

Dear Parent/Carer,

During the recent high school transition days we have been made aware of an issue affecting some P7 to S1 SchoolPay accounts. The parental link for some accounts has not transferred over to the high school account from the primary school account. This means some parents are unable to access their child's high school account on SchoolPay.

This has been raised with our system provider.

To access your child's high school account on SchoolPay, you will need to manually link your account:

1. Log in to your account via [mygovscot/myaccount](https://mygovscot/myaccount)
2. Click 'Link an Account' – you should see this near the bottom of your home page
3. Enter the Account Ref – this is the account reference shown above, please copy and enter/paste exactly as shown above
4. Click on 'Find Account and Establishment' – your child's high school will appear
5. Finally, click on 'Link Account' then you can return to list of accounts

You should now be able to access your child's primary school and high school accounts from your home page.

Please note, the above account reference will only be valid until 17/08/22, please link your account before this date.

If you have any issues with registration or logging in, please check our SchoolPay webpage for myaccount help: [SchoolPay | East Lothian Council](#), any other questions or problems, contact as at [onlineschoolpayments@eastlothian.gov.uk](mailto:onlineschoolpayments@eastlothian.gov.uk).

Kind regards

Online School Payments Team