

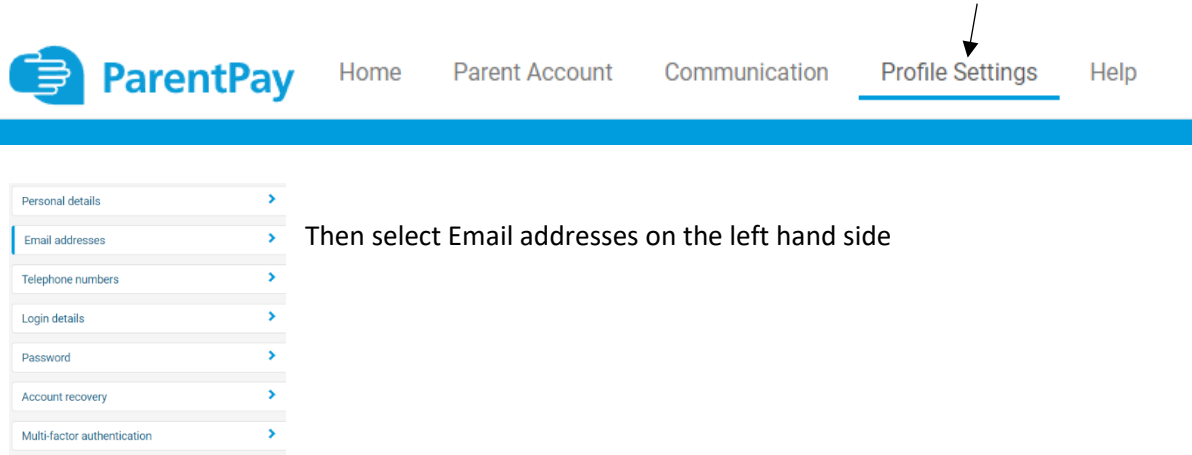
How to set up Low Balance Alerts for ParentPay.

You can also get text messages at a cost of 7p each and you will need to keep the text message balance in credit to receive messages.

Emails are free

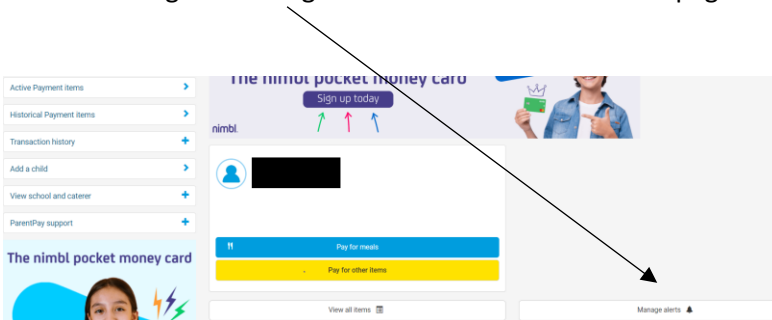
Log into your ParentPay account,

Check you have the correct email address in your profile by going to the Profile Settings tab at the top of the page

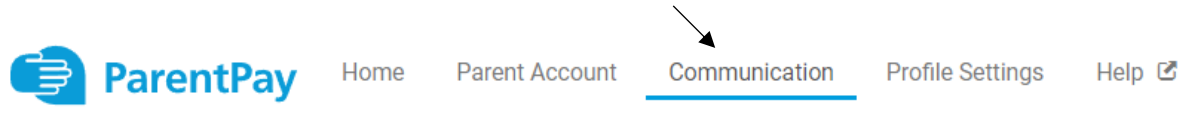


Then select Email addresses on the left hand side

You can then go to Manage alerts from either the home page



Or by selecting Communication tab at the top of the page



Then alert settings on the left hand side

You can then choose the balance amount to receive and tick the box to receive email, text* or both

Payment item	Child	Threshold	Email	Text
School Meals	Joanne	£ 5.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>

New item alerts [?](#)

Child	Email	Text
Joanne	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cheque/cash alerts [?](#)

Child	Email	Text
Joanne	<input type="checkbox"/>	<input type="checkbox"/>

PayPoint alerts [?](#)

Child	Email	Text
Joanne	<input type="checkbox"/>	<input type="checkbox"/>

Message alerts [?](#)

School	Text
School	<input type="checkbox"/>

Then click the save button at the bottom of the page

Plymouth High School	<input checked="" type="checkbox"/>
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[Save](#) [Reset changes](#)

[Why we need this information](#)

You will receive emails to confirm the alerts have been set up.

If you choose to receive text messages you can top up your text message balance from the top of the page.

Balance alerts are available in all of your schools

Keep up to date with your balances, payments and newly added items by subscribing to our helpful email & text alerts.

Ensure you have registered your [email](#) and added a [mobile phone number](#) to receive alerts.

Text message balance [?](#)

Current text message balance: XXXXXXXXXX

[Add credit to your text message balance](#)