than the Parent Account balance, the difference can be paid by other methods

- Complete the payment process. Once the payment has been completed, a confirmation message will be displayed

