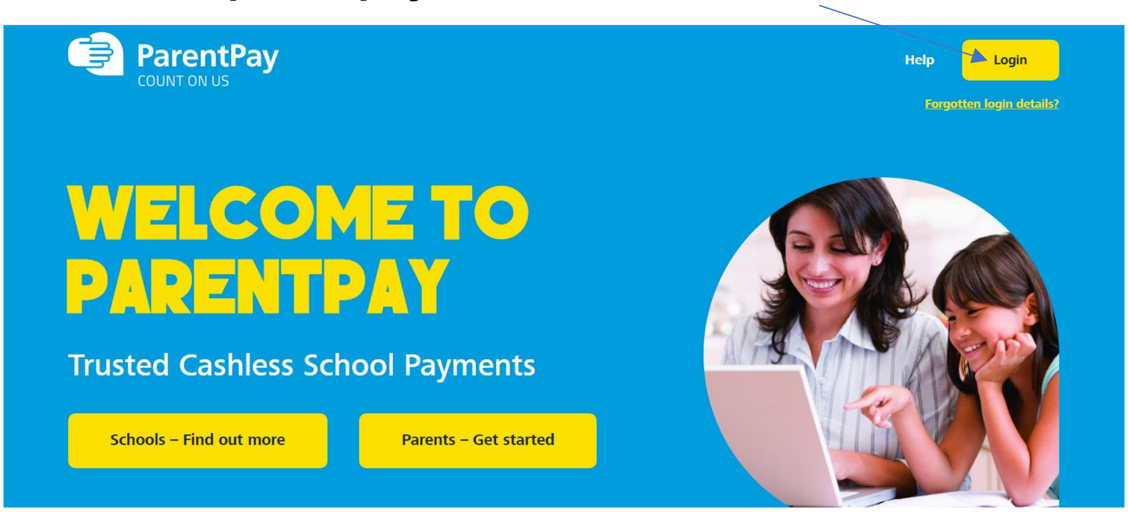
How do I log into my ParentPay account?

You will receive an Activation Letter from the school advising you of your unique **Username** and **Password**.

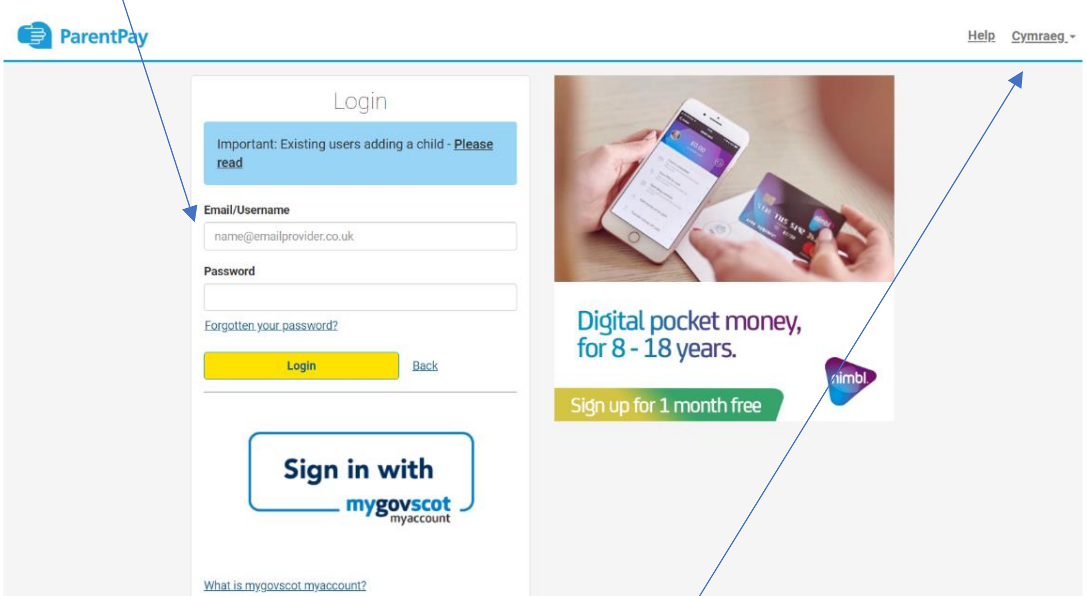
These login details are for **<u>one-time use only</u>**. The details will become invalid after you have activated the account and selected your own preferred username and password.

Step 1: Go to **www.parentpay.com** and access the login screen.



Step 2: Type the **Username and Password** received in the activation letter into the **Email/Username** and **Password** boxes on the Login screen.

Ensure you do not confuse the letter I (for India) with the number one (1) and the letter O (for Oscar) with a zero (0).



When your ParentPay account is fully activated, you can select to use the website in

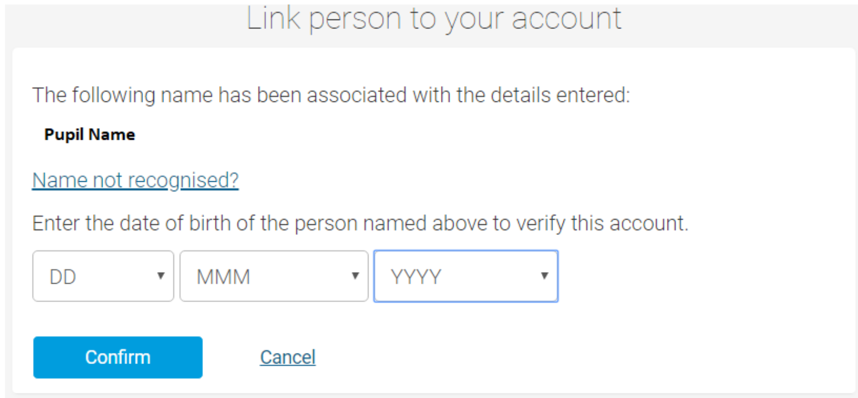
English **<u>or</u>** Welsh

ParentPay

Cyngor **Sir Gâr**
Carmarthenshire
County Council

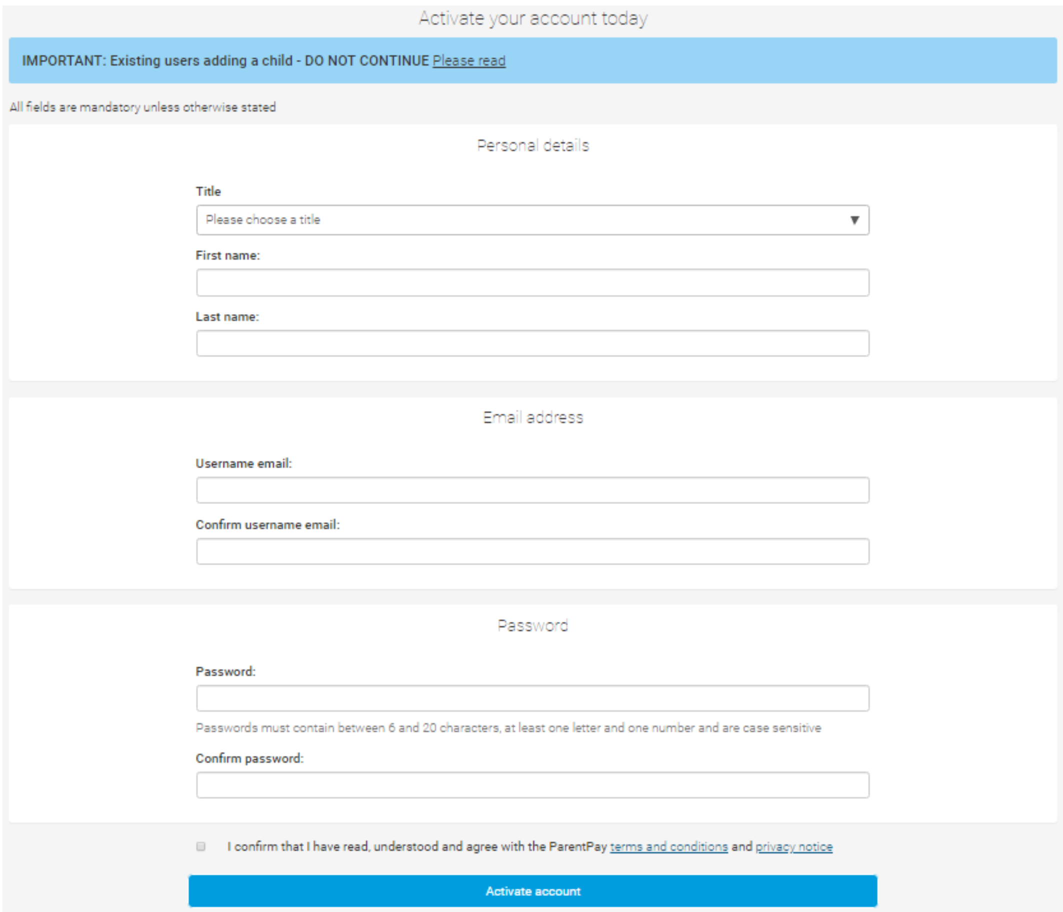
Step 3: Follow the on-screen instructions to successfully activate the account.

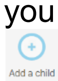
- Enter your child's **Date of Birth**



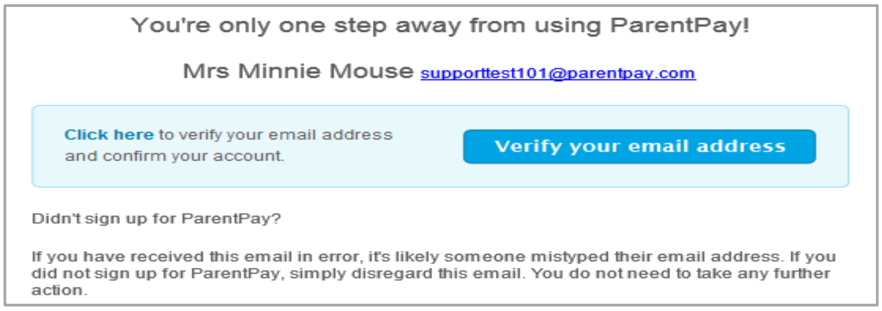
<u>The following fields are mandatory</u>:

- Enter your **Title**, **First Name** and **Last Name**
- Enter your **Email Address**. This will become your username when you log into your ParentPay account in future
- Create a **Password** (passwords are case sensitive, must be between six and twenty characters and contain at least one number)
- Read the ParentPay **Terms and Conditions** and tick the box to accept the terms and conditions
- Click **Activate Account**



IMPORTANT NOTE: If you receive a notification that the email address you have entered has already been used this will mean you already have an existing ParentPay account. In this instance you simply need to log into your existing account, go to the **Add a Child**  tab, and add the activation codes for the new account.

Step 4: A verification email will be sent to the email address you provided. You will need to click on the link within the email to activate and access your account. If after a period of time you have not received the email, please check your 'junk/spam' folder.

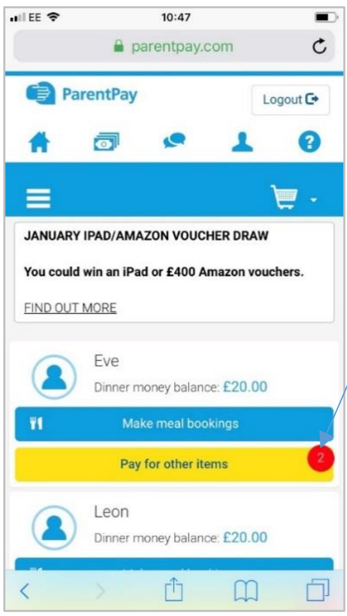


How to pre-book and pay for schools meals on ParentPay

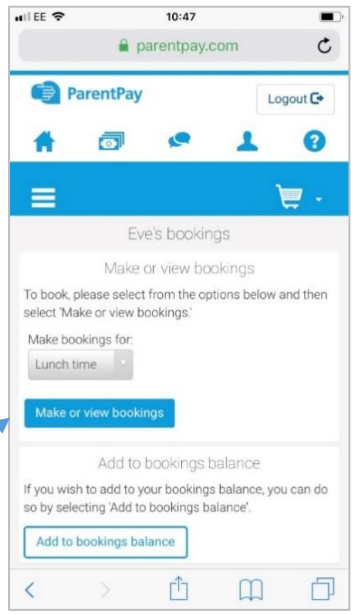
Login to your ParentPay account using the username and password you have set.

HOW TO PRE-ORDER MEALS

On the 'Homepage' click on the BLUE banner titled 'Make meal bookings':



This is used to bring your attention to new payment items e.g. school meals/trips etc.

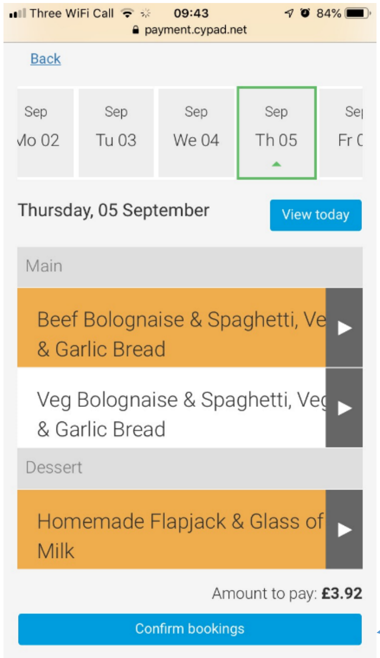


When you select '**Make meal booking'** a new screen will appear, as shown above.

You will need to click on '**Make or view bookings' to bring the School Meals Menu up**.

The menu page will then open where you can book your child's meals for the current week.

You can also scroll through the days/weeks in the ‘**Week commencing section’**, which will allow you to pre-book additional meals up to 10 weeks in advance.



Click on the daily menu (please click on menu **wording** and not the arrow) for the meals you wish to pre-order. Once a menu item has been selected it will be highlighted in orange, as shown above. **Mains and dessert must be selected**.

The value/cost of your selected meals will show in the ‘**Amount to Pay’** section on the bottom right hand corner of the screen.

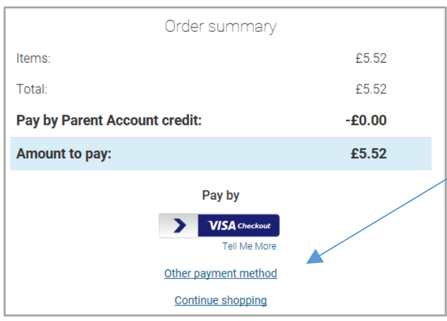
When ready to place the booking select ‘**Confirm booking’. If you are using a mobile phone, you will need to scroll down until you see the ‘Confirm booking’ button.**

You will then be directed to the next page to make the payment.

****IMPORTANT****

Meals will only be pre-ordered once full payment has been made for the number of meals which have been requested

When the ‘Order Summary’ page is displayed, select ‘Other payment method’ and follow the instructions which will allow you to make a payment.



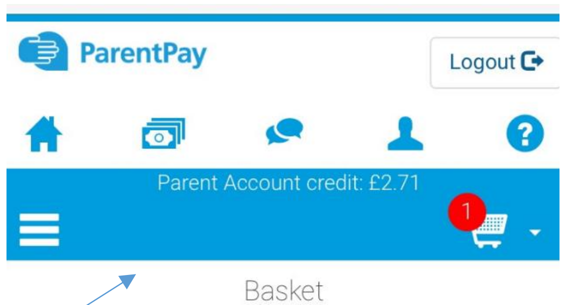
If your account is already in credit then it will show a message saying booking saved/alternatively you will be taken to the payment option (if payment is required you will be redirected to the shopping basket page to make payment).

Review the order summary details and either:Choose your payment method preference:

Bank Transfer / Visa Checkout / Other payment method

Complete the secure checkout. You will be given a final opportunity to review your purchases prior to committing your card payment.

OR



If you have sufficient funds in your Parent Account balance, select ***Pay using Parent Account***. You will receive an onscreen notification when you have completed your payment

IMPORTANT FEATURES

- If your child is entitled to Free School Meals there will be no amount to pay for the current bookings and you will then be taken to the booking saved.

- The meal will not be deducted from your child's balance on your school meals account until the meal has been marked as taken each day in the dining hall.

  Meals taken can be reviewed on your 'Home' page:

Additional Payment Option - PayPoint

We realise that some parents/families may experience problems paying online; as an alternative method of payment, parents wishing to pay by cash can do so at local convenience stores, displaying the PayPoint logo.

Please visit the following website for PayPoint facilities located in your local area:

https://www.paypoint.com/en-gb

PayPoint

To request a PayPoint card to pay for **school meals**, please contact the School Catering Team:

Email: schoolmeals@carmarthenshire.gov.uk

Tel: 01267 246714 (Monday-Thursday 9.00am – 5.00pm and Friday 9.00am – 4.30pm)

Please note:

- PayPoint payments may take up to **36 hours** to show on your child's Cashless Catering account.
- In the event that you lose/misplace the card, a replacement card will be reissued at a chargeable cost of £1.50.
- Parents who wish to pay by PayPoint for school related items such as trips, please

Further Information

If you have any queries using your ParentPay Account e.g. how to set up alerts, making payments etc., please click on the following Help icon ?

IMPORTANT NOTE:
Email alerts are free of charge.
If you opt for **SMS text alerts** there is a small charge per text.

Alternatively you can contact us:

Email: schoolmeals@carmarthenshire.gov.uk

Tel: 01267 246714

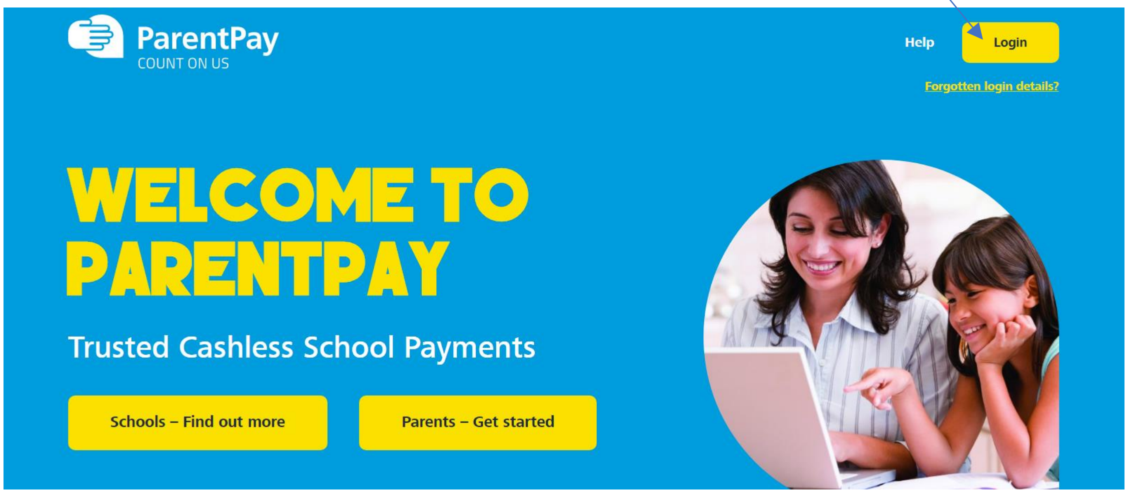
(Monday–Thursday 9.00am – 5.00pm and Friday 9.00am – 4.30pm)

Sut ydw i'n mewngofnodi i'm cyfrif ParentPay?

Byddwch yn cael Llythyr Actifadu gan yr ysgol, yn eich hysbysu o'ch **Enw defnyddiwr** a'ch **Cyfrinair.**

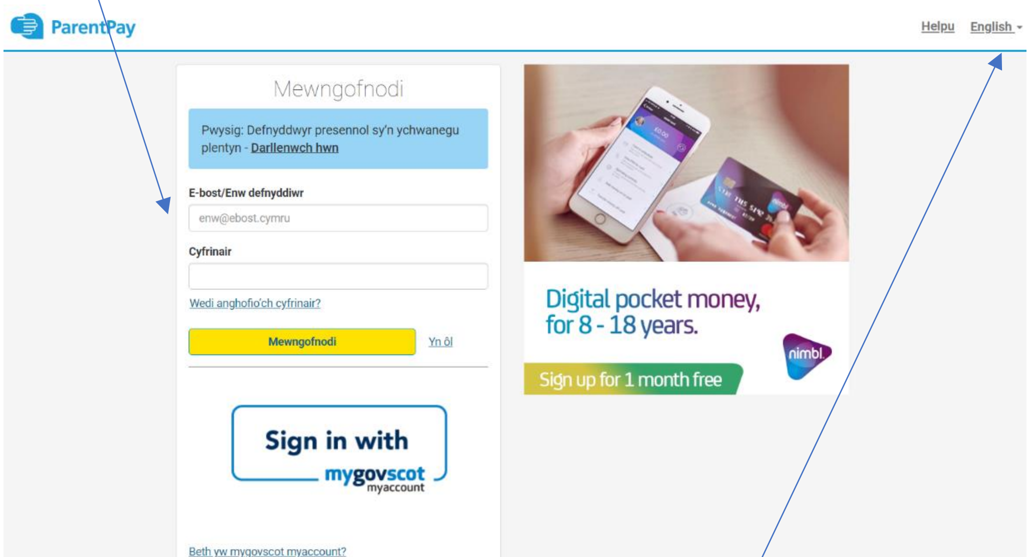
Mae'r manylion mewngofnodi hyn i'w **defnyddio unwaith yn unig**. Bydd y manylion yn annilys ar ôl i chi actifadu eich cyfrif a dewis enw defnyddiwr a chyfrinair sydd orau gennych.

Cam 1: Ewch i'r wefan **www.parentpay.com** a chyrchu'r sgrîn fewngofnodi.



Cam 2: Teipiwch yr E**nw Defnyddiwr a'r Cyfrinair** a oedd yn y llythyr actifadu yn y blychau **'E-bost/Enw defnyddiwr'** a '**Cyfrinair'** ar y sgrîn Fewngofnodi.

Sicrhewch nad ydych yn drysu rhwng y llythyren I (am India) â'r rhif un (1) yn ogystal â'r llythyren O (am Osian) â sero (0).



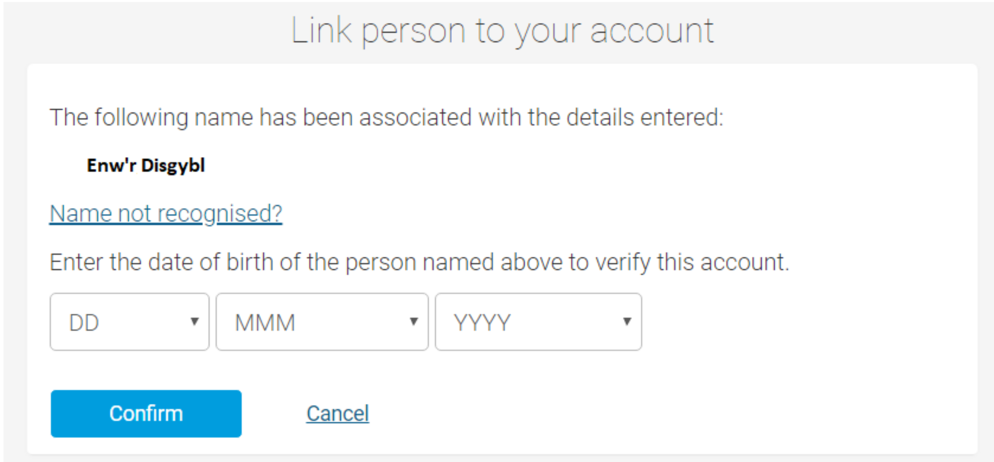
Pan fydd eich cyfrif ParentPay wedi'i weithredu'n llawn, gallwch ddewis defnyddio'r wefan yn Gymraeg **neu yn** Saesneg

ParentPay

Cyngor **Sir Gâr**
Carmarthenshire
County Council

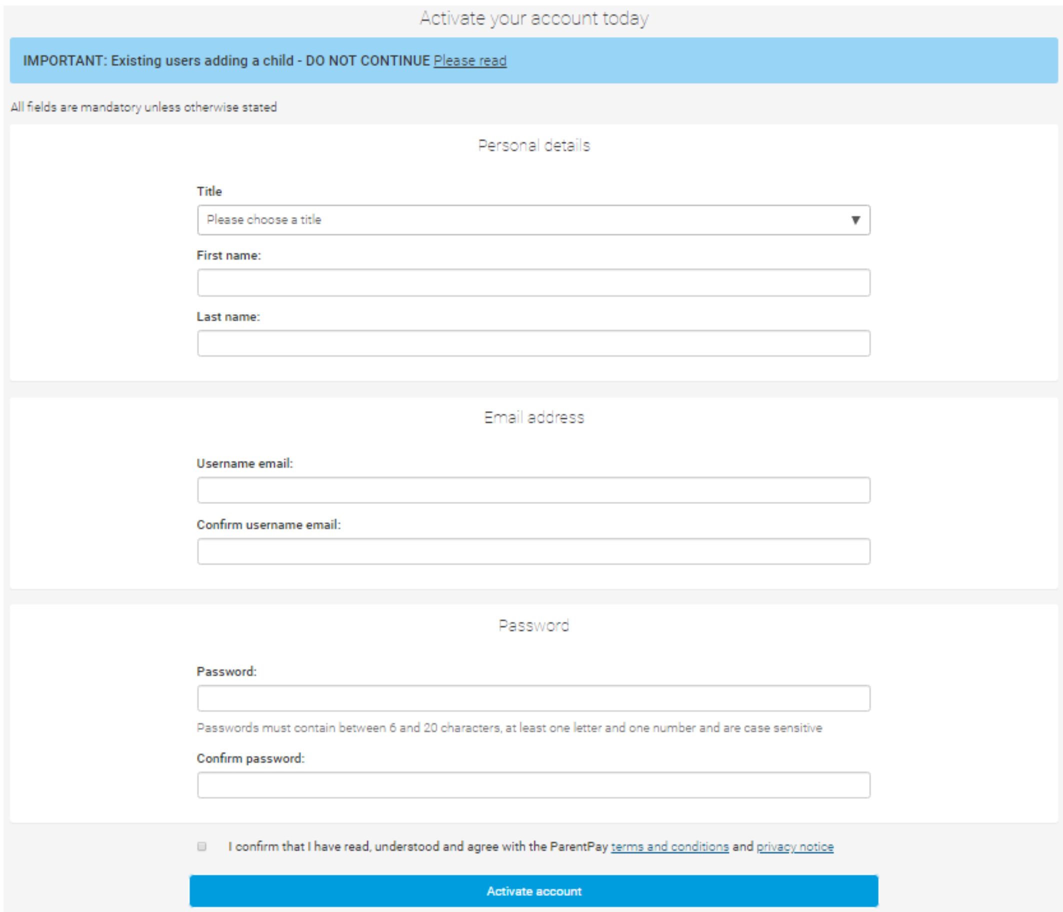
Cam 3: Dilynwch y cyfarwyddiadau ar y sgrîn i actifadu eich cyfrif yn llwyddiannus.

- Rhowch **Ddyddiad Geni** eich plentyn



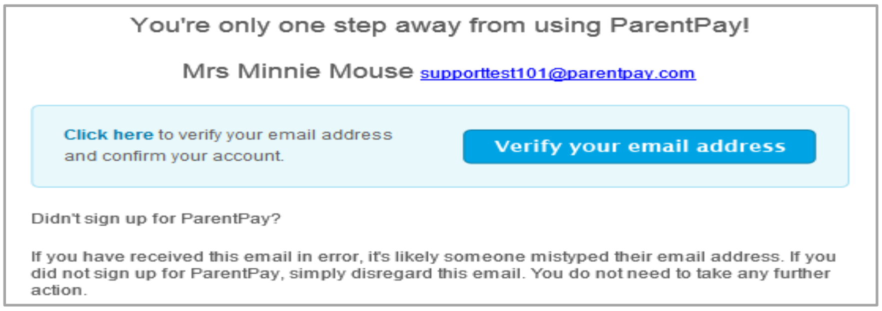
Mae'r meysydd hyn yn orfodol:

- Nodwch eich **Teitl**, eich **Enw Cyntaf** a'ch **Cyfenw**
- Nodwch eich **Cyfeiriad E-bost**. Hwn fydd eich enw defnyddiwr pan fyddwch yn mewngofnodi i'ch cyfrif ParentPay yn y dyfodol
- Dewiswch **Gyfrinair** (mae cyfrineiriau yn sensitif i faint llythrennau, mae'n rhaid i'r cyfrinair fod rhwng chwech ac ugain nod ac mae'n rhaid cynnwys o leiaf un rhif)
- Darllenwch **Delerau ac Amodau** ParentPay cyn mynd ymhellach a thiciwch y blwch i dderbyn y telerau a'r amodau
- Cliciwch ar **'Activate Account'**



NODYN PWYSIG: Os byddwch yn cael hysbysiad bod y cyfeiriad e-bost rydych chi wedi'i nodi eisoes wedi'i ddefnyddio bydd hyn yn golygu bod gennych gyfrif ParentPay sydd eisoes yn bodoli. Yn yr achos hwn mae angen i chi fewngofnodi i'ch cyfrif presennol, mynd i'r tab **'Ychwanegu Plentyn'**, ac ychwanegu'r codau actifadu ar gyfer y cyfrif newydd.

Cam 4: Bydd neges e-bost wirio yn cael ei hanfon at y cyfeiriad e-bost a nodwyd gennych. Bydd angen i chi glicio ar y ddolen yn y neges e-bost i actifadu eich cyfrif a chael mynediad iddo. Os nad ydych wedi derbyn yr e-bost ar ôl cyfnod o amser, edrychwch ar eich ffolder 'sothach / sbam'.

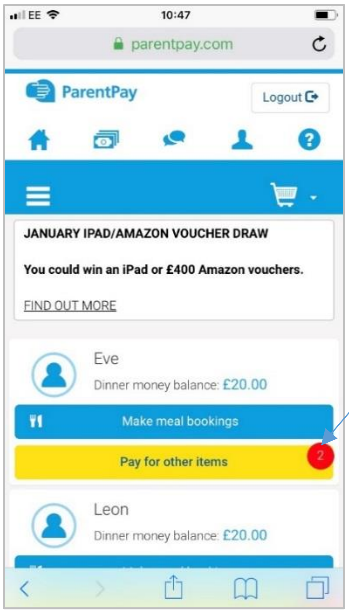


Sut i archebu prydau ysgol ymlaen llaw a thalu amdanynt ar ParentPay

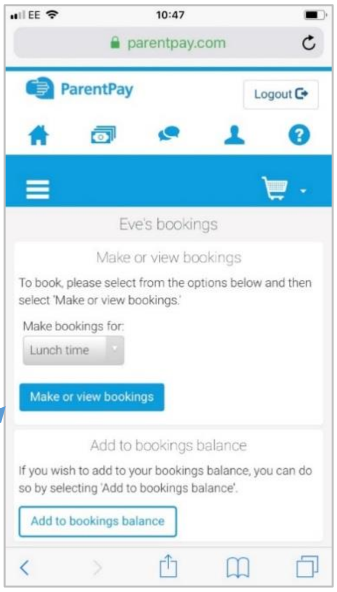
Mewngofnodwch i'ch cyfrif ParentPay gan ddefnyddio'r un enw defnyddiwr a chyfrinair a ddewisoch o'r blaen.

SUT I ARCHEBU PRYDAU YMLAEN LLAW

Ar y dudalen 'Cartref', cliciwch ar y faner LAS sy'n dweud 'Archebu prydau bwyd':



Defnyddir hwn i ddod â'ch sylw at eitemau talu newydd e.e. prydau ysgol / tripiau ac ati.

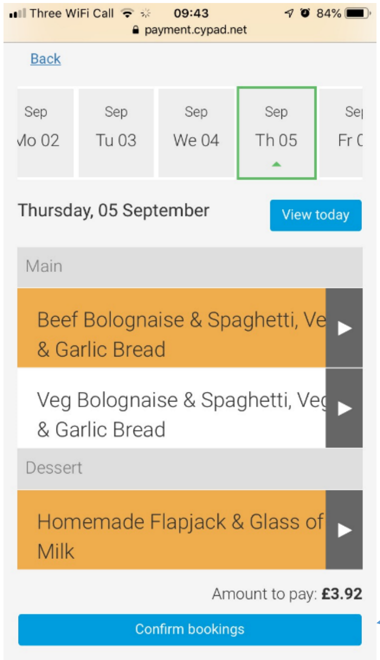


Pan fyddwch yn dewis **'Archebu prydau bwyd'** bydd sgrin newydd yn ymddangos fel y nodir isod.

Bydd rhaid i chi glicio ar **'Gwneud neu weld archebion' i weld y Fwydlen Prydau Ysgol.**

Wedyn bydd tudalen y fwydlen yn agor, a gallwch archebu prydau bwyd eich plentyn ar gyfer yr wythnos.

Gallwch hefyd sgrolio drwy'r diwrnodau/wythnosau yn yr **Adran 'wythnos yn dechrau'** a fydd yn caniatáu i chi archebu prydau bwyd ychwanegol hyd at 10 wythnos ymlaen llaw.



Cliciwch ar y fwydlen feunyddiol (cliciwch ar **eiriad** y ddewislen ac nid y saeth) i weld y prydau bwyd y gallwch eu harchebu. Ar ôl i eitem gael ei dewis, bydd yn cael ei haroleuo'n oren, fel y dangosir uchod. **Rhaid dewis prif gyflenwad a phwdin.**

Dangosir gwerth/cost y prydau bwyd rydych wedi'u dewis yn yr adran '**Swm i'w Dalu**' yng nghornel dde waelod y sgrin.

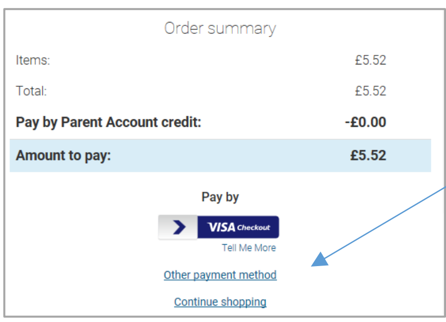
Pan fyddwch yn barod i archebu'r prydau bwyd, cliciwch ar '**Cadarnhau'r archebion**'. **Os ydych yn defnyddio ffôn symudol, bydd rhaid i chi sgrolio i lawr nes gwelwch y botwm 'Cadarnhau'r archeb'.**

Byddwch wedyn yn cael eich dargyfeirio i'r dudalen nesaf er mwyn gwneud y taliad.

****PWYSIG****

Dim ond ar ôl i'r taliad llawn gael ei wneud am nifer y prydau sydd wedi'u harchebu y bydd y prydau bwyd yn cael eu harchebu ymlaen llaw.

Pan ddangosir y dudalen 'Crynodeb yr Archeb', cliciwch ar 'Dull talu arall' a dilynwch y cyfarwyddiadau a fydd yn caniatáu i chi wneud taliad.



Os yw'ch cyfrif eisoes mewn credyd yna bydd yn dangos neges yn dweud ei bod wedi'i harchebu / fel arall fe'ch cymerir i'r opsiwn talu (os oes angen talu byddwch yn cael eich ailgyfeirio i'r dudalen basged siopa i wneud taliad).

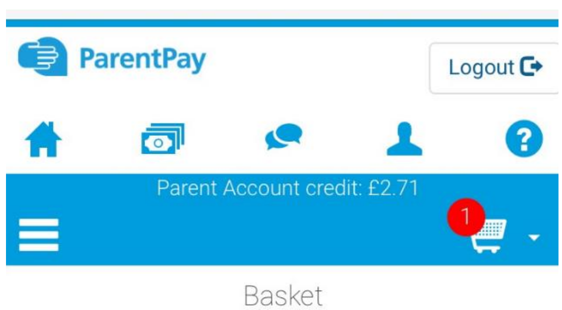
Adolygwch fanylion yr archeb a naill ai: Dewiswch eich dewis dull talu:

Trosglwyddo Banc / Taliad Visa / Dull talu arall

Yna talwch wrth y ddesg dalu ddiogel. Byddwch yn cael un cyfle olaf i adolygu'r pryniant cyn cadarnhau drwy daliad cerdyn.

NEU

Os oes gennych ddigon o arian ym malans eich Cyfrif Rhiant, dewiswch ***Talu'n defnyddio Cyfrif Rhiant.***



ODWEDDION PWYSIG

- Os oes gan eich plentyn hawl i gael Prydau Ysgol am Ddim, ni fydd swm i'w dalu pan fyddwch yn archebu bwyd a byddwch yn gweld y dudalen gadarnhau.

- Ni fydd cost y prydau'n cael ei didynnu o falans eich plentyn ar eich cyfrif prydau ysgol nes bod y plentyn wedi cael y pryd o fwyd yn y neuadd fwyta.

  Gallwch weld y prydau sydd wedi'u bwyta ar eich tudalen 'Cartref':

Opsiwn Taliadau Ychwanegol - PayPoint

Rydym yn sylweddoli y bydd rhai rhieni/teuluoedd o bosib yn cael problemau wrth dalu ar-lein, felly fel dull arall o dalu, gall y rhieni sy'n dymuno talu drwy ddefnyddio arian parod wneud hynny mewn siopau lleol sy'n arddangos y logo PayPoint.

Ewch i'r wefan ganlynol i weld y cyfleusterau PayPoint sydd ar gael yn eich ardal leol:

https://www.paypoint.com/en-gb

PayPoint

I wneud cais am gerdyn PayPoint i dalu am **brydau ysgol**, cysylltwch â'r Tîm Arlwyo Ysgolion:

Cyfeiriad e-bost: schoolmeals@sirgar.gov.uk

Rhif ffôn: 01267 246714

(Dydd Llun-Dydd Iau 9.00yb – 5.00yp a Dydd Gwener 9.00yb – 4.30yp)

Nodwch:

- Gall taliadau PayPoint gymryd hyd at **36 awr** i ymddangos ar gyfrif Arlwyo Di-arian eich plentyn.
- Os byddwch yn colli'r cerdyn, byddwch yn cael un newydd am dâl o £1.50.
- Dylai rhieni gysylltu â'u hysgol i gael rhagor o wybodaeth os ydynt yn dymuno talu am eitemau ysgol, megis tripiau, drwy PayPoint.

Gwybodaeth Pellach

Os oes gennych unrhyw ymholiadau gan ddefnyddio eich Cyfrif ParentPay e.e. sut i sefydlu rhybuddion, gwneud taliadau ac ati, cliciwch ar yr eicon Help canlynol

NODYN PWYSIG:
Mae **rhybuddion e-bost** yn rhad ac am ddim.
Os dewiswch **rybuddion testun SMS**, codir tâl bychan am bob testun.

Fel arall, gallwch gysylltu â ni:

Cyfeiriad e-bost: schoolmeals@sirgar.gov.uk

Rhif ffôn: 01267 246714

(Dydd Llun-Dydd Iau 9.00yb – 5.00yp a Dydd Gwener 9.00yb – 4.30yp)