

IPAY IMPACT Frequently Asked Questions

- Parent Support

Click on any of the following options below to view the answer to the question.

- [How do I Register my Account?](#)

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

1. Pupil ID / Account Ref (for your child/ren).

This letter will detail how you can access the website 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
2. Click on Register.
3. Enter the Pupil ID / Account Ref – as provided by your establishment for one of your children.
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 be a minimum of 6 characters, plus include 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. Read the terms and conditions by clicking on 'Click here to view the terms and conditions'. Once read, close the newly opened tab/window before continuing.
11. If you are in agreement with the terms and conditions, tick "Agree to Terms ?".
12. 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
2. Click on Log In.
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 more than one child to my Login?](#)

1. Login to your account.
2. Click on Accounts from the menu bar.
3. Click on Link a New Account.
4. Enter the Pupil ID / Child Account Ref – this will have been provided by the school for your child/ren.
5. Click on Link Account.

If you have more than one child at any school within the same local authority, repeat the above process by clicking on Link Another Account.

- [How do I View my Child/ren\(s\) balances, purchases?](#)

Once you have linked your child/ren(s) account(s) to your account:

1. Go to Accounts.
2. Select your Child.
3. Select to view the History by clicking on the History button next to the desired Fund.

- [How do I make a payment to my child/ren\(s\) accounts?](#)

1. Go to Accounts.
2. Select your child and choose Add Payment next to the desired Fund.
3. Enter the amount you wish to pay.
4. Save the Item in the Basket.
5. Proceed to Checkout.
6. Follow the instructions of the payment provider.
7. If you have provided a valid email address, you will receive an email receipt for the payment you have just made.

Please check your email for this receipt and keep it in a safe place.

8. You can now check your Payment History by clicking on Payment History on the Home Page.

- [How do I remove items from my Basket?](#)

1. The contents of your Basket can be seen by clicking on Basket from the home page.
2. Items in your Basket are displayed and you can:
 - a. Click on the Remove button to remove the desired item – you will be asked to confirm that you do wish to remove the selected item.
 - b. Click on the Remove all items button to remove all items – you will be asked to confirm that you do wish to remove all items.
 - c. Click on the Amend button to amend the payment amount to be made for the desired item -
amend the amount you wish to pay, then click Save Item In Basket.
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 - this will list all payments which have been made by you.
3. Click on Details next to the desired payment - details of the selected payment will be displayed.

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
2. Click on 'Log In'.
3. Click on the 'Reset your password'.

4. Enter your Username.
5. Enter your valid email address.
6. Click on Reset Password.

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

7. Click on the link in the email.
8. You can now enter your new Password and Confirm this by entering it again.

Your new Password MUST be a minimum of 6 characters, plus include at least one capital letter,

one number and one other character that is NOT a number or letter.

9. Click on Change Password.

You can now log in 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.

Your card details are never stored by iPayimpact.

Currently YesPay, Capita and Civica are Payment Gateways used.

- [How do I check or edit my Account details?](#)

1. After logging in to your account, click on My Profile.
2. You can now update your profile.
3. Click on Save My Profile once you have finished.

- [Who should I contact if I have a problem?](#)

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

- [Why do I have to accept CRB Cunninghams / 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 establishment'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.
