

# Forgotten Your ParentPay Password ?

1. Go to Parentpay website (in Google search for ParentPay)

ParentPay [Help](#)

## Login

Email/Username

Password

[Forgotten your password?](#)

## Help

[How do I log into my ParentPay account?](#)  
[I have forgotten my username / email address, what do I do?](#)  
[I have forgotten my password, what do I do?](#)  
[I have two ParentPay accounts, can I merge them?](#)

2. Click on “Forgotten your password”

3. Then enter your email address in the box and click on “Send”

## Forgotten your password?

ParentPay will send password reset instructions to the email address registered in your account.

Email or username

[Cancel](#)

## Help

[How do I log into my ParentPay account?](#)  
[I have forgotten my username / email address, what do I do?](#)  
[I have forgotten my password, what do I do?](#)  
[I have two ParentPay accounts, can I merge them?](#)

4. Parentpay will send an email to your email address

## Forgotten your password?

We've sent instructions to the email Your email address will appear here

Check your spam folder

If you haven't received the email in 5 minutes then click the button below, if the problem persists then contact the support team

## Help

[How do I log into my ParentPay account?](#)  
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5. You will receive an email with a link – check your spam folder – it will be from [platform@parentpay.com](mailto:platform@parentpay.com) – click on the link

ParentPay received a request to reset the password for your ParentPay account with username [redacted]

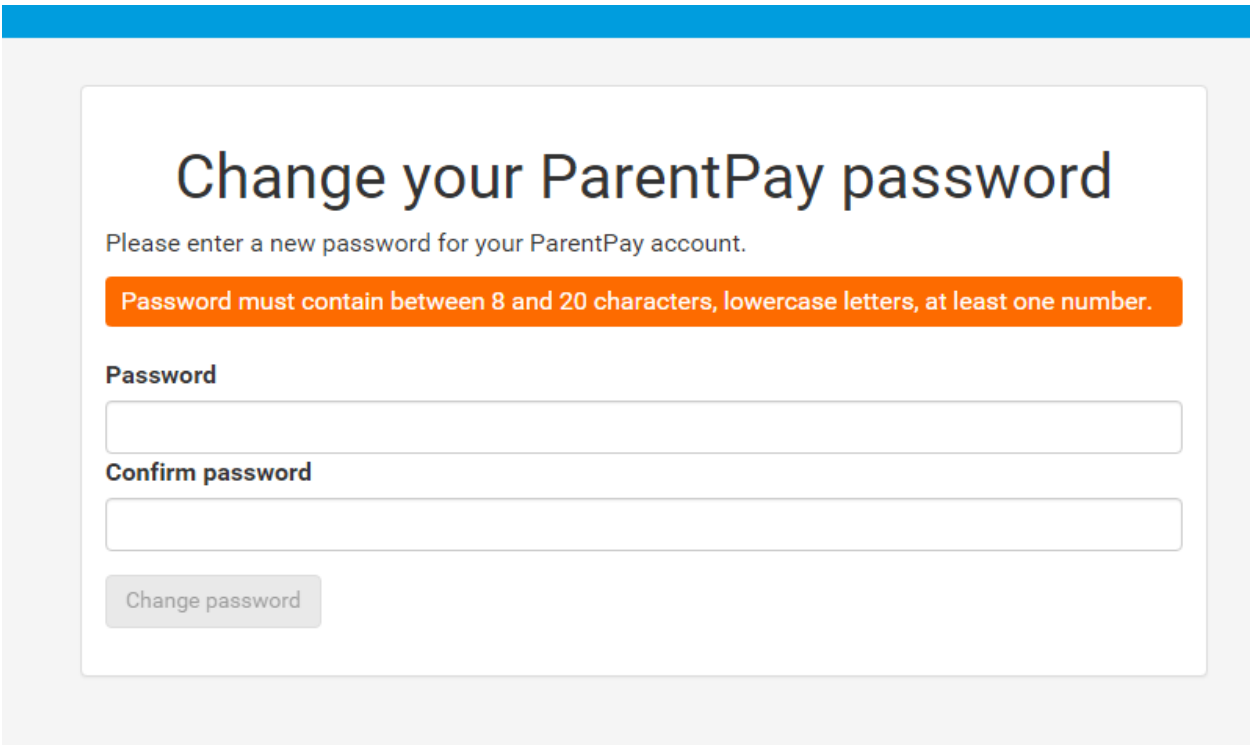
Your email will appear here

If you want to reset your password, click on the link below (or copy and paste the URL into your browser):

<https://www.parentpay.com/public/client/security/#/reset-password/token?Key=%02fKnaX301bplocU9uT6hyYkjp9cZwnxI0PRd2>

If you don't want to reset your password, please ignore this message. Your password will not be reset. If you have any concerns, please contact us at [ParentPay support](#).

6. Enter a new password in the box and then confirm it in the second box



The screenshot shows a web form titled "Change your ParentPay password". Below the title is the instruction "Please enter a new password for your ParentPay account." An orange banner contains the password requirements: "Password must contain between 8 and 20 characters, lowercase letters, at least one number." There are two input fields: "Password" and "Confirm password". At the bottom is a "Change password" button.

7. Now you can login to Parentpay with your email address and your new password.

8. If you have any more problems please ring the school office on 0208 570 6247.