

St Anne's Catholic Primary School

From: ParentPay <ParentPay@emarketing.education.co.uk>
Sent: 11 January 2016 13:04
To: St Anne's Catholic Primary School
Subject: IMPORTANT - New ParentPay website goes live Wednesday 13 January - PLEASE READ



Cant read this email? Why not view in a [web browser](#)

December 2015 ParentPay News & Updates

New ParentPay.com website is going live 13 January 2016

We're making major improvements to the ParentPay website, which will include:

New support area making it easier for parents to access dedicated FAQs and lots of useful tips.

New login area which encourages parents to use a verified email address as a username, helping to reduce 'forgotten' login queries from parents.

What will happen and when?

ParentPay.com will not be available between 4PM and 5PM on Wednesday 13 January, whilst the new website is made live.



IMPORTANT - USERNAME AND PASSWORDS:

It is likely that some parents' internet browsers will no longer remember their saved ParentPay username and/or password.

If parents cannot remember their login details, they just need to click on the relevant link in the help section on the new login page.

[Find out more](#)

The security of ParentPay users is of paramount importance to us

Microsoft have recently announced that as of 12 January 2016 they will no longer support older versions of Internet Explorer and security updates will no longer be applied.

To ensure we protect schools and parents using ParentPay, **from 11 January 2016** any users attempting to access ParentPay through older browsers with known security flaws **will no longer be able to login to ParentPay** - unless they upgrade to a supported browser.

A small proportion of parents and schools currently use a browser that will no longer be supported, so for peace of mind we do advise that you check that the browser you use to access ParentPay is a supported one.

A message has been placed on both parents and school managers home page outlining which browsers can be used with ParentPay.

PLEASE ACT

Please check your browser version and see the list of the recent browsers you can use to access ParentPay:

Please read our [School Internet Browser advice](#)

Please read our [Parents Internet Browser advice](#)

Support Sport Relief with ParentPay

We are pleased to announce that **Comic Relief** have teamed up with us to make their **2016 Sport Relief** campaign even bigger and better.

From January 2016 schools can use ParentPay to collect donations from parents for Sport Relief.

And to make sure every penny raised counts, ParentPay will cover the cost of all payment service fees for Sport Relief donations made to schools by parents through ParentPay.

We will be sending all our schools more information about how they can get involved in Sport Relief including guidance on collecting donations from parents through ParentPay.

[Order your fundraising packs today](#)



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