

How to update your username and/or password

When creating your ParentPay account, it is a requirement to provide an email address which is now also normally your username, used to access your account. You will also have been required to set up your own password.

You need to keep your main email address up to date so that you are able to continue to receive communications from your school(s) and organisations and for the event that you need to change your password or log a support issue.

This guide will explain how you change your username in the event of a change in your email provider (through choice or through loss of access such as during a change in employment).

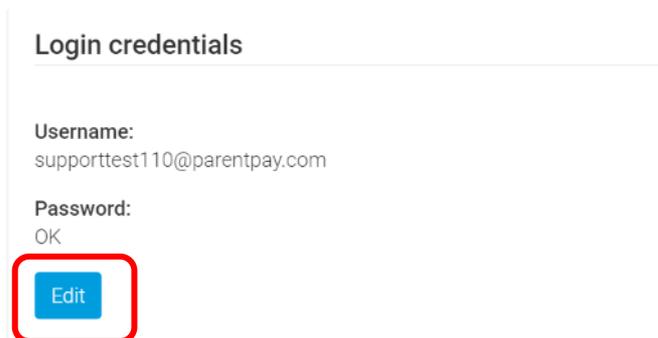
NOTE: ParentPay advise that you should use a personal email address rather than an email address to minimise the loss of account access when moving jobs.

To update your login details you will need to:

1. Navigate to www.parentpay.com and log in
2. Navigate to the **Profile** tab



3. Navigate to **My profile > My details**
4. Under the *Login credentials* select **Edit**



5. In the 'Confirm existing password:' box you must enter your current password before continuing

6. Edit the remaining fields to the new values you wish to use

Edit login credentials

Confirm existing password:

Please confirm your password to make changes to your login details

Change username:

To leave your password unchanged, leave both new password boxes blank

New password:

Your password must contain between 8 and 20 characters and contain at least one letter and one number. Passwords are case sensitive.

Re-enter new password:

It's easy to press a wrong key – lots of people do it. That's why we ask you to enter your password twice.

Your currently stored secret answer is not displayed for security reasons. To leave your secret question unchanged, leave the answer box blank.

Change secret question:

Secret answer:

Your secret question may be used to verify your identity if you need to contact ParentPay

7. Select **Save**

WARNING: if you have altered your username you will need to use this new entry when logging into the system from now on.