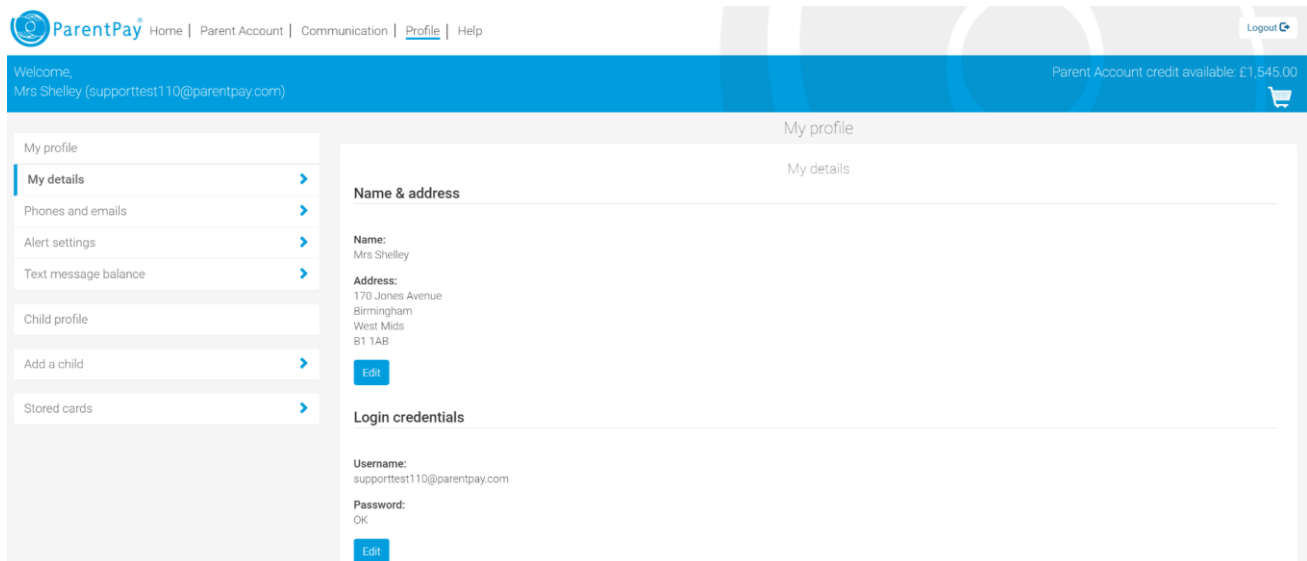# How to update your profile

The Profile area enables you to check and update the personal and contact details for you and your children. You can amend your name, address and contact information for you and any children you have added to the account as well as change your username, associated email addresses and reset your password.

NOTE: Keeping email addresses and mobile numbers up to date will enable your schools and organisations to communicate with you through the appropriate channels.

1. Navigate to **www.parentpay.com** and log in
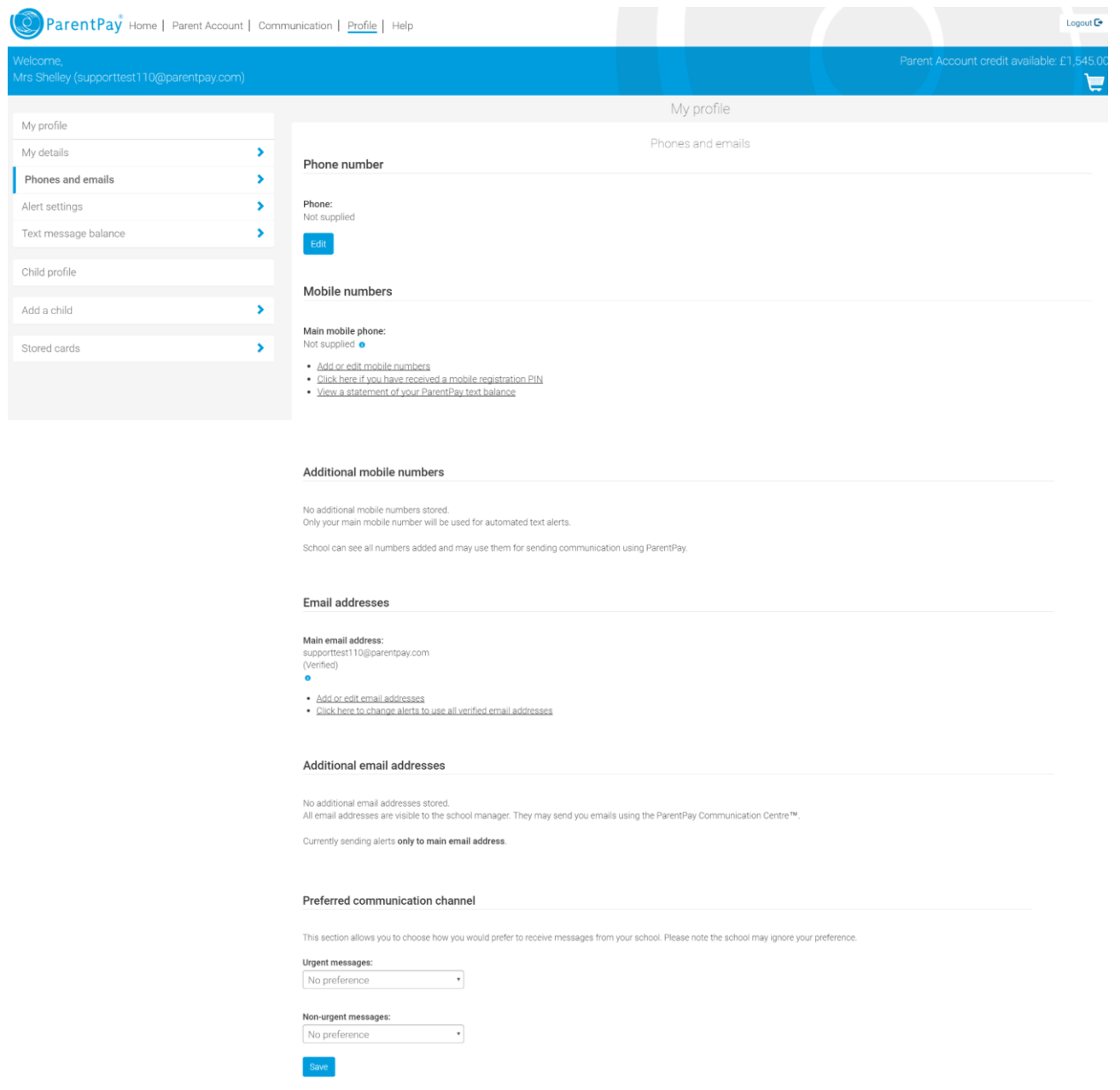2. Navigate to the **Profile** tab

3. (Optional) Edit name, address or login details
   - Select the **My profile > My details**
   - Select **Edit** against the section you wish to update
   - Amend the appropriate details
   - Select **Save**

4. (Optional) Edit phone numbers and email addresses
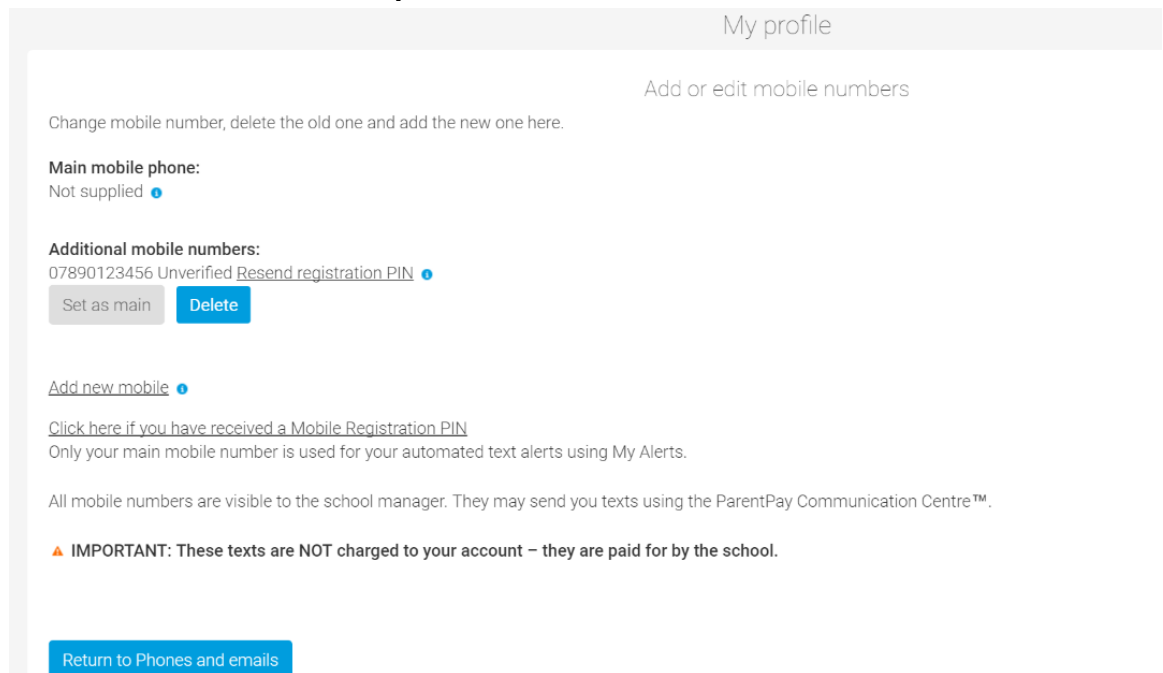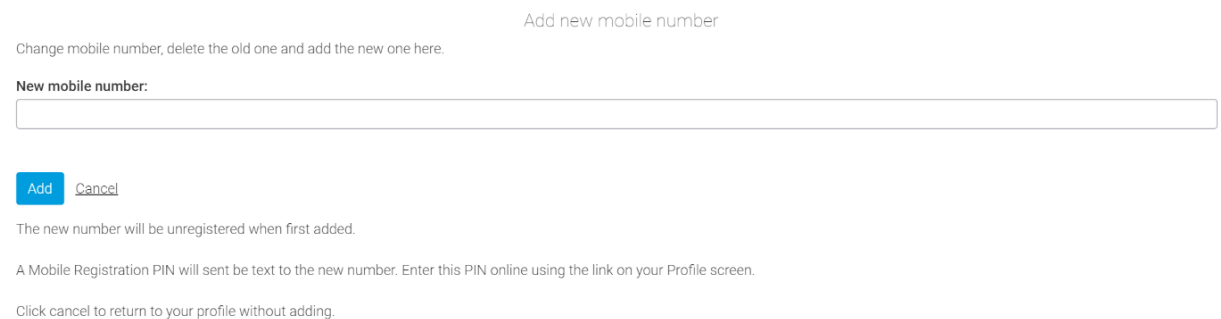   - Select the **My profile > Phones and emails**

   - To change your landline phone number, select **Edit** and amend the number and **Save**

www.parentpay.com

- To add or edit your mobile number(s),
  - Select the **Add or edit mobile phone numbers** link

My profile

Add or edit mobile numbers

Change mobile number, delete the old one and add the new one here.

Main mobile phone:
Not supplied ●

Additional mobile numbers:
07890123456 Unverified Resend registration PIN ●

Set as main   Delete

Add new mobile ●

Click here if you have received a Mobile Registration PIN
Only your main mobile number is used for your automated text alerts using My Alerts.

All mobile numbers are visible to the school manager. They may send you texts using the ParentPay Communication Centre™.

⚠ IMPORTANT: These texts are NOT charged to your account – they are paid for by the school.

Return to Phones and emails

- (Optional) If your current numbers are no longer in use, select **Delete**
- (Optional) If you have verified your mobile number you may set it to your main number by selecting **Set as main** (this will not be available if it is not yet verified)
- To add a new number, select the **Add new mobile** link

Add new mobile number

Change mobile number, delete the old one and add the new one here.

New mobile number:

Add   Cancel

The new number will be unregistered when first added.

A Mobile Registration PIN will sent be text to the new number. Enter this PIN online using the link on your Profile screen.

Click cancel to return to your profile without adding.

- Enter your new mobile number and select **Add.**
- You will receive a confirmation message explaining that a registration PIN will have been sent to your mobile to verify the number. Once received, enter the PIN by selecting **Click here**

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Change mobile number, delete the old one and add the new one here.

New mobile number:
01234567890

A Mobile Registration PIN has been sent to your mobile. Please <u>click here</u> to enter the PIN and register your mobile, or enter later from the link on the Profile page.

Ok

NOTE: you will only receive the registration PIN if you have topped up your Text message balance (refer to 'Setting up email and text alerts')

- Select **OK**

- Select **Return to phones and emails**.
  NOTE: your 'main' mobile number can only be set once you have completed PIN registration.

- To add or edit your email addresses
  - Select the **Add or edit email addresses** link

Email addresses

Main email address:
supporttest110@parentpay.com
(Verified)
ⓘ

- Add or edit email addresses
- Click here to change alerts to use all verified email addresses

  - Select either **Edit** or **Add new email** as appropriate

Add or edit email addresses

Change an additional email address delete the old one and add the new one here.

Main email address:
supporttest110@parentpay.com
Verified

Edit

Additional email addresses:
No additional email addresses stored

Add new email

⚠ IMPORTANT: All email addresses are visible to your school and can be used by them to send messages to you

Return to Phones and emails

NOTE: all email addresses will need to be verified before they can be used on the system

  - Select **Return to Phones and emails** once complete
- Select **Save**

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