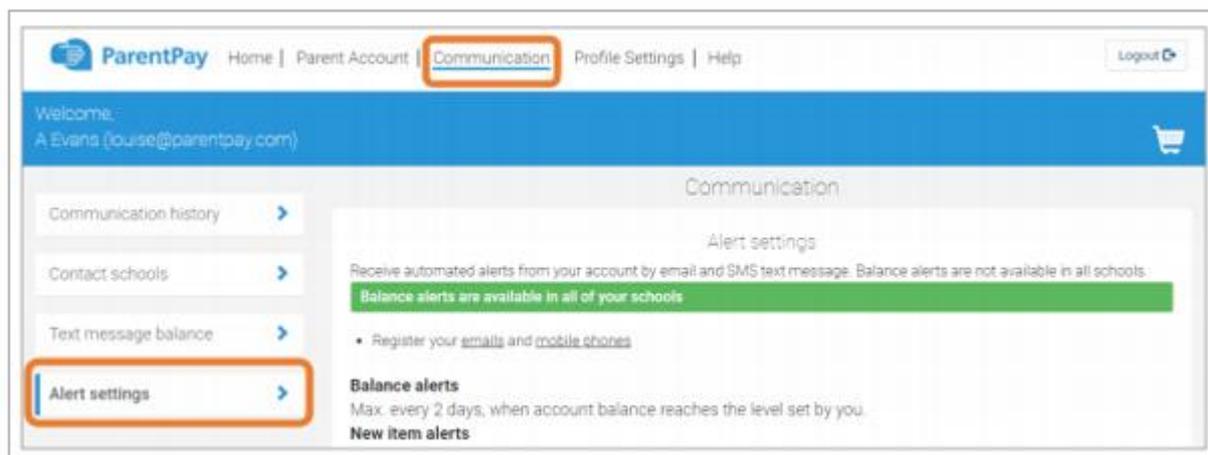


How to set up email low balance alerts

Setting up alerts

1. From within your ParentPay account, navigate to **Communication > Alert settings**



2. From the list of alerts that can be set up, select which alerts would like to be received, and whether you want to receive them by email or text message. (Text message alerts will be charged at 6p each.)

Balance alerts – Most schools will allow payers to set a balance threshold to be set for balance associated items such as school meals, or after school clubs. You can then choose to receive email or text alerts once the balance falls below the selected threshold. The thresholds can be set for each balance associated item linked with each child attached to your ParentPay account. Maximum of one alert per item and child every 2 days once the balance alert reaches the threshold.

Balance alerts				
Service	Child	Threshold	Email alert	Text alert
School meal bookings - Green Meadows	Jack	<input type="text" value="£0.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School meal bookings - Green Meadows	Oliver	<input type="text" value="£0.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School meal bookings - Green Meadows	Samuel	<input type="text" value="£0.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dinner Money payments - Apple Orchard Primary	Florence	<input type="text" value="£2.00"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

3. Select **Save**