

## Frequently Asked Questions - Parent Support

### How do I Register my Account

You will have received a letter from your school which gives you:

Child Account Reference (for your child/ren)

This letter will detail how you can access the website [www.ipayimpact.co.uk](http://www.ipayimpact.co.uk) and some simple instructions on how to use the website to make payments and look at purchase history for your child/ren.

Registration is easy:

1. Go to [www.ipayimpact.co.uk](http://www.ipayimpact.co.uk)
2. Click on Register
3. Enter the Child Account Reference – this will be on the letter provided by the school
4. Enter your Username – This is what you will use to login to your account
5. Enter a VALID email address – this must be valid as it will be used to send you payment receipts and activation details for your account
6. Confirm the email address by entering it again
7. Enter a password that you will remember. Please remember NOT to give your password details to anyone else. Your Password MUST have at least one Capital letter; one number and one other character that is NOT a number or letter.
8. Confirm your password
9. Answer the Maths Test This is to prevent automated SPAM registrations
10. Click on Register.

An email will be sent to the email address you entered above. Please go to your email and follow the instructions you receive to activate your account.

### How do I Activate my Account

Once you have registered – see How do I Register my Account

You will receive an email with an activation link.

Click on the link or copy and paste the link into your browser and this will activate your account.

### How do I Login to my Account

Follow the steps in How do I Register my Account and How do I Activate my Account first.

1. Go to [www.ipayimpact.co.uk](http://www.ipayimpact.co.uk)
2. Click on Login
3. Enter your Username
4. Enter your password
5. Click 'Log On'

You are now logged in.

When you FIRST log in you will be asked to enter some personal details such as your name and address. This is to ensure that you don't have to keep entering these details when making a payment via the secure site. Please enter these details accurately.

### **How do I Link my Child/ren(s) accounts to my Account**

If you have more than one child at the school – Login to your account - then

1. Click Child Accounts (from the menu)
2. Enter the Child Account Reference – this will have been provided by the school for your child/ren
3. Click on Find Account and School
4. Click on Link Account
5. If you have more than one child at the school repeat the above process by clicking on Link Another Account.

### **How do I View my Child/ren(s) balances, purchases**

When you login your Home Page will display all the relevant information for your child/ren

### **How do I make a payment to my child/ren(s) accounts**

1. From the Home Page, you can add items to the basket
2. Then click on the basket
3. Proceed to checkout and follow the instructions.

### **How do I remove items from my Basket?**

1. The contents of your Basket can be seen by Clicking on View Basket from the home page.
2. Items in your Basket are displayed and you can:
  - a. Click on the Remove button to remove the items – you will be asked to confirm that you do wish to remove the selected item
  - b. Click on the Amend button to amend the payment amount to be made for this item
3. Once you are happy with the Contents of your Basket you can Proceed to Checkout.

### **How do I check to see if a Payment has been processed**

1. Login to your account
2. Click on Payment History
3. Click on Details – this will show all the payments which have been made by you

You can also check your email for payment receipts which will have been sent to you on the successful processing of your payment

### **I have forgotten my Password/How do I reset my Password**

If you have forgotten your password – follow these steps

1. Go to [www.ipayimpact.co.uk](http://www.ipayimpact.co.uk)
2. Click on Login
3. Click on the 'Recover your password' button
4. Enter your Username
5. Enter your valid email address
6. Click on Recover Password

A message will be sent to your email address with instructions on how to reset your password

Click on the link in the email

You can now enter your new Password and Confirm this by entering it again. Click on Change Password.

You can now login using your new Password.

### **Is the site secure**

YES. All pages viewed on ipayimpact are encrypted using a 'Secure Socket Layer (SSL) session

SSL is an industry standard and is designed to ensure internet pages and sensitive information are not intercepted. When browsing using an SSL enabled site, you will see a padlock icon visible in your browser.

All payments are made through a Payment Gateway which adheres to the highest level of compliance under the Payment Card Industry Data Security Standard (PCI), including stringent fraud screening, SSL encryption and tamperproof data storage. This process is regularly audited by the banks and the banking authorities.

### **How do I check or edit my Account details**

1. After logging in to your account choose My Profile from the menu options at the top of the screen
2. You can now update your details
3. Click on Save Your Details once you have finished

### **Who should I contact if I have a problem**

Your first line of enquiry should be with your school. They will contact CRB Solutions on your behalf if they are unable to help. Due to child and data protection directives CRB Solutions are unable to answer parent's queries directly.

### **Why do I have to accept CRB Solutions / iPayimpact Terms and Conditions?**

New iPayimpact users must accept the Terms and Conditions during their account registration – they include the Parent Terms and Conditions, Data Protection and Privacy Policy. If acceptance of the Terms and Conditions is declined you will not have access to this service.

### **Can I pay the school in cash/cheque?**

This will depend on your school's policy; it's likely that having subscribed to iPayimpact they would prefer payments to be made online – making their school site as cashless as possible. Please contact your school for further information

### **My child has left the school how do I obtain a refund?**

You will need to contact the school or school caterer to request a refund. They will be able to refund any credit left on your SCHOOL MEALS fund or alternatively they can transfer the balance to a sibling account.