



FAQ's - Online School Payments

iPayimpact is an easy and efficient way for parents to top up their child's account for a variety of school payments. With a seamless integration with our in-house Cashless Catering solution, iPayimpact updates cashless meal accounts in real-time.

With iPayimpact, you can also securely pay for club sessions and trips, uniform items, stationary, plus much more. The system eliminates the need for your child to carry cash throughout the day and allows you to pay using your credit or debit card from any device, at any time.

What will you find in iPayimpact:

- Access to your child's account at any time, from any device, showing you at a glance the balance of their account in real time. If you have more than one child at the Academy, both students will show in the same account.
- Enables you to add money to your child's dinner account and receive alerts when their balance is running low.
- View, book and pay for upcoming trips and events, including managing your deposits and payment schedules for residential visits. The system will also email you when your next payment instalment is due.

To access iPayimpact, please visit: <https://www.ipayimpact.co.uk/IPI>

What do I need to get started?

You will have received a letter from the school which gives you your 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.

How do I Register?

Registration is easy, please do the following:

1. Go to www.ipayimpact.co.uk
2. Click on 'Register'.
3. Enter the Pupil ID / Account Ref – as provided by the school for one of your children.
4. Enter a new username – this is what you will use to login to your account.
5. Enter your email address – this must be a valid email account 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 'Click here to view the terms and conditions'. Once read, close the newly opened tab/window before continuing.

How do I activate my account?

1. Once you have registered, an email will be sent to your email address.
2. Open the email and click on the link or copy and paste the link into your browser and this will activate your account.
3. The first time you 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.

You will now be asked to accept Terms and Conditions. Once you have read these, tick the green box to accept. Once accepted you will be asked to share the core data you have just entered with iPayimpact. You can also opt to share optional data. If you consent to the sharing of this data select 'Yes, take me there'.

Now you are ready to log in to iPayimpact and link your child's account.

How do I log in to my iPayimpact account?

After following the steps to register an account, and granting consent to share your data with iPayimpact you will login following these easy steps:

1. Go to ipayimpact.co.uk
2. Enter your username
3. Enter your password
4. Click Sign In

How do I link my child/ren(s) account to my iPayimpact account?

1. When you login in to your iPayimpact account select 'Accounts'
2. Select 'Link a new account'
3. Enter the Account Ref from the letter sent by your school
4. Click on Find Account and Establishment
5. Click on Link Account
6. If you have more than one child at school repeat the above process



Can I view my child/ren(s) balances, purchases

1. Go to Accounts
2. Select your child
3. Select History

You can view Account History and Meal History

How do I make payment to my child/ren (s) accounts?

1. Go to Accounts
2. Select your child
3. Select Pay
4. Enter the amount you wish to pay
5. Save item in basket
6. Proceed to checkout
7. Enter your Credit or Debit card details without any spaces (please note that these details are not stored by iPayimpact)
8. Enter the Start date, Expiry date and Security Code
9. Click on Pay Now
10. You will receive an email receipt for the payment you have made. Please check your email and keep this safe.
11. You can check your Payment History on the home page

How do I remove items from my basket?

The contents of your basket can be seen by clicking on View Basket from the home page.

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 do wish to remove the selected item
- Click on the amend button to amend the payment amount to be made for this item

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
3. 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



I have forgotten my username and / or password

If you have forgotten your Password

1. Go to www.ipayimpact.co.uk
2. Click Forgot password
3. Enter your username and email address
4. You will be asked if you wish to be sent a new password, click ok
5. A one-time password has been sent to your registered email address

If you have forgotten your Username

1. Go to www.ipayimpact.co.uk
2. Click Forgot Username
3. Enter your email address, postcode, gender and data of birth
4. You will be asked if you want to submit the entered details, click ok
5. Your username has been sent to your registered email address

If you experience any further issues with your username or password, please refer to the chat option at the bottom of the page.

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?

After logging in to your account, click on My Profile.

1. You can now update your profile.
2. 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, who contact iPayimpact on your behalf if they are unable to help. Due to child and data protection directives iPayimpact are unable to answer parent's queries directly.

Why do I have to accept CRB Cunningham's / 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.

My child has left the school how do I obtain a refund?

You will need to contact the school and ask to speak to the Catering Manager to request a refund. Balances under £5 will not be refunded, however this can be transferred to a siblings account. A cheque will be made payable to you for requested refunds over £5 and will be sent to your home address.

My child is in receipt of Free School Meals. Can I use iPayimpact?

Yes, you can. Free School Meal entitlement is added to your child's account daily, however if you wish to add additional money to their account using iPayimpact, you can.

Can I pay the school in cash/cheque?

Padgate Academy are a cashless school. There are situations where we may accept a cheque or cash, however this would only be upon prior agreement. Please contact the school for further information.