

Questions Frequently Asked about Food Service Payments

What is my first step in making food service payments online?

Register for a SchoolPay Parent Center account. It's easy. [Click here](#) and follow these steps:

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

Step two (child/children information): Enter the school name for your first child, their student ID number, and then the child's last name. If you do not know your child's student ID number, you may look it up. Your name must match the name of approved guardians associated with that student ID number. Repeat step two for each additional child in your household.

Step three (optional financial information): Storing financial account numbers are not required. You may elect to do so or simply click "continue" to bypass this step.

Step four (confirm and log in): Upon confirmation, you will be automatically logged into your account and prompted to change your password to one of your choosing.

Food service payments are managed on the home page of your Parent Center account. All other payments can be found under the "Make a Payment" tab.

Where do I go to make future payments?

You will make food service payments from your Parent Center account. To access your Parent Center account, log in directly from the front page of the district website, or log in from the Food Service section of the website. The login box looks like the illustration to the right.



The illustration shows a login box with the following elements:

- Logo: schoolpay DISTRICT
- Input field: E-mail: []
- Input field: Password: []
- Buttons: Login, Register
- Link: I forgot my password...

Can I schedule recurring payments?

Yes, 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 first make a one-time payment, and then choose the SmartPay icon next to your child's name. The SmartPay icon is a circular arrow (🔄). Check "enable for SmartPay", then choose the balance threshold you authorize to generate a new payment to your child's food service account. Finally, specify the dollar value you elect to add to your child's account each time their balance drops below your selected threshold value. You will receive an electronic receipt each time the transaction occurs and a copy of the transaction will appear in the Transaction Archive of your parent account.

Can I set low balance notifications?

Yes. The icon that illustrates an alarm clock (🕒) will allow you to select a unique low balance reminder for each child. Please note that it's important to set your email host to accept emails from My Payment Network to guarantee receipt of your low balance reminder. The reminder prompts you to make the payment. Please also note that you do not need to set low balance reminders if you elect to utilize SmartPay. SmartPay never triggers a reminder, but instead authorizes the payment to occur when your child's balance reaches the threshold of your choosing.

Can I see my child's purchase history?

Yes. Purchase history is available for 60 days. Your child's purchases are updated every afternoon.

Can I see my child's food service balance?

Yes. Please note, however, that your most recent payment may take up to 24 hours to be reflected in the balance you see. The blue letter "I" icon (ⓘ) provides details for your specific school's timelines for balance updates.

What is the latest point at which I can make a payment and have those funds be available to my child?

Payments made before 9:00 am EST will be available to your child on the same day. Payments made after 9:00 am will not be available until the next school day. The blue letter "I" icon (ⓘ) will provide this detail as a reminder to you.

Can I pay for multiple children in one food service payment?

You currently need to make payment for each child separately.



Where can I find a copy of my transaction?

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 My Payment Network, the parent company for SchoolPay. You will also find a copy of every transaction in the Transaction Archive in your Parent Center.

What if I've lost my user name or password?

Because SchoolPay is a secure site, we never resend passwords. Instead, passwords are reset. Simply enter your user name and click the link that reads "I forgot my password..." A random password will be sent to your email address (again, please verify it hasn't gone to your spam filter should you not see it immediately in your inbox). You may log in with the new password and immediately change it to something easier to remember.

User names are email addresses, which typically helps parents remember. Additional user name support needs to be provided by calling customer support.

Where can I find support?

Call My Payment Network, SchoolPay's parent company at 888.88.MYPAY (press 1 for support) or send an email from the contact tab in your Parent Center Account or by directing it to info@mypaynet.com. Live customer support is offered Monday – Friday 8:00 am – 5:30 pm Central time. After hours and weekend support is offered via email support.