

# Supporting new parents

Your guide for any parents that are new to ParentPay

## Activate a new account

A quick guide to help parents activate their account and start using ParentPay.

[Find out more](#)



## Add a child to an existing ParentPay account

An informative video guiding parents through the process of adding new people to an existing ParentPay account.

[Find out more](#)

## How to request a refund

To arrange a refund, you need to contact the school or club directly to request the funds be returned to your Parent Account.

[Find out more](#)



## How to make a withdrawal

There may be occasions where it is necessary to make a withdrawal from your Parent Account, such as when a high-value school trip is refunded.

[Find out more](#)



## Child is moving schools, what should I do?

As your child leaves their old school you should aim to clear any debt or request refunds for any balances still owed to you.

[Find out more](#)



## What are One Click Payments

One-click payments offer you a quick and easy payment method, drawing funds from a bank account rather than a credit card.

[Find out more](#)

