



EDUCATION SOLUTIONS

Parent/Guardian Guide: MIT eNROL Online Payments System

Introduction to Parent/Guardian Account

The MIT eNROL – **Electronic Payment System (EPS)** is a securely hosted web-enabled system where a parent/guardian can make an online payment for their child(ren). The parent/guardian creates an account, where they can log in from any device, and see all outstanding fees associated with their child(ren). It also provides the parent/guardian with a statement of all fees paid to date. The site allows parents/guardians to make full or part payments using all major credit cards. The MIT eNROL system also includes front of house payments in the school/college office via a variety of different methods i.e. cash, cheque, draft, and credit or debit card. Receipts are issued immediately providing details of payments and any balances due, which can be printed as required.

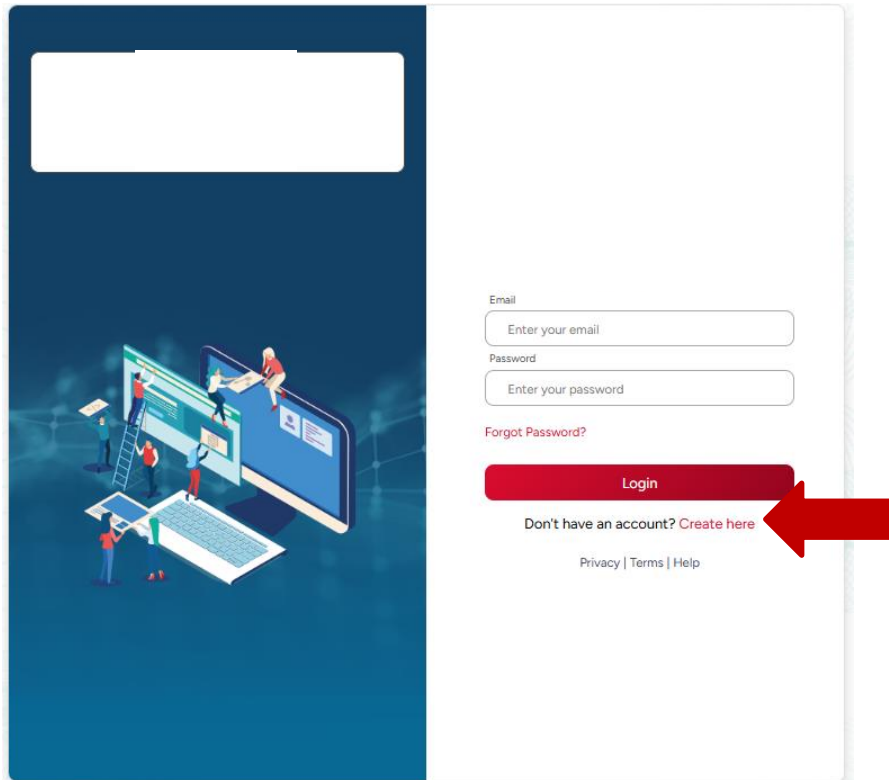
This guide will:

- **Explain how to create a Parent/Guardian Account**
- **Demonstrate how to Log In**
- **Demonstrate how to use the Forgot Password**
- **Display common Errors**

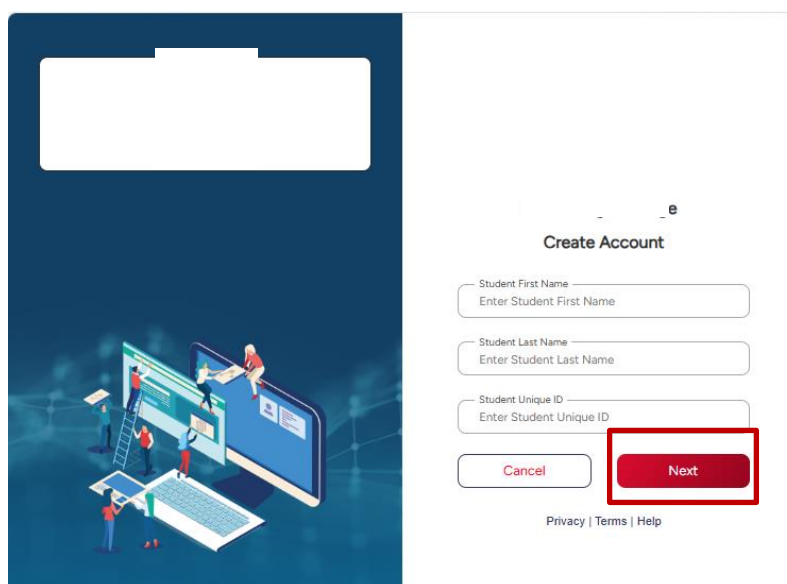
How to Create a Parent/Guardian Account

Go to the school website and click on the payment link, if you can not find the link on the school website, contact the school's administration team for assistance. Clicking on the payment link will redirect you to the login page for MIT eNROL for your school.

Step 1: Click on *Create here*



Step 2: Enter your child's first name, surname and the Unique ID. The unique ID is your child's PPSN. Click *Next*.



Step 3: Enter your mobile, email and create a password, tick the box to confirm you have read and agree to the Terms & Conditions and the Data Protection Statement and click **Create Account**.

Create Account

Mobile
Mobile (Irish format: 08xxxxxxx)

Password
Enter your password

Email
Enter your email

Confirm Password
Confirm your password

Confirm Email
Confirm your email

☐ I have read and understand and agree to the Terms & Conditions

☐ I have read and understand and agree to the Data Protection Statement

[Back](#) [Create Account](#)

[Privacy](#) | [Terms](#) | [Help](#)

Some of the common errors when creating an account

- **No Match Found**

No Match Found. Please Try Again.

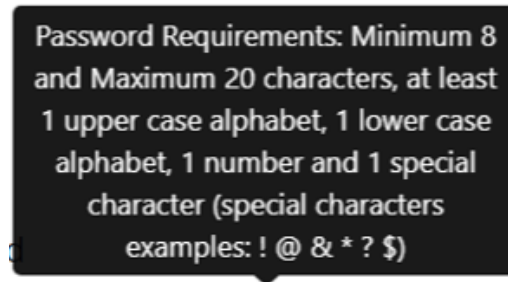
The **names must be spelt the exact same way as the school has created the student's account**. For example, the school may have set up a student under the surname Fitzgerald not realising that the family spell their surname with a 'G' – FitzGerald. If the parent is entering the surname with 'G' the system will not recognise the combination of names and PPS, they will see the error message above. Other examples where spellings could be different include O'Sullivan – O Sullivan, McCarthy – Mc Carthy etc.

- **Account Already Created**

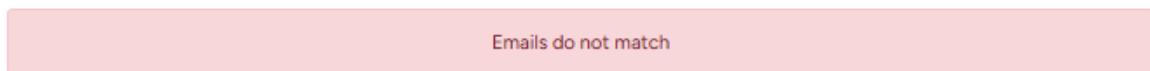
Account already activated.

There is already a parent account set up for this child. Click forgot password and follow the steps.

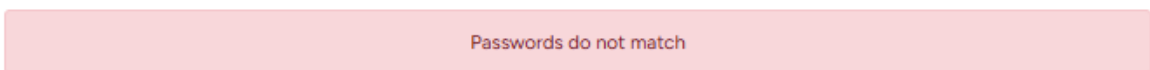
- The password must include upper and lower-case letters, numbers, and a special character. When you hover over the password field a black box will be displayed explaining the minimum requirements for the password.



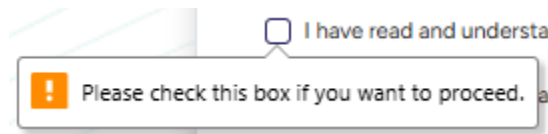
- Email addresses do not match – ensure to type the email address and do not use autofill or saved data on your phone



- Passwords do not match - ensure to type the password and do not use autofill or saved data on your phone

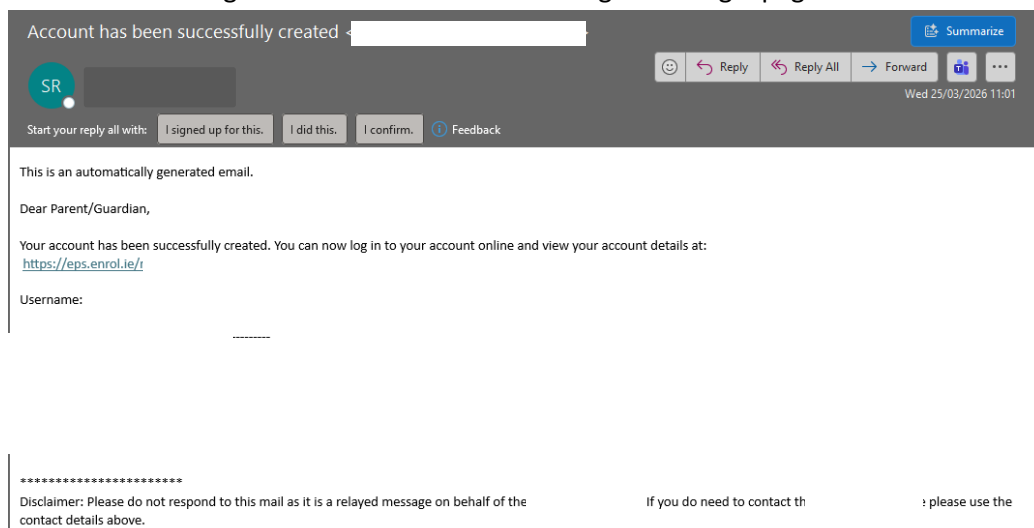


- You must tick the box for the Terms & Conditions and the Data Protection in order to complete the account.



On Successful Submission

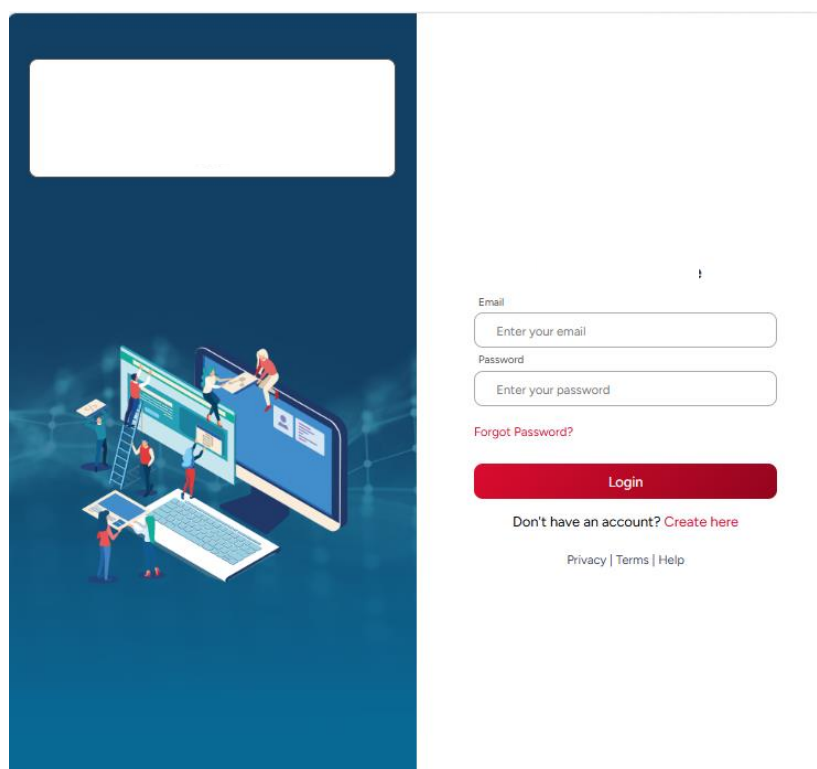
When everything is completed correctly and you click the **Create Account** button, you will receive a confirmation email providing you with the link or URL to the login page and also your Username. It is a good idea to save or flag this email for ease of returning to the login page.



The system will log you in automatically when you have finished creating the account.

How to Log In

Once the account has been created. You can log in anytime using your email address and password. Enter the information in the fields and click **Login**.



On successful login you will see the payment dashboard.

The following are some examples of log in errors

- **Invalid Username or Password**

Invalid Username or Password

This means that you have entered the email address or password incorrectly. This does not mean that you need to reset your password.

If you are using a saved password or auto fill on your device, try and type in the email and password.

- **Invalid Username or Password Attempt 4**

The system allows you five incorrect login attempts before your account is locked. On the fourth incorrect attempt, the following message will be displayed. If you do not want your account locked, click on the forgot password and follows the steps as outlined below at this point.

Invalid Username or Password. Last Attempt Left For Login before your account gets locked. You may click on 'Forgot Password' link below to change your password.

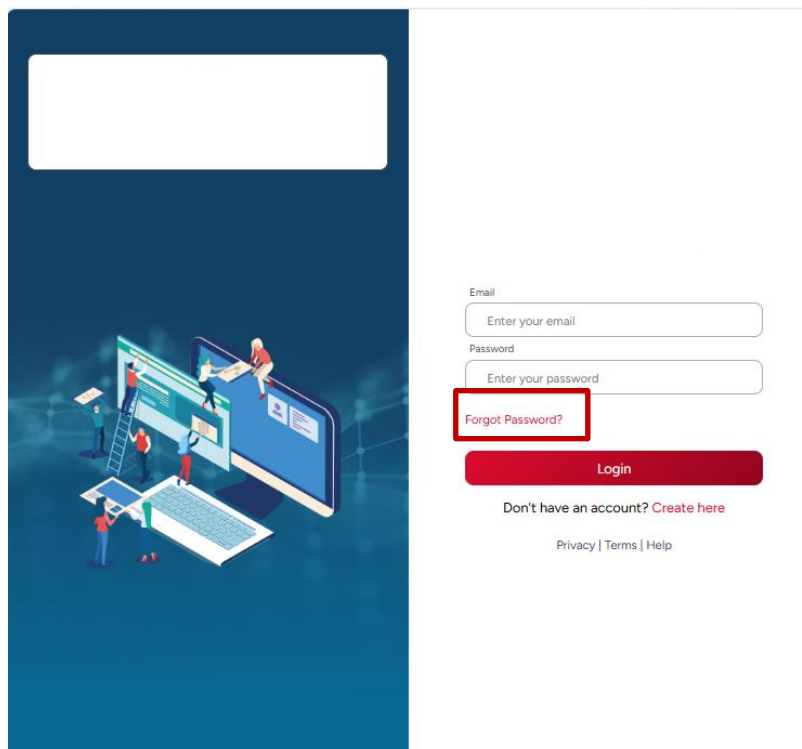
- **Your Account has been Locked**

On the fifth incorrect attempt, the account is temporarily locked. Your account is locked for approximately 30 minutes. After this time, you can use the reset password function as outlined below.

Your account has reached the maximum number of failed login attempts and has been temporarily locked. Please try login after sometime or use 'Forgot Password' to change your password.

How to Reset Your Password

If you ever need to reset your password, you can do this securely via the system. On the login screen click on the ***Forgot Password*** link.

The image shows a login interface. On the left is a dark blue vertical panel with a white rectangular box at the top and an illustration of people working on large digital screens. On the right is a white login form. It contains an 'Email' field with the placeholder 'Enter your email', a 'Password' field with the placeholder 'Enter your password', and a 'Forgot Password?' link highlighted with a red rectangle. Below these fields is a red 'Login' button. At the bottom of the form, it says 'Don't have an account? [Create here](#)' and 'Privacy | Terms | Help'.

Enter the email address you used to create your account and click ***Send***



Forgot Password

Email
Enter your email

[Privacy](#) | [Terms](#) | [Help](#)

If you enter an email address that is not associated with an account you will see the below error message.

Please provide correct Email

Enter your email and try again. If you have forgotten the email associated with your account, please contact the school. The administration staff can quickly check the email address for you.

When you enter the correct email address, the system displays a successful message advising you to go your email account.

Please check your email with instructions to create a new password. Please also check your Spam folder.

To reset the password, click on the link in the email.

Password Management System <[redacted]>

SR SMTP RELAY To [redacted]

Dear Parent/Guardian,

We received a request to reset the password associated with this email address. If you made this request, please follow the instructions below.

If you did not request a password reset, please ignore this email.

To reset your password, simply follow the link below:

https://eps.enrol.ie/gSKILAhPujiQ3&id=4db081417914b333351u4d2B373776A73704C4F51434F634E4E5378696E6B6867696F2F724F6E657051766F3D/s/PasswordRecovery.aspx?token=YMDk4JR6B_cHmB8ySePn??LmFCIErDijSo-

Please note: this link expires in 2 hours. After this you'll need to resubmit the request to change your password.
If you're having trouble clicking the password reset link, copy and paste the link into your browser.

Disclaimer: Please do not respond to this mail as it is a relayed message on behalf of the contact details above.

If you do need to contact the [redacted], please use the [redacted]

Enter your new password and confirm the password and click **Submit**.

If the passwords do not match the system will display a message stating same.



Reset Password

New Password
Enter new password

Confirm Password
Confirm new password

[Cancel](#) [Submit](#)

[Privacy](#) | [Terms](#) | [Help](#)

When the password has been updated the following message will be displayed

Password has been successfully updated