

If you are experiencing problems with ParentMail Payments, please follow the steps below to try to resolve the issue. Please also see advice for IOS users at the bottom of the page.

Please see the initial troubleshooting for the parent to action below:

- Is the mobile device running multiple other apps in the back ground? If so, does closing these and trying to make the payment make a difference (multiple apps open can slow down other apps in use and can cause pages to timeout)
- Is the device nearing its internal storage limit? (this can affect the apps ability to function/load)
- Has the parent checked their internet connection? If connected via Wifi, have they tried via mobile data or vice versa?
- Is the parent able to make payment successfully via the web version of ParentMail?
<https://pmx.parentmail.co.uk/#core/login>
- If Android device, has a cache clear of the app been performed? If not, please action and confirm if the issue persists.
- If using the web version of the app, please ensure a cache clear is performed on the web browser and confirm if the issue persists.

If the issue persists after the above troubleshooting is completed, please send the following information to Alison Scotchmer. This will allow us to pass accurate information to ParentMail which they will pass on to the developers for further investigation:

- Is the issue occurring in the app, web browser or both?
- Do any pages load after selecting the payment method?
- What payment method was selected?
- If card, was the parent able to input these details? (please also confirm the last 4 digits of the card used so that we can attempt to locate this in our back office)
- Is the parent shown any message such as "Could not load page content" or "Reload Page" prior to being shown the payment failed message in the app?

Please confirm:

- Parent email
- Device make
- Device Model
- Model number (if available. Usually located in the devices Settings > About area)
- Operating System Version (e.g. android 16)
- If Android, Any additional user interface installations (e.g. One UI) and the version number
- Any additional security patches and the version (applies to both Android or Apple devices)

IOS users please see advice below from ParentMail:

For parents using any Apple devices (iPhone, iPad or Mac) and who are getting the "Payment Failed" message immediately after clicking the payment method and confirming they want to pay, the issue is most likely due to Safari blocking popups.

This is an automatic setting for Safari on Apple devices - I believe part of the latest Apple security update.

To resolve, please advise parent to action the below, **or they will need to use the app or an alternative browser such as Google Chrome:**

On the Apple device, go to Settings > Apps > Safari > Scroll down to the "General" heading > Toggle off "Block Popups" > Return to the browser and attempt the payment, they may need to refresh the page first and return to the checkout.

This has been tested on our side using an Apple device and is known to resolve this issue.

If the parent experiences the issue after the above has been actioned, but they are able to get to the payment page to enter payment details, please do let us know, though we would recommend that they first try an alternative browser on the device or the app to identify if the issue is related specifically to Safari. This will also allow us to feed back to our developers of the experience for further investigation.