



Robert Clack School of Science

ParentPay Policy 2026 - 2027

Approved by Executive Headteacher:

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Signed by Chair of Governors:

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ParentPay - Cashless System

Please be aware that Robert Clack operates a cashless system with payments for school activities and materials only being accepted online through ParentPay. This includes items such as dinner money, school trips, examination remarks, subscriptions etc. Using the secure website ParentPay, you will be able to pay online using your credit or debit card or any shop that has the PayPoint facility.

Getting Started with ParentPay

You will have received a letter with your default username and password ready for setup.

Visit www.ParentPay.com and click on the Login tab

Click the Activate link in the New user: Activate your account box

Enter your Activation username and password NB. These are for one-time use only, you will choose your own username and password for future access

Follow the on-screen instructions to activate your account

Registering your email address will enable us to send you receipts and reminders.

Once activation is complete you can go to My payment items, select which item(s) you wish to pay for and follow the simple on-screen instructions to complete your payment.

Online Account

ParentPay provides parents with a secure online account, activated by using a unique username and password; making a payment using your credit or debit card is straightforward and ParentPay holds an electronic record of all payments for you to view at a later date. When you make a payment, an e-mail confirmation is sent to you, giving you reassurance that the transaction has been successful.

Accessing ParentPay

From the school website <https://www.robertclack.co.uk> click the link at the bottom of the quick Links for ParentPay.

Please be assured that ParentPay offers the highest security and no card details are stored on the system or are accessible by the school or ParentPay.

If you have any questions, please contact ParentPay Support from their website first, or you can email the school for support using the following email address: office@robertclack.co.uk

ParentPay Debt

Please note that if your child falls into debt on their account you are expected to credit their account as soon as possible. Unfortunately, your child will not be able to purchase food whilst the account is in debt.