

What is iPayimpact?

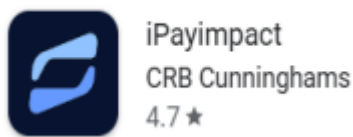
iPayimpact is the online system used to pay for school dinners securely without sending cash into school. It allows you to top up and view account balances, view meal purchases, and receive automatic receipts.

1. Registration – Getting Started

You can register using the iPayimpact app or through the website. The app is recommended for faster access and notifications.

Step 1 – Download the App

- Search “iPayimpact” on the Apple App Store or Google Play Store.



Step 2 – Open the App and Select 'Register'

The image shows the iPayimpact login and registration screen. At the top, the iPayimpact logo is displayed. Below it, the text 'Sign in to your account' is shown. There are two input fields: 'Username*' and 'Password*'. The 'Username*' field has a 'Recover Your Username' link. The 'Password*' field has a 'Reset Your Password' link. Below the password field, a red error message states 'The Password field is required.' There are two buttons: 'Log On' (blue) and 'Register' (grey). Below the 'Register' button, there is a link 'Need more help? Read our FAQs.' At the bottom, there is a section for 'or login via' with the 'mygovscot myaccount' logo. A small note at the very bottom says 'The option used by many councils in Scotland. What is mygovscot myaccount?'.

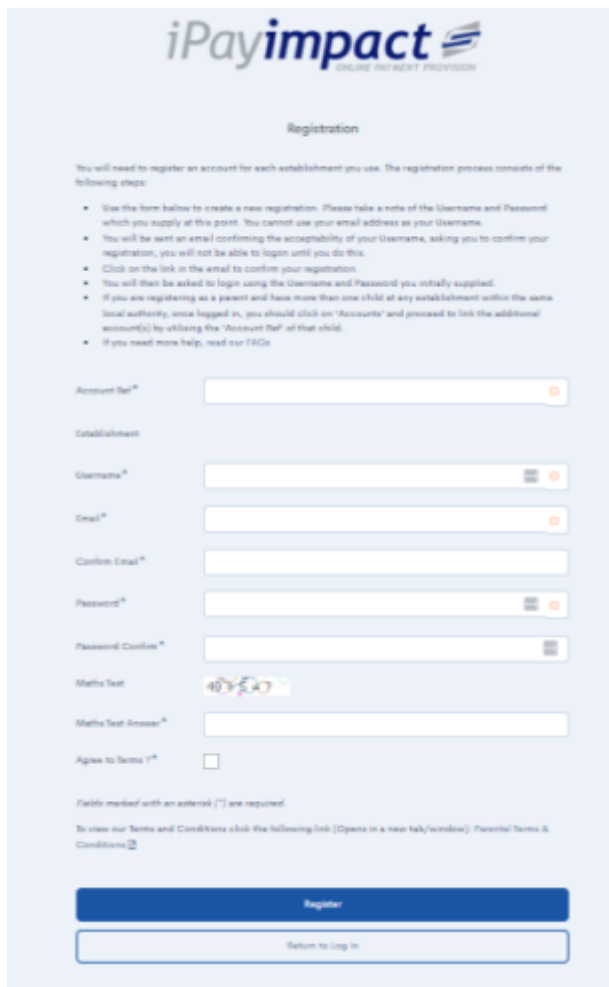
Step 3 – Enter Your Child Account Reference

This unique “onboarding” code is provided above and is different to your current payment reference number. Enter it exactly as shown. If you have more than one child, you will receive a separate code for each.

Step 4 – Complete Your Details

You will need to complete the following fields:

- Username
- Email
- Confirm email
- Password
- Confirm password
- Maths test answer
- Tick 'Agree to Terms & Conditions'



The image shows the iPayimpact registration form. At the top is the iPayimpact logo with the tagline 'ONLINE PAYMENT PROVISION'. Below the logo is the heading 'Registration'. A paragraph explains that users need to register an account for each establishment and that the process consists of several steps. A bulleted list provides instructions: use the form to create a new registration, note the Username and Password, expect an email confirmation, click the link in the email, be asked to login, and if registering as a parent, click on 'Accounts' to link additional accounts. Below the instructions are input fields for 'Account Ref*', 'Establishment', 'Username*', 'Email*', 'Confirm Email*', 'Password*', 'Password Confirm*', 'Maths Test' (with a visual math problem 40 ÷ 5 = 8), 'Maths Test Answer*', and an 'Agree to Terms Y*' checkbox. A note states 'Fields marked with an asterisk (*) are required.' Below this is a link to 'To view our Terms and Conditions click the following link (Opens in a new tab/window): Parental Terms & Conditions'. At the bottom are two buttons: a blue 'Register' button and a white 'Return to Log In' button.

Step 5 – Activate Your Account

An activation email will be sent to the email you entered. Click the link inside to activate your account before attempting to log in.

Step 6 – Log In

Once activated, return to the app and log in with your username and password.

Step 7 – Linking Additional Children

If you have multiple children, go to the 'Accounts' section and select 'Link a New Account'. Enter each child's Account Reference.

Frequently Asked Questions (FAQs)

Can I view my child's dinner balance?

Yes. You can check your child's balance at any time through the iPayimpact app or website.

On the App

1. Open the iPayimpact app
2. Select your child
3. The current dinner balance is shown clearly on the main screen
4. You can also tap into History to view previous top-ups or purchases (if enabled)

On the desktop URL

1. Log in at www.ipayimpact.co.uk
2. Go to Accounts
3. Select your child
4. The balance is displayed at the top of the page

Balances normally update instantly after a top-up, though it may take a minute or two if the system is busy.

How do I top up my child's dinner balance?

1. Log into the app or website
2. Select your child
3. Choose 'Dinner Money / School Meals'
4. Enter amount
5. Pay.
6. The balance normally updates instantly.

Can I see my child's meal purchases?

Yes, go to:

1. Accounts
2. Select Child
3. History
4. Meal History

I didn't get an activation email — what should I do?

Check your spam folder. If not received within 10 minutes, confirm your email address is entered correctly

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The Child Account Reference isn't working

Check for common errors (0 vs O, 1 vs I). If still not working, contact the school office to confirm the code.

I forgot my password

Use the 'Forgot Password' link on the login page. A reset email will be sent to you.

Will I get notified when the balance is low?

Yes. The app can send low balance alerts — enable notifications on your phone.

My child receives Free School Meals (FSM). Do I still need an account?

Yes. FSM daily allowance is added automatically, but parents still need an account to view purchases and add funds for extras.