

## **SchoolPay Parent Account**

Register for a free SchoolPay Parent Center account by following these easy steps:

**Step 1 (parent information):** Enter your information including email address, name, address and phone number

**Step 2 (child/children information):** Enter the school name (not district name) for your first child, their student ID number, and their last name. If you do not know your child's student ID number, please contact your school. Repeat step two for each additional child in your household.

**Step 3 (confirm and log in):** Upon confirmation, an email will be sent containing a randomly-assigned password. If you do not see it, check your spam filter. Key in the password from the email into the final page of your registration. You will be prompted to change your password.

## **Making Payments**

### **Login Location**

Make payments from your Parent Center account. Login directly from your **district's home page** website or from <http://www.schoolpay.com>

### **Multiple Children**

You may pay for any number of non-recurring payment items for each child in one transaction. If your district also uses SchoolPay for Food Service, family check out is available for those payments.

### **Purchase History/Receipts**

You will receive an electronic receipt for every transaction. If you don't see it in your inbox, check your spam filter. It's a good idea to set your email to accept mail from [office@mypaynet.com](mailto:office@mypaynet.com). If you made payment from the Parent Center, your payment is also recorded in the Order History (click your name on the top right corner of your computer screen).

## **Security and Privacy**

### **Security**

Paying at secure online websites is less prone to fraud than paying at a physical location or over the telephone. We are PCI-DSS certified (Payment Card Industry Data Security Standard), the industry standard for internet-based financial services transactions. All data is encrypted using SSL technology so that payment account numbers are never viewable in any part of the service.

### **Privacy Policy**

Our privacy policy is to never share your information with third parties. The information you provide is used solely for the purposes of completing the transaction.

### **Financial Account Information Storage**

Storing account information is optional and not required to register or use the service. Storing payment account information speeds check out and is required to perform some special functions such as automatic replenishment of food service accounts, however, it is never required.

### **Errors**

Each transaction undergoes verification processes to guard against fraud and weed out typing errors. If the account number is not recognized you will be immediately notified and the transaction will not be authorized.

## **User Name/Password Issues**

Because SchoolPay is a secure site, we never resend passwords. Instead, passwords are reset. Simply enter your email in the login box and then click the open lock icon which reads "I forgot my password..." A "Reset" Button will appear just next to the lock icon for you to click. A password reset link will be sent to your email address (please verify your spam filter). You may log in by clicking the reset link where you will be prompted to change your password.

## Food Service


### Food Service Balances

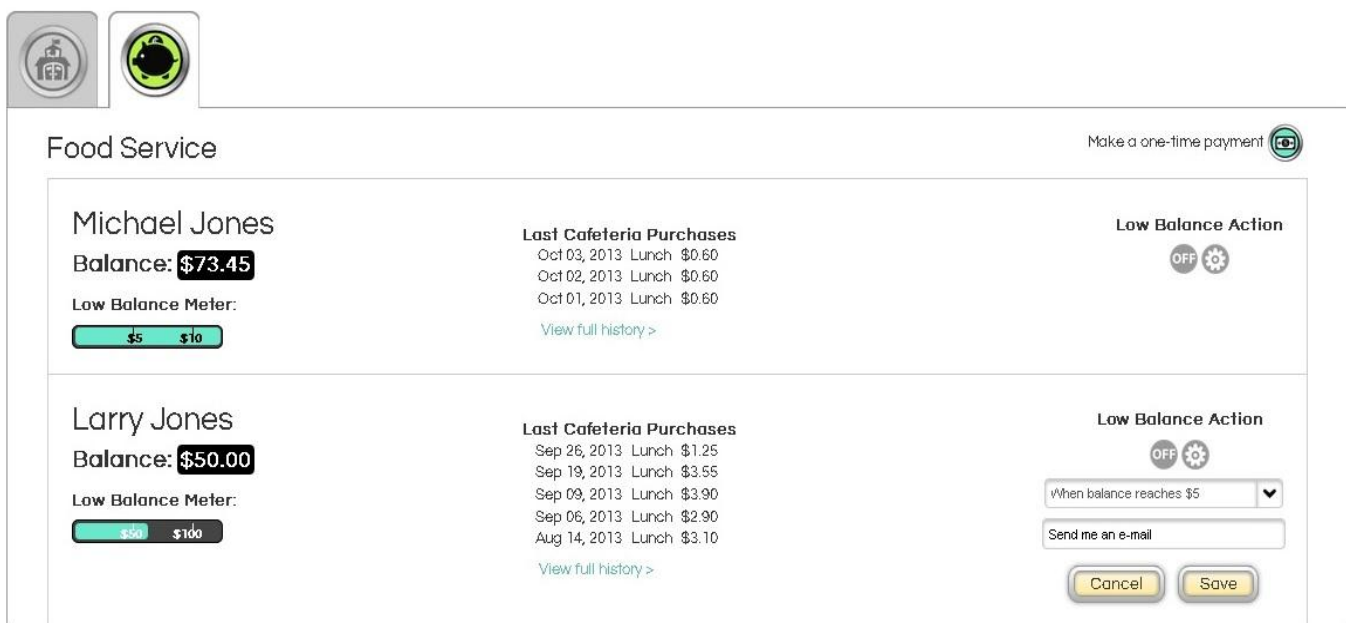
Your child's balance will appear next to his/her name in the Food Service Dashboard. It will also appear on the payment page as a reminder when you make a one-time payment. The information icon at the top (right hand side) of your food service dashboard provides details specific to how your school updates balances.

**Balance transfer and refund requests should go directly to your district's food service department. See your district's website for contact information.**

**Remaining balances transfer with students to new school sites. Contact your food service staff directly to request refunds or balance transfers.**

### Low Balance Notifications

To activate Low Balance Reminder notices, go to your Food Service Dashboard. Select the child, and click on the gear icon  located on the right hand side of the child's information. Then select the balance threshold you would like to initiate a reminder notice. Finally select "Send Me an Email" from the field labeled "Take the following action". Please note that it's important to set your email host to accept emails from [office@mypaynet.com](mailto:office@mypaynet.com) to guarantee receipt of your low balance reminder. The reminder prompts you to make the payment.




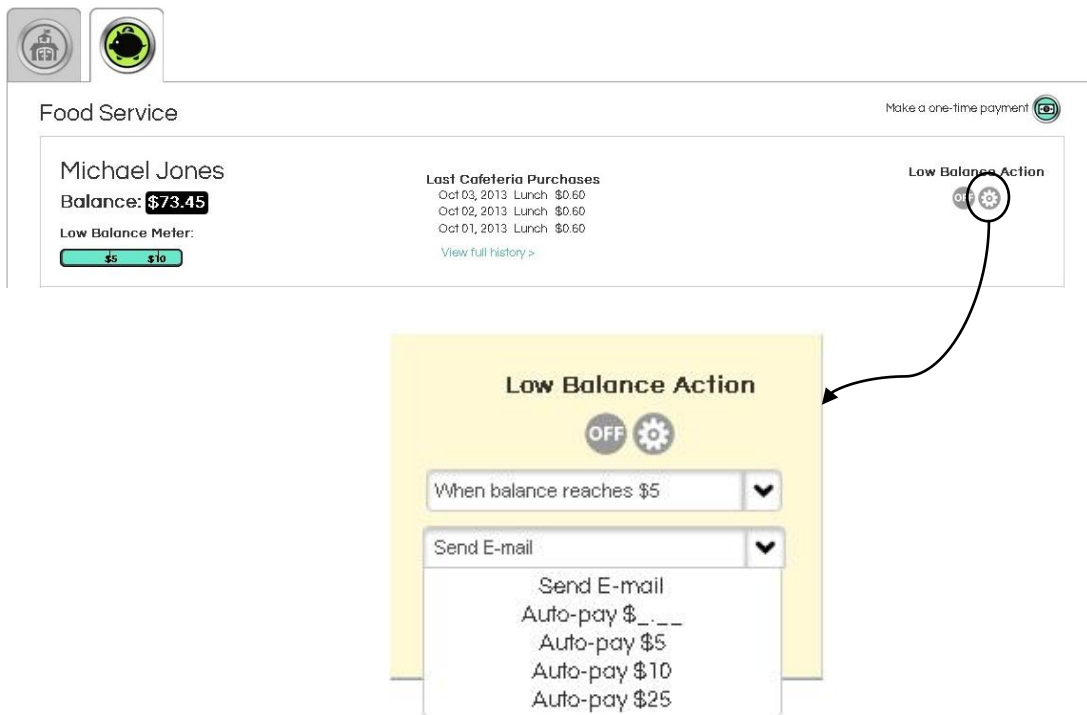
The screenshot shows the 'Food Service' dashboard with two student profiles:

- Michael Jones:** Balance: \$73.45. Low Balance Meter: \$5 to \$10. Last Cafeteria Purchases: Oct 03, 2013 Lunch \$0.60; Oct 02, 2013 Lunch \$0.60; Oct 01, 2013 Lunch \$0.60. Low Balance Action: OFF (gear icon).
- Larry Jones:** Balance: \$50.00. Low Balance Meter: \$50 to \$100. Last Cafeteria Purchases: Sep 26, 2013 Lunch \$1.25; Sep 19, 2013 Lunch \$3.55; Sep 09, 2013 Lunch \$3.90; Sep 06, 2013 Lunch \$2.90; Aug 14, 2013 Lunch \$3.10. Low Balance Action: OFF (gear icon), dropdown menu set to 'When balance reaches \$5', 'Send me an e-mail' field, and 'Cancel'/'Save' buttons.

## Recurring Payments/SmartPay

SchoolPay offers "SmartPay". SmartPay allows you to pre-authorize a payment of any dollar value when your child's food service account reaches a dollar value that you select. You must store financial account information in order to use SmartPay.

To activate SmartPay, click on the gear icon  from the Food Service Dashboard. This icon is used for all low balance actions. Then select the balance threshold you would like to initiate a replenishment payment. Finally select "Auto-pay" from the field labeled "Take the following action". There are several auto-pay values from which to choose. You will receive an electronic receipt each time the transaction occurs and a copy of the transaction will appear in your Payment History.



The screenshot shows the "Food Service" dashboard for Michael Jones. The balance is \$73.45. A "Low Balance Meter" shows a range from \$5 to \$10. Under "Last Cafeteria Purchases", there are three entries: Oct 03, 2013 Lunch \$0.60; Oct 02, 2013 Lunch \$0.60; and Oct 01, 2013 Lunch \$0.60. A "Low Balance Action" section is highlighted with a yellow box, showing a gear icon and the word "OFF". A dropdown menu is open, showing options: "Send E-mail", "Auto-pay \$ \_\_\_", "Auto-pay \$5", "Auto-pay \$10", and "Auto-pay \$25".

## Support

The fastest way to get service is to use the contact form in your account or send an email to [support@schoolpay.com](mailto:support@schoolpay.com). SchoolPay customer service is offered Monday –Friday from 7 am to 7 pm Central time at 888.88.MYPAY (press 1 for support). After hours, weekend and holiday support is offered via email.

***Please send questions about specific school purchases or policies directly to the school.***