

Parentmail Instructions

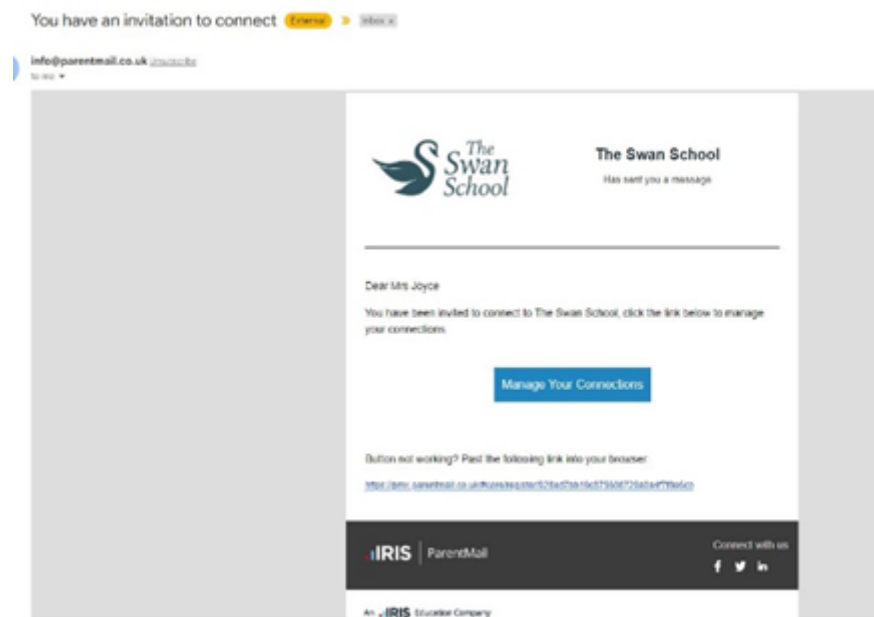
We use the Parentmail app to collect money for lunches, breakfast and breaktime snacks, school trips, school events etc. We are a cashless school and do not accept payment by cash or cheque.

To register for Parentmail

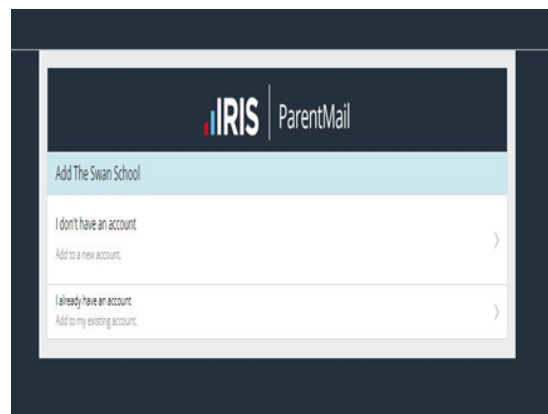
If you have a child at the school already, your account should already be 'connected' to the younger sibling.

If you are a new parent, you should have already received an email sent from info@parentmail.co.uk with "You have an invitation to connect" as the subject. If you have not received this email, please contact the school office on office@theswanschool.org.uk and they can resend it.

Step1 - The email will invite you to connect to The Swan School - by clicking on the blue "Manage Your Connections"



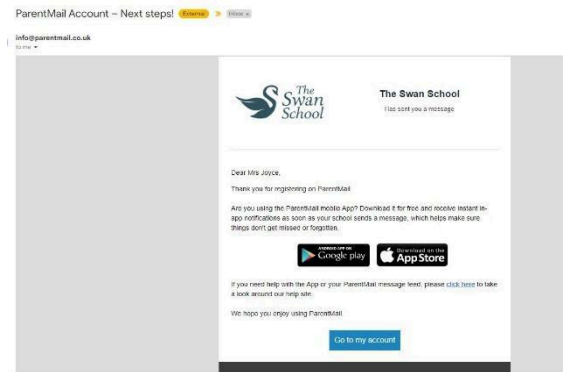
Step 2 - choose between 'I don't have an account' and 'I already have an account'



Step 3 - click "Proceed" and follow the instructions to finish the registration process



Step 4 - you will receive the "ParentMail Account – Next steps!" email from ParentMail to confirm that you have registered successfully



Using Parentmail

Lunches (classed as Lunches on Parentmail)

All lunches should be paid for in advance and the cost of lunch is £2.70 per day. To put money on your child's lunch account, select **Accounts**, then **Lunches** then top up your account. Children eligible for Free school Meals will receive free lunches.

To see what has been charged to your lunch account, select Accounts then lunches, then click on the Statements button at the bottom. Click on a particular month to see a breakdown of charges for that month.

Breakfast and breaktime snacks (Classed as Dinner Topup on Parentmail)

Your child can buy snacks at breakfast or break time from the canteen, or bring a healthy snack from home. To allow your child to buy snacks at breakfast or break time please select **Accounts** then **Dinner top-up** then top up your account. We realise the description 'Dinner Topup' is misleading - unfortunately this is something that the software does not allow us to change.

To see what has been charged to your Dinner top up account, select Accounts then Dinner top up, then click on the Statements button at the bottom. Click on a particular month to see a breakdown of charges for that month

Paying for other items

If there is something else that you need to pay for, such as a trip or school event, we will email you to tell you about it and you may also receive a notification from Parentmail. To pay for the item go to **Payments** then **Shop** and select the item you want to pay for.

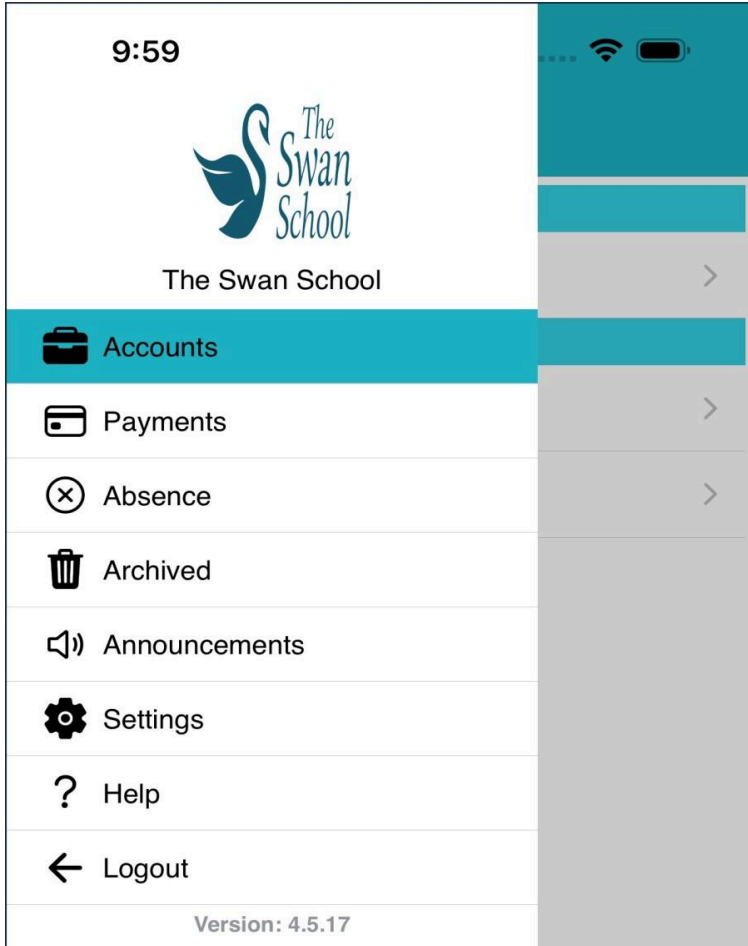
Details of all payments made

Select **Payments** then **History** to show all payments you have made onto your Parentmail account. For more detail click on the particular month

How to view Snack Purchase Statement on ParentMail

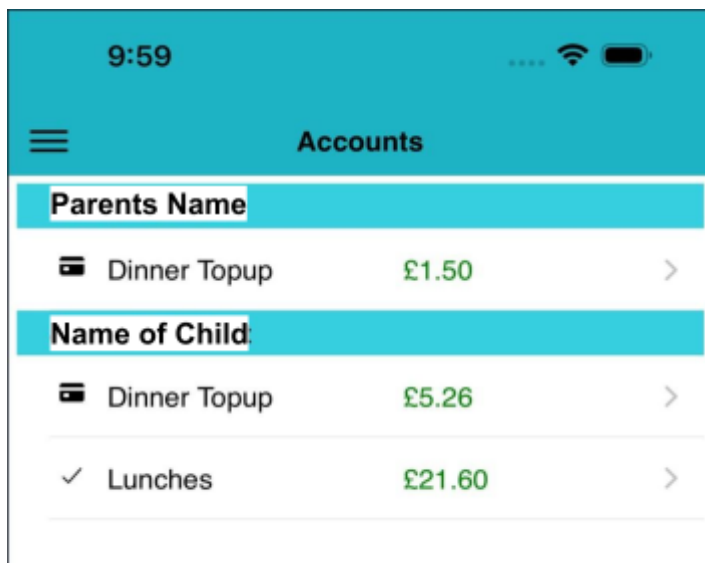
Step 1:

- Log into Parent on your mobile phone App.
- Click on 'Accounts'.



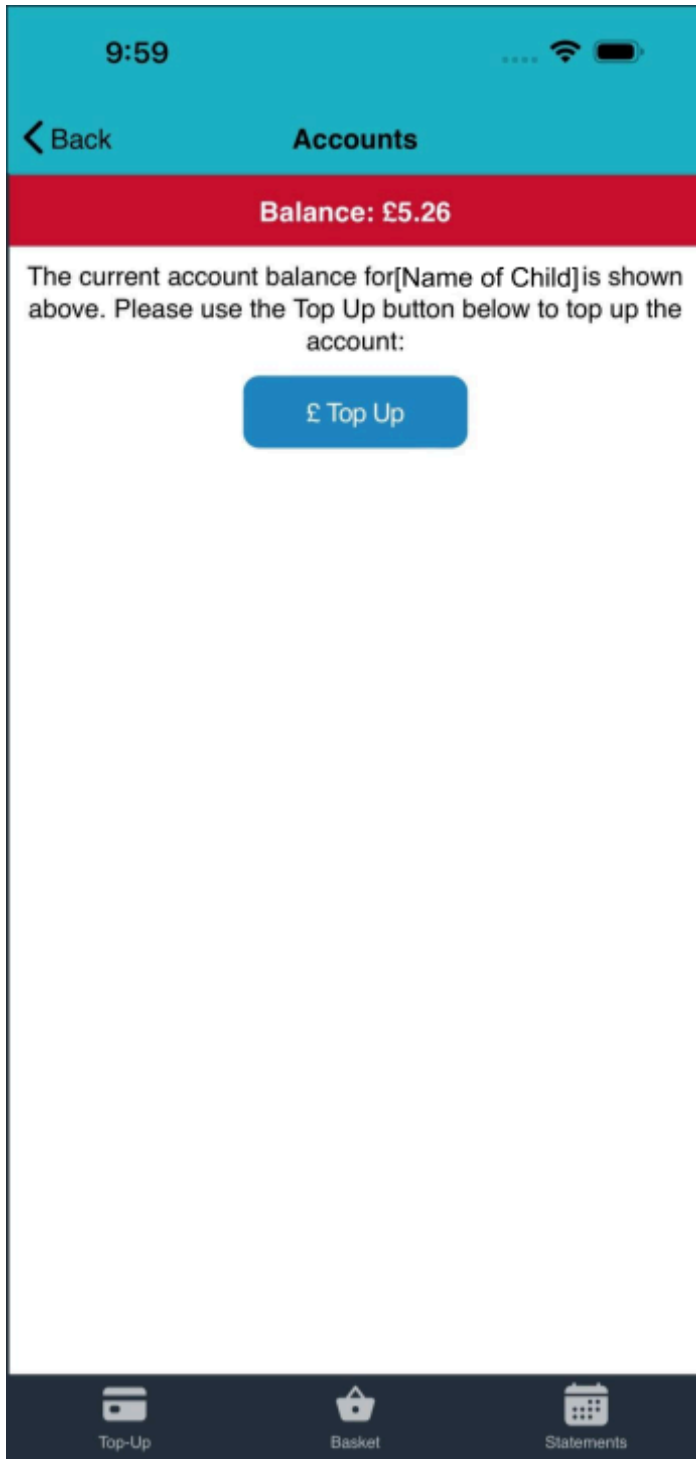
Step 2:

- Click on 'Dinner Topup'.



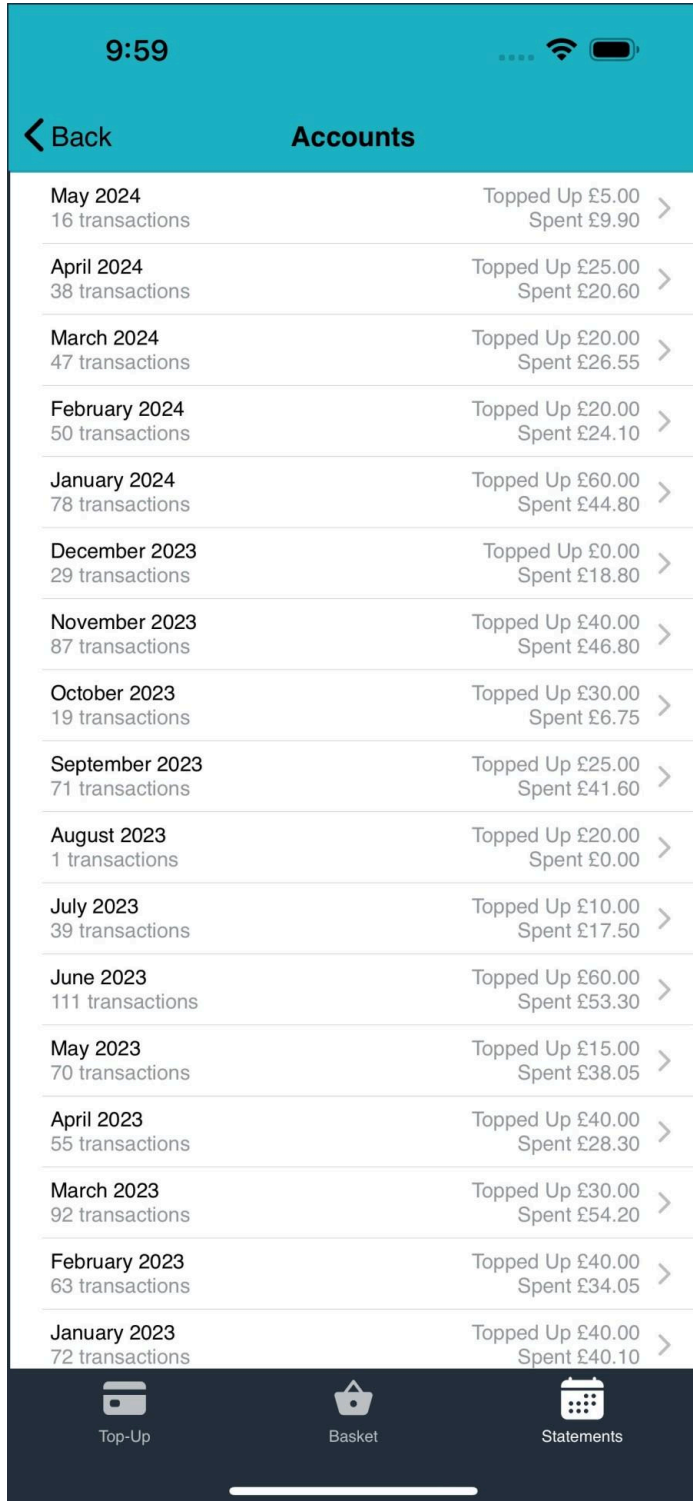
Step 3:

- Click on 'Statements' (in the bottom right corner).



Step 4:

- You will be able to see a breakdown of the months.
- Select the month you are querying.



The screenshot shows a mobile application interface with a teal header. The time is 9:59. The page title is 'Accounts' with a back arrow. The main content is a list of monthly transaction summaries. Each entry includes the month and year, the number of transactions, the amount topped up, and the amount spent. A right-pointing chevron indicates further details are available for each month. At the bottom, there is a dark navigation bar with three icons: 'Top-Up', 'Basket', and 'Statements'.

Month	Transactions	Topped Up	Spent
May 2024	16 transactions	£5.00	£9.90
April 2024	38 transactions	£25.00	£20.60
March 2024	47 transactions	£20.00	£26.55
February 2024	50 transactions	£20.00	£24.10
January 2024	78 transactions	£60.00	£44.80
December 2023	29 transactions	£0.00	£18.80
November 2023	87 transactions	£40.00	£46.80
October 2023	19 transactions	£30.00	£6.75
September 2023	71 transactions	£25.00	£41.60
August 2023	1 transactions	£20.00	£0.00
July 2023	39 transactions	£10.00	£17.50
June 2023	111 transactions	£60.00	£53.30
May 2023	70 transactions	£15.00	£38.05
April 2023	55 transactions	£40.00	£28.30
March 2023	92 transactions	£30.00	£54.20
February 2023	63 transactions	£40.00	£34.05
January 2023	72 transactions	£40.00	£40.10

Step 5:

- Click on the date in question.

9:59		Close
Statement		
May 9th 2024		
Account Top-up May 09 2024	Amount: +£5.00 Balance: 5.26	
May 8th 2024		
1 Item Purchased May 08 2024	Amount: -£1.80 Balance: 0.26	
2 Items Purchased May 08 2024	Amount: -£0.00 Balance: 2.06	
May 7th 2024		
1 Item Purchased May 07 2024	Amount: -£1.80 Balance: 2.06	
2 Items Purchased May 07 2024	Amount: -£0.00 Balance: 3.86	
May 3rd 2024		
1 Item Purchased May 03 2024	Amount: -£2.70 Balance: 3.86	
2 Items Purchased May 03 2024	Amount: -£0.00 Balance: 6.56	
May 2nd 2024		
1 Item Purchased May 02 2024	Amount: -£1.80 Balance: 6.56	
2 Items Purchased May 02 2024	Amount: -£0.00 Balance: 8.36	

Step 6:

- You will then be able to see a breakdown of what your child has purchased on the selected date.

10:00		Close
Transaction		
✓ 1 Item Purchased	Total: -£1.80 May 08 2024	
1 x Patatas Bravas (£1.80 additional cost)	-£1.80	