iPayimpact
Frequently Asked Questions

What will happen to the dinner money balance in my existing ParentMail account?
The balance in your existing ParentMail account will be automatically transferred to your new iPayimpact account.

How do I register for an iPayimpact account?
- Visit www.ipayimpact.co.uk and click 'Register'.
- Enter the Child Account Ref – as provided via email by the school
- Username – enter a username that you will remember. This will be required each time you login to your account
- Email – enter a VALID email address
- Confirm Email – must be the same email address as entered in the previous box
- Password – enter a password.
  - o your password MUST be a minimum of 6 characters
  - o include at least one capital letter
  - o one number
  - o one other character that is NOT a number or letter.
  Please remember NOT to give your password details to anyone else.
- Confirm Password – must be the same password as entered in the previous box
- Maths Test – please insert your answer - this is to prevent automated SPAM registrations.
- Agree to Terms – Please tick this box. You can view the terms as required.
- 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 received to activate your account.

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.
- 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.

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 the Finance Office on -
ipayimpact@keswick.cumbria.sch.uk

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. CA12 5QB

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 check your spam/junk folders and if the email cannot be found please contact the Finance Office on - ipayimpact@keswick.cumbria.sch.uk

My spouse has not received the registration communication for the new iPayimpact system.

The Child Account Reference you received is linked to your child. You can share this with anyone you want to be able to make payments for your son/daughter towards trips, dinner money top-ups, classroom resources etc. Please be aware that whoever has access to your child's account has the same access rights as you. They will be able to see all activity including purchases and school meal information.

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 the Finance Office on - ipayimpact@keswick.cumbria.sch.uk please state the name(s) of the child/ren, their year group and form group for those who you do not have activation codes for.

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

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

- When you login in to your iPayimpact account select 'Accounts'
- Select 'Link a new account'
- Enter the Account Ref from the email sent by school
- Click on Find Account and Establishment
- Click on Link Account
- If you have more than one child at school repeat the above process

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

- Go to Accounts
- Select your child
- Select Pay
- Enter the amount you wish to pay
- Save item in basket
- Proceed to checkout and follow the instructions
- You will receive an email receipt for the payment you have made. Please check your email and keep this safe.
- 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?
- 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.

Can I view my child/ren(s) balances, purchases
- Go to Accounts
- Select your child
- Select History
- You can view Account History and Meal History

My child is entitled to Pupil Premium funding and I'm being asked to pay for something
Please check your payment history – items are often prepaid by school so you don't need to do anything.
If you are unsure as to whether something has been paid for using Pupil Premium funding please contact Mrs Allport or the Finance Office.

I have forgotten my Username
- Go to www.ipayimpact.co.uk
- Click on Recover Your Username
- Enter your email address
- Click on recover Username
- An email will be sent to your address with your username

I have forgotten my Password
- Go to www.ipayimpact.co.uk
- Click on Reset Your Password
- enter your Username and email address for confirmation
- Click Forgot password
- Enter your username and email address
- An email will be sent to your address with instructions on how to reset your password

How do I check or edit my Account details?
After logging in to your account, click on My Profile
- You can now update your profile.
- Click on Save My Profile once you have finished

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 banking authorities.

Who should I contact if I have a problem?

Contact the Finance Office on - ipayimpact@keswick.cumbria.sch.uk including a screenshot of the problem if possible, or call 017687 72605. We will contact CRB Cunninghams Education Solutions on your behalf if we are unable to help in the first instance. Due to child and data protection directives CRB Cunninghams Education Solutions are unable to answer parent queries directly.

My child has left Keswick School how do I obtain a refund?

Contact the Finance Office on - ipayimpact@keswick.cumbria.sch.uk or call 017687 72605 to request a refund. Balances under £5 will not be refunded, however this can be transferred to a siblings account.