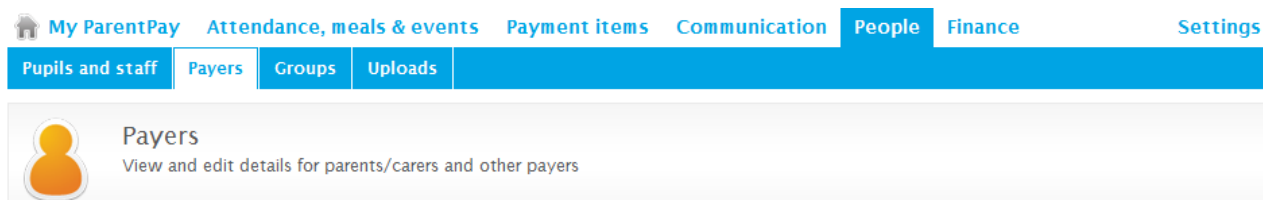# Merging Pupil Accounts

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.
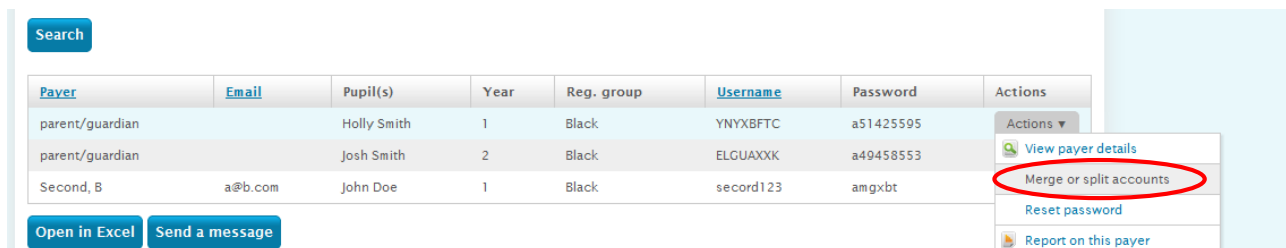
Go to **People > Payers**

- ➢ 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

- ➢ 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**

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

The accounts will have been merged.

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	secord123	amgxbt	Actions ▼

Open in Excel   Send a message