

Parent Pay on P4

If your school has been through the Parent Pay setup process, the following instructions will show you how to download Parent Pay transactions on P4.

Firstly you will need to make sure you have cleared your dinner money.

REMEMBER – This is only done once a day.

To do this, click on the 4Office tab:



- Click on the left hand side tab to bring up the 4Office areas
- Click on Dinners
- Under Dinner Money, select Clear Dinner Money
- Click on the Clear Dinner Money option

Once this has been done pull the left hand side tab out again and go to Parent Pay, then click on **Download ParentPay (see below)**.



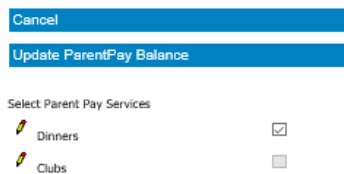
You will then need to click on **Download ParentPay Transactions:**

- If you have any transactions outstanding this button will allow you to view them onscreen.
- If you leave them selected as 'include' and click **Update Database** that will bring all the transactions into our system.
- The last step you will need to do to get these transactions fully updated is to go back to **Dinners** from the left hand side tab, under the Dinner Money heading click on **Confirm Dinner Money**.
- **Please remember the final step above - until it is completed the downloaded transaction will not register against the child's dinner money information, even if you have imported the transactions.**

Uploading Balances to ParentPay

Under 4Office click on the left hand side bar



- click on Parent Pay
- select Update Parent Pay Balances and you will see the following screen:



Cancel

Update ParentPay Balance

Select Parent Pay Services

| | |
|---|-------------------------------------|
|  Dinners | <input checked="" type="checkbox"/> |
|  Clubs | <input type="checkbox"/> |

You will have an option to select the relevant Parent Pay Services

- Tick Dinners
- click **Update ParentPay Balances**
(Please note: this may take a while as it is gathering all you pupil's current balances and transferring them to Parent Pay).

Once it is done you will get a message that will confirm they have been uploaded successfully.

Don't forget....

You can only download Parent Pay transactions when your pupils are in school and will be having a dinner as they coincide with each other.

Don't worry if you can see payments sitting in Parent Pay. When you next download them, the system will pick up all the transactions in there together.