

Parents unable to use credits during checkout in the Parent Portal [Share](#)

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Issue/Question

We require our parents to pay when they enroll in their portals, but it doesn't seem to let them use the credit they have on their account when they are checking out. How can we fix this?

Resolution

An ePayment setting controls whether or not to allow your parents to use account credits when they check out in their portals.

To adjust that setting:

1. Go to the **Gear** icon > **Settings** > **ePayments**.
2. Under Credit Card & Bank Account Settings, select **Manage Settings**.
3. From the left menu, select **Parent Portal Settings**.
4. Set **Allow credits to be applied at checkout?** to Yes.
5. **Save Changes**.

⚙ Required [User Permission](#): **ePayments Settings**
