



## NOWER HILL HIGH SCHOOL

Nower Hill High School  
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Ref: LV/SOK

Headteacher:  
Chris Livesey BA (Hons)

17/12/2015

Dear Parent/Carer

I am writing to let you know of some changes that ParentPay are introducing.

From mid-January ParentPay will simplify the login process and you will need to use an email address as your username. If you need to switch your username to an email address, you will be prompted when you login - just follow the on-screen instructions. The email address must be verified, helping with security and making it easier to reset a forgotten password. If you already have a registered email address linked to your Account, you will have the option to use it as your username or choose an alternative email address.

From January 2016 ParentPay will introduce 'My Account.' Providing greater flexibility in managing payments 'My Account' let's parents maintain a single balance in ParentPay and use it to pay for any items at any of their children's schools. You will be able to move money between children and different items and refunds from school will credit immediately back to 'My Account' for you to use for something else.

Please find attached list of items/trips available to students during the last year. This may help you to decide how much to credit your account with on a regular basis should you wish to.

From February/March 2016 ParentPay will introduce new ways for parents to pay. You will be able to load funds direct from internet banking and schedule regular top-ups to 'My Account' with a standing order. Further information will be communicated nearer the time.

Should you have any problems with your ParentPay account or wish to clarify any information in this letter please contact us by emailing [parentpay@nowerhill.harrow.sch.uk](mailto:parentpay@nowerhill.harrow.sch.uk) or by telephoning Sarah O'Keeffe on 0208 863 0877 x2325.

Yours faithfully

**Louise Voden**  
**Deputy Headteacher**  
**Student Support**

