

My child is moving schools. Can I still use my existing account?

You can retain your existing account when your child moves to another school that uses ParentPay. You will need the login details provided by the new school to transfer your account. If you do not have these, please contact the school.

1. Log in to your **existing** account.
2. Select **Add a Child** on the left-hand side of the home page.
3. Enter the **username** and **password** provided by the new school.
4. Select **Search**
5. **Select Add a Child to confirm.**

You will now see two tabs for the child, one for each school.

My child is moving schools. Can I transfer the balance to the new school?

No, funds cannot be transferred from one bank account to another as they will have already been settled to the Caterer's bank account. Please contact your caterer to determine if a refund can be made or to transfer the balance to a sibling account at the school if appropriate.

How to add a child to an existing account

<https://parent-support.parentpaygroup.com/hc/en-gb/articles/6267353801873--VIDEO-How-to-add-a-child-to-an-existing-account>