

Darnhall Primary School
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Headteacher: Sarah Tomlinson B.Ed (Hons), N.P.Q.H.
Deputy Headteacher: Sarah Williams B.Mus, P.G.C.E, N.P.Q.M.L.
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21st November 2018

Dear Parent / Carer

Text messaging with ParentPay

We now use the ParentPay system for sending text and email messages to parents and carers. Some parents and carers have mentioned that they are not receiving the text messages from school.

It appears the problem may be that everyone needs to register their current mobile on the ParentPay system. To do this you need to:

- Login into your ParentPay account
- Go to PROFILE SETTINGS
- PERSONAL DETAILS
- TELEPHONE NUMBERS
- Please then register your current mobile phone number. You will need to put in your password and then the system will send an activation code to your mobile that you then need to input.

Doing this should hopefully solve any issues, however if you then still do not receive text messages from school please email me on admin@darnhall.cheshire.sch.uk with your full name, your child's full name and your correct mobile phone number as it might be that the number we hold on the school's system and the number you have registered with ParentPay are different. They need to be the same for the system to work properly.

If you have any issues with ParentPay please do not hesitate to contact me in the school office or by email.

Kind regards

Mrs Helen Young
School Business Manager



www.darnhall.cheshire.sch.uk

admin@darnhall.cheshire.sch.uk

