

- Q.** I have forgotten my username, what should I do?
- A.** Contact the school office and they will be able to give you your username.
- Q.** I have forgotten my password, what should I do?
- A.** Contact the office staff and they will activate the re-set password function which will automatically send you a new password.
- Q.** School meal menus are not on ParentPay. Where can I access this information?
- A.** Meal menus are available on the school website www.coppice.bham.sch.uk. Alternatively the office staff are quite happy to provide you with a paper copy.
- Q.** I cannot change my child's meal choices on ParentPay.
- A.** ParentPay is a method of purely payment only. Meal choices need to be changed by the school administration staff. Where possible pattern changes should only be made half termly.
- Q.** What is the cost of a school meal; per day, per week, per half term? It doesn't appear on ParentPay.
- A.** This information can be obtained from the school half termly newsletter, the website and from the office staff. Remember ParentPay requires a minimum payment of £10.50 for school meals.
- If your ParentPay balance is showing a minus, this reflects a debit balance on your account.
- Q.** My child normally brings sandwiches but has had to have an emergency school meal, therefore I only owe £2.10 for a meal. How can I pay?
- A.** You can bring a smaller payment for school lunch direct to the school office.
- Q.** How do I find out which clubs are appropriate to my child and pay for them?
- A.** Only clubs relevant to your child's year group will appear as options on your home page. Where multiple options are available check for the drop down box "More" to display the full selection.
- Q.** I have paid for my child to take part in a club but he/she has changed her mind. Can my refund be offset against my child's lunch payments.
- A.** Unfortunately payments cannot be transferred or swapped between meals/activities. A physical refund (cheque payment) has to be raised by the office.
- Q.** I have changed my email address, and wish to use the new one to log into my ParentPay account am I able to change this myself.

- A.** Unfortunately no, you will need to contact the school office who will be happy to do this for you.
- Q.** I have changed my mobile number should I change this on ParentPay? Will it affect me receiving school text messages?
- A.** You should do this on ParentPay but should also notify the office immediately as the text messaging system gathers your mobile phone information from our school student information system.
- Q.** My child is in Year 6 and leaving to go to Secondary School will any outstanding balances be carried over.
- A.** No, balances cannot be transferred to a secondary school. The school office would need to provide you with a refund (cheque payment). Best practice would be to ensure you have a reducing balance during the summer term that your child is in Year 6. Alternatively balances can be transferred to a sibling further down the school.

ParentPay informs us that they are improving their website this Autumn.

Look out for the changes and let us know what you think.