



ESS Customer Portal- FAQ's

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The authorised contact might need updating, how do I do this?

You should only access the Portal if you are authorised to review/accept a new contract and/or administer an Existing contract on behalf of your organisation(s).

If you are not authorised, please email us at SIMScontracts@parentpay.com to let us know who should be set-up instead of you. We will require their name, email address, role and telephone number. Please note that personal email addresses are not accepted (it must be a valid email address for your organisation) and that this will be recorded as the lead contact from now onwards for all contractual and communication matters on our IT systems.

Forgot Password - What if I don't receive a replacement password?

After clicking 'forgot password', please wait 10 minutes in case there is a delay and check your junk mail/spam folder in the first instance. If you have done both things and still haven't received an email from us, please contact SIMScontracts@parentpay.com for further assistance.

My password is not working

Please ensure if you use the copy-paste function you do not accidentally include any additional spaces on the end of the password. If you have checked this and it is still not working, please email us at SIMScontracts@parentpay.com for further assistance.

What if I experience technical issues with the Portal past the login stage?

If, for example, pages are not loading or buttons are not working, please contact us by email at SIMScontracts@parentpay.com should you have any technical issues. Please include as many details / screenshots as possible to help us replicate the issue.

How many password attempts can I make before being locked out of the portal?

After 5 failed password attempts you will be locked out of the portal. If you do get locked out, please contact SIMScontracts@parentpay.com for further assistance.