+Pay
By IRIS

Making a booking online with 'Advanced Bookings'

Click to get help with:

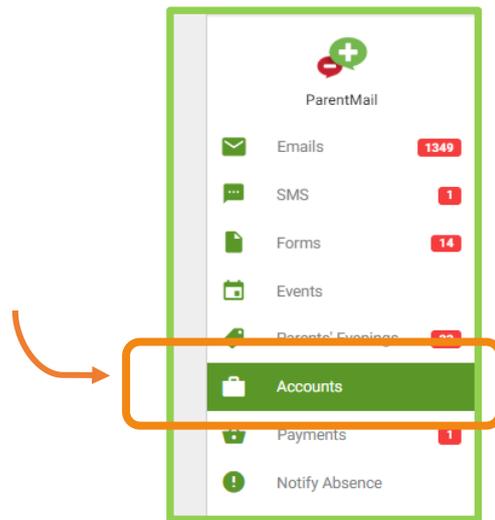| |
|---|
| **Making a booking in the ParentMail App** |
| **Editing/Cancelling a booking** |
| **Topping up your child's balance** |
| **Checking your payment history** |

Making a booking with Advanced Bookings

Sign into your ParentMail App. Once logged in, open your ParentMail App and navigate to the **Accounts** section.


Here, you'll see what **Accounts** you have with your schools. Each child you are connected to will have a separate menu. Select the **After School Club** (Your club might be named differently).
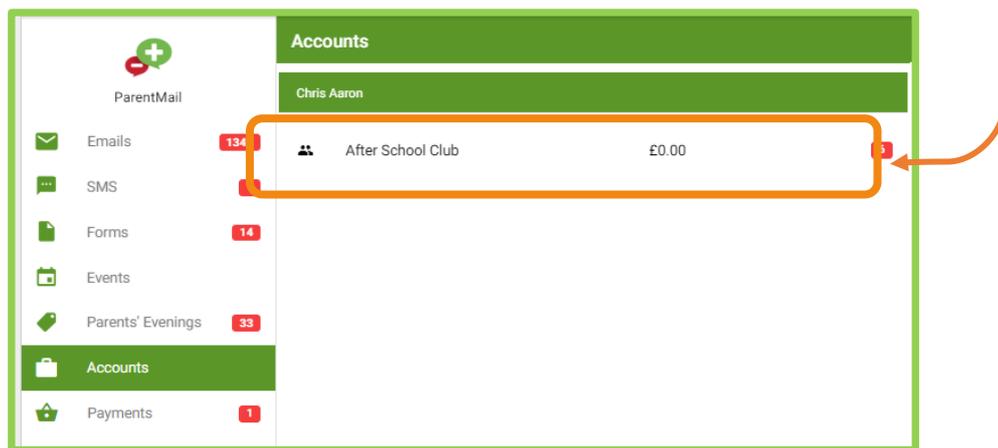
Here, any weeks available to book will be visible for you. You can book which week you'd like, or single day. Click on any date to get started booking. **All grey dates are not available to book, or dates that have passed.**

A dialogue box will show up, listing each day of the week. You will have a **No choice** selection – Select this if you don't want to book. Otherwise, select which times you would like by ticking the box.
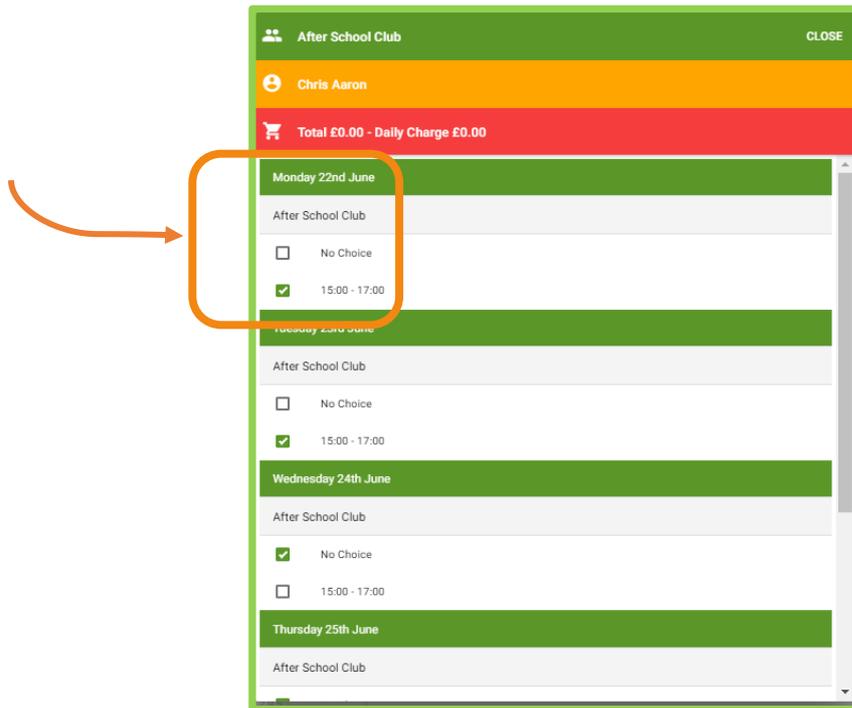

At the end, click **Pay Now.** Note: Don't worry if your not meant to pay for this specific register. You will get a confirmation there is no charge for you.


Next, you'll get a prompt if you want to **Repeat, Continue,** or **Cancel.**

- Selecting **Repeat** will repeat those choices for additional weeks. Note: If you choose to **Repeat**, you'll get prompted to select a payment method, so we can bill you for the following week, next week.
  - **Continue** will allow you to proceed with the choices, for that week only.
    - **Cancel** will take you back so you can adjust your choices.
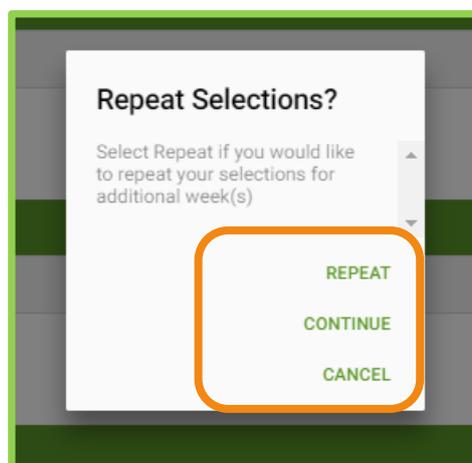
You'll then be asked to review your selections, just to confirm them once last time.
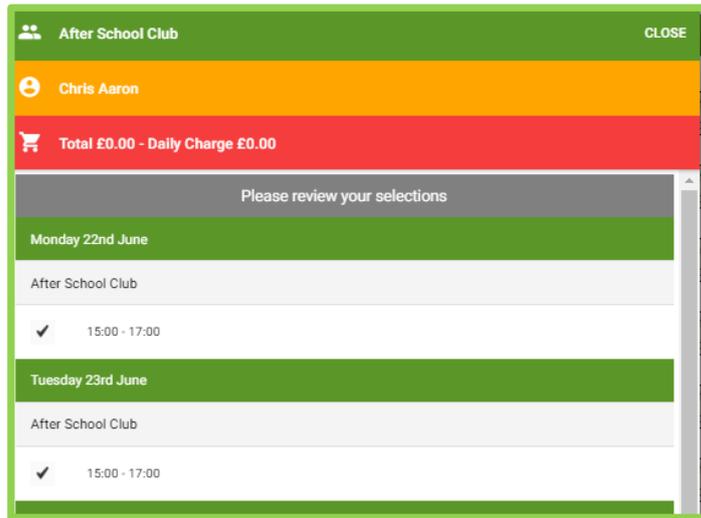

Please then select **Confirm** when your happy with your booking selections.
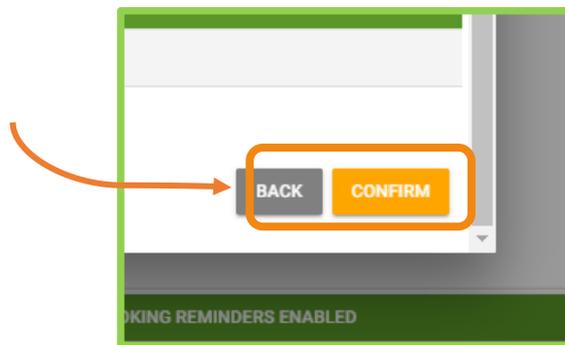
You'll be taken to the basket and prompted to pay when you are ready with various payment methods. If you do not pay for a register, you can just click **Complete.**

Note: If school allow you to **Pre-Pay**, you will get the option to **Pay Later** – Your balance for your child will go into arrears, so you can top up later, and don't need to pay straight away.
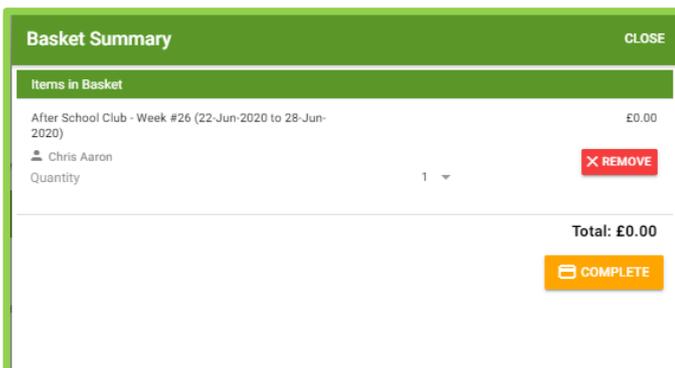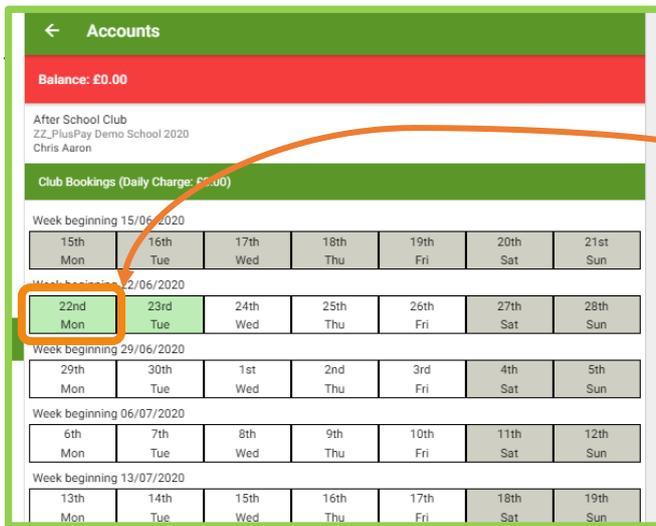

Once payment is completed, your booking is confirmed. Click **OK.**
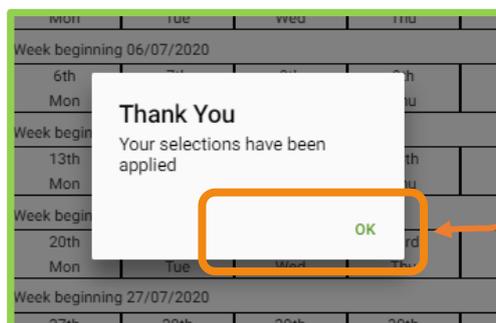
Editing/Cancelling a Booking

Within the ParentMail App, head to the **Accounts** section and select your chosen register. You will see a calendar view.

All the **greyed-out** days are not available to book or past dates

**Green** days are days where you have chosen a booking

Orange days are in your basket, ready for you to pay for (if applicable) and confirm

Unhighlighted days you have not yet booked for.

To **Edit** or **Cancel** a booking, click on the day you need to cancel.

You will then have the week listed for you again. To edit a booking, you simply change where you have previously ticked. To cancel, just select **No Choice**. **Confirm** when you are ready.

Note: If you cancel bookings you have paid for, the balance will show in your child's balance at the top of the Accounts section. This will <u>not</u> go back to the payment card, unless you request a refund from the school, who can process it for you. Otherwise it will be on the balance available for you use next time.
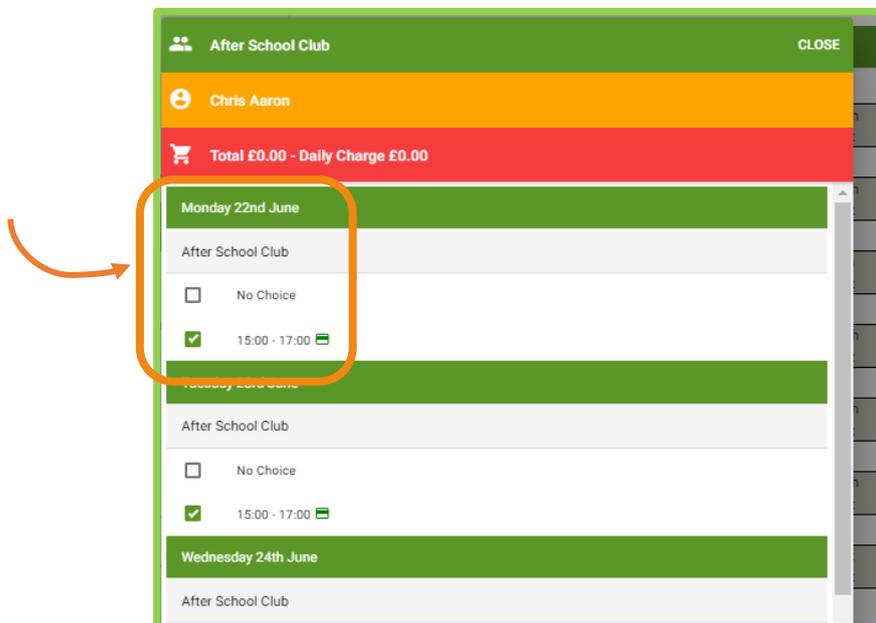
Topping up your child's balance

Within the ParentMail App, head to the **Accounts** section and at the very top, you can see the **£ Top Up** button. Select the green button to proceed, to add credit to your child's club account.

You may need to top up from time to time, especially if you are booking a paid club and making lots of choices. If you are booking on a free register, you may not need to top up.
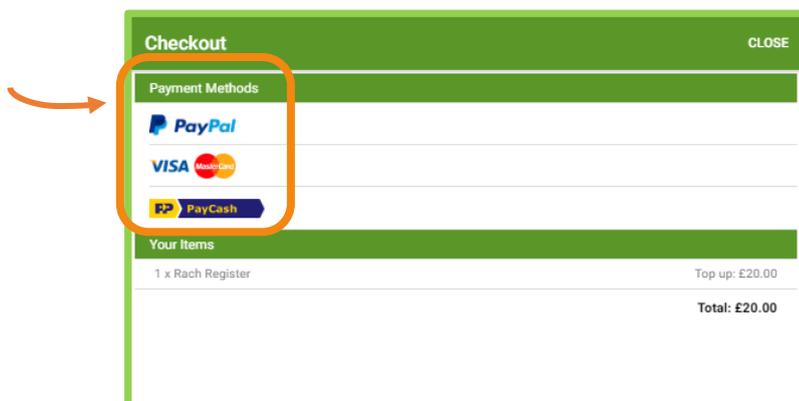

Here, enter the value you wish to add onto the balance for your child and click **Add to Basket.**
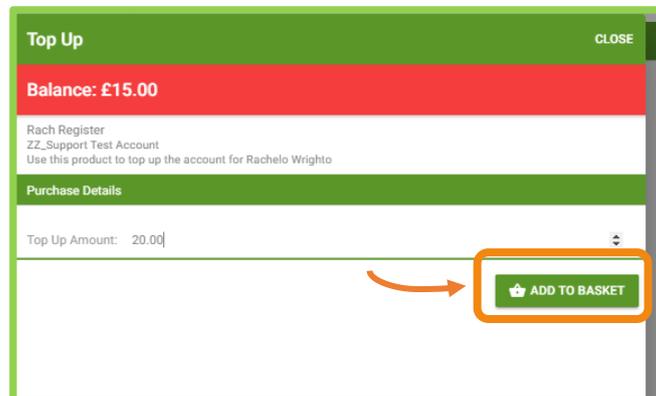
In the Basket Summary page, you then will select **Checkout** to pay. You can remove the top up if you have entered the wrong amount by clicking the red **Remove** button.
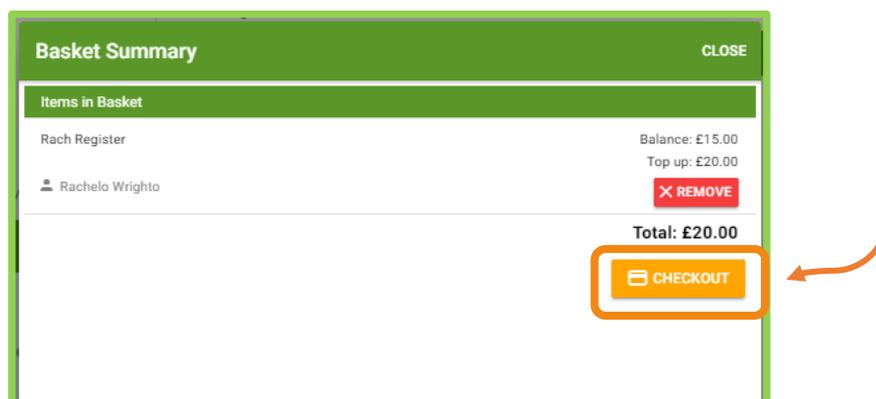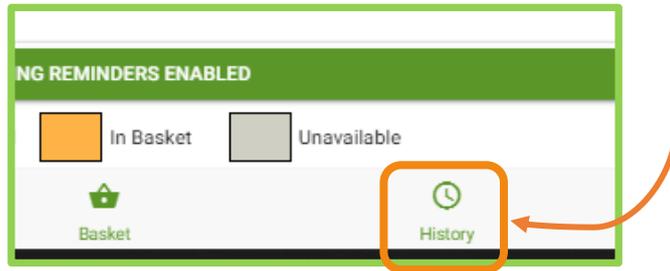

Complete the payment with selecting your preferred method of payment.

Checking your payment history

In your **Accounts** page for your child, under the calendar view you will have a **History** button at the far right of your screen. Click here to view previous payments and bookings.

The 'History' dialogue box will pop up for you. Click on the month you would like to view in more detail.
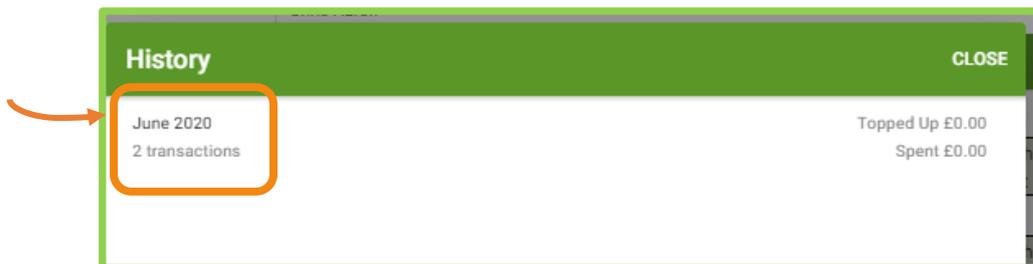
Once you have selected the month, you can see each individual day's bookings. Click on a specific day to see further details.

The 'Detail' screen will now show, letting you view any choices for that day, in addition to the cost on the far right.