

Merging Pupil Accounts

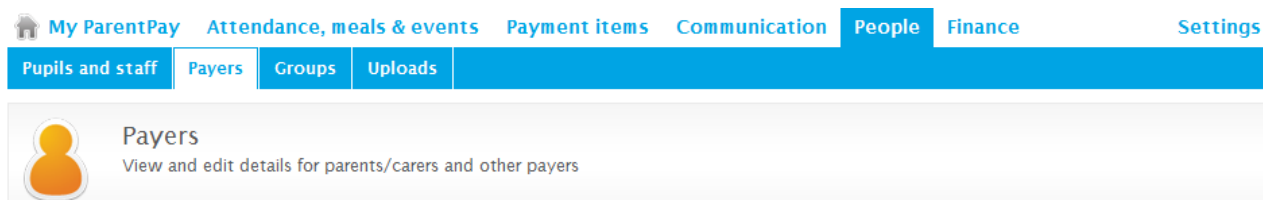
Where payers have more than one child at a ParentPay school (even multiple ParentPay schools) it is possible to combine the accounts to create one set of login details for all children. Payers are able to do this by clicking the Add a Child option from within their Payer Account.

Whilst payers are able to do this, schools also have the ability to merge the accounts of siblings within their school, if the parent or carer is struggling to take the necessary action.

If payers do this themselves they need to activate one of their accounts and then merge the other accounts to that account using the activation codes provided to them.

Parents do not need to have activated any of their accounts for the school to merge accounts for them.

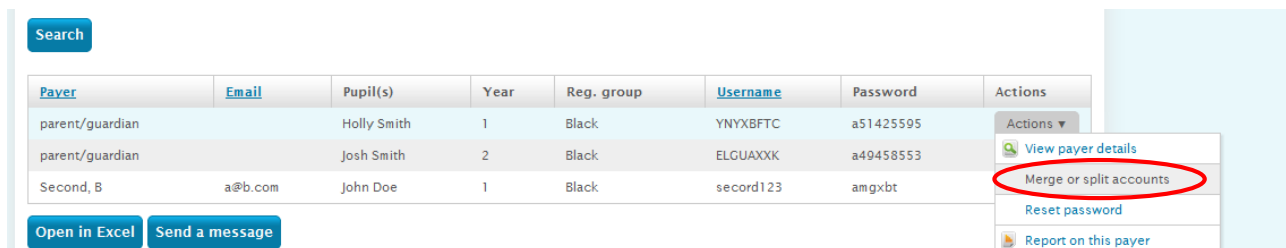
Go to **People > Payers**



- Choose group 1: **Pupil**
- Choose group 2: select the year or registration group of the first child using the drop down menu, or alternatively select **All**
- Click **Search**

A list of the pupils with their allocated payers will appear, locate the relevant pupil.

- Click on the drop down menu and select the **Merge or split accounts** option



Payer	Email	Pupil(s)	Year	Reg. group	Username	Password	Actions
parent/guardian		Holly Smith	1	Black	YNYXBFTC	a51425595	Actions ▾
parent/guardian		Josh Smith	2	Black	ELGUAXXX	a49458553	View payer details
Second, B	a@b.com	John Doe	1	Black	second123	amgxbt	Merge or split accounts
							Reset password
							Report on this payer

- Click on **Merge accounts**
- Type in the surname of the pupil to merge to the account
- Click **Search**



- Select the relevant child to merge to the account
- Click **Save**


Select a pupil from the list to merge

	Payer	Pupil(s)	Year
<input type="radio"/>	parent/guardian	Holly Smith	1
<input checked="" type="radio"/>	parent/guardian	Josh Smith	2
<input type="radio"/>	Julia Smith-West	Winston Smith	3

Choose contact type

Primary contact

You will be asked to confirm the name of the Primary Payer. Click **Yes**.

 parent/guardian is currently the primary contact for pupil Josh Smith. Do you want to make parent/guardian the new primary contact for Josh Smith?

The accounts will have been merged.

Account details

Payer
parent/guardian

Assigned pupils

Primary contact to
Holly Smith

Primary contact to
Josh Smith

If you need to provide login details to the payer the People > Payer screen will provide you with the relevant activation details for the merged account.

Payer	Email	Pupil(s)	Year	Reg. group	Username	Password	Actions
parent/guardian		Holly Smith, Josh Smith	1, 2	Black, Black	YNYXBFTC	a51425595	Actions ▼
Second, B	a@b.com	John Doe	1	Black	second123	amgxbt	Actions ▼