

iPayImpact

Frequently Asked Questions

1. What will happen to my account balance in my existing ParentPay account?

The balance of any existing ParentPay account that you may hold will be automatically transferred to your new iPayImpact account. The Balance transfers will be undertaken during the School October break and be ready for use on the 18th October

2. How do I register for an iPayImpact account?

You will have received a communication from Facilities Management, which includes a Child Account Reference number (for your child/ren). This letter will also detail how you can access the website and provides instructions on how to use the website to make payments and review purchase history for your children

- Go to <https://www.ipayimpact.co.uk/IPI/>
- Click on Register
- Enter the Child Account Reference – this will be on the letter provided by the school
- Enter your Username – This is what you will use to login to your account
- Enter a VALID email address – this must be valid as it will be used to send your payment receipts and activation details of your account
- Confirm the email address by entering it again
- Enter a password that you will remember. Please remember not to give your password details to anyone else. Your password must have at least one capital letter, one number and one other character that is not a number or letter
- Confirm your password
- Complete the Maths Captcha – this ensures human interaction and prevents automated SPAM registrations
- Click on Register

3. When inputting my child's reference number, it says account not found. How do I resolve this?

This error is received when the account reference number input is incorrect. The account reference requires to be input exactly as provided, including the (at the end. The best way to input the code is to copy and paste it in. Once you have done this, click into the username field and the Establishment should automatically populate with the name of the school your child attends. This lets you know that the code has been accepted.

If you continue to receive the error, please contact Facilities Management on: -

onlinecashlessqueries@northayrshirecouncil.onmicrosoft.com

4. I have not received any communication regarding how to register for the new iPayimpact system. Who should I contact?

If you have not received any communication regarding this, please contact Facilities Management on:-

onlinecashlessqueries@northayrshirecouncil.onmicrosoft.com

5. I have only received the information for one of my children. How do I get the information for my other children?

If you have not received all the information you require to register all of your children, please contact Facilities Management on:-

onlinecashlessqueries@northayrshirecouncil.onmicrosoft.com

6. How do I activate my account?

Once you have registered you will receive an email, containing an activation link. Click on the link or copy and paste the link into your browser and this will activate your account.

7. I am getting an error message when inputting my post code. What is wrong?

Please ensure that the post code is entered using capital letters with a space e.g. KA21 6DG

8. It is not accepting my email address. Why?

The system will accept all valid email addresses and receiving an error re a valid email address indicates that the e-mail address has been entered incorrectly. Check that upper case letters have not been used if they should be lower case, especially at the beginning of the address. Check that there are no spaces either at the beginning or end of the address.

If you continue to receive the error, please contact Facilities Management on: -

onlinecashlessqueries@northayrshirecouncil.onmicrosoft.com

9. How do I login to my account?

- Go to www.ipayimpact.co.uk
- Click on Login
- Enter your Username
- Enter your password
- Click Log On

When you first login 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.

10. How do I link my child/ren(s) accounts to my Account?

- Click Child Accounts (from the menu)
- Enter the Child Account Reference – this will have been provided centrally for your children
- Click on Find Account and School
- Click on Link Account

Note: If you have more than one child at the school, repeat the above process by clicking on **Link Another Account**.

11. How do I view my child/ren(s) balances, purchases?

When you login, your homepage will display all the relevant information for your child/ren.

12. How do I make a payment to my child/ren(s) account?

- From the **homepage**, you can now add items to the basket
- Click on the **basket**
- Proceed to **checkout** and follow the instructions.

13. How do I remove items from my basket?

The contents of your basket can be viewed by clicking on **View Basket** from the Homepage. Items in your basket are displayed and you can:

- Click on the **Remove** button to remove the items. You will be asked to confirm that you wish to remove the selected item
- Click on the **Amend** button to amend the payment amount

Once you are happy with the contents in your basket you can proceed to checkout.

14. How do I check to see if a payment has been processed?

- Login to your **account**
- Click on **Payment History**
- Click on **Details**. This will show all the payments which have been made by you

You can also check your email for payment receipts, which will have been sent to you on the successful processing of your payment.

15. I have forgotten my password – how do I reset it?

To reset your password follow these steps:

- Go to <https://www.ipayimpact.co.uk>
- Click on **Login**
- Click on the **Recover your password** button
- Enter your **Username**
- Enter your valid **email address**

- Click on **Recover Password**.

A message will be sent to your email address with instructions on how to reset your password. Please click on the link in your email and enter your password and confirm this by entering it again. Click on **Change Password**. You can now login using your new password.

16. Can I pre order my child's meal choice on iPayimpact?

Yes if your child is at Primary school. Please log into iPayimpact then click the "Pre Order" button next to your child(ren) name then select the week you would like to pre order and make your child(ren) meal choices.

You can only pre order your child(ren) meal choice up to 3 weeks in advance if you have funds available in your account.

Note: Due to the current national distribution issues, pre-order will only be available up to 1 week in advance.

17. How do I pre order at Secondary School?

Secondary school children can pre order using the Fusion Online app which allows you to purchase items from the school canteen using your mobile phone or through the online portal [Fusion Online \(crbcunninghams.co.uk\)](http://crbcunninghams.co.uk)

18. I have just topped up the account and when pre-ordering, I am getting a message saying insufficient funds

Please note that it can take 20 minutes for the funds to be added to the account. Please wait before attempting to pre-order.

19. I have pre-ordered my child's meals for the week and when I check my balance, I note that funds have been debited

When you pre-order, the £2.05 for each meal ordered is deducted from the account. A pre-order can be cancelled up to 09.30am on the day the order has to be collected.

20. Who do I contact for any other queries?

If you have any other questions, please contact our support team by emailing onlinecashlessqueries@northayrshirecouncil.onmicrosoft.com