



## Questions Parents Frequently Ask

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*Mouse over any category, hit "Control", and click on your choice of topic  
Mac OS X users, hold ⌘ and click to follow link.*

### 1. [General Questions](#)

#### **What method of payment can I use?**

Each school selects the payment methods they will offer. Most offer electronic check and/or credit card payments (VISA, MasterCard, and Discover). Some schools also offer American Express).

#### **Where do I go to make payments with SchoolPay?**

Payment can be made from any active "link". Links may be placed in emails, on any website, or you may log into your personal Parent Account to make payment from the Parent Center. Look for the SchoolPay logo on your school's website. See Section 3--Parent Center for more details.



## 2. Security and Privacy

### **Are online transactions secure?**

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.

### **Is my personal information provided to other entities?**

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.

### **Am I required to store financial account information?**

No. Storing account information is optional and not required to register.

### **What happens if I make an error?**

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.

## 3. Parent Center: Registration and Making Payment for Multiple Children

### **Video Support** of How to Manage your Parent Account

[http://video.mypaynetapps.com/?VideoPlay=http://www.youtube.com/embed/xu7NfIFyC8I&title=Manage Account](http://video.mypaynetapps.com/?VideoPlay=http://www.youtube.com/embed/xu7NfIFyC8I&title=Manage%20Account)

### **What is Parent Center registration? How and why should I do it?**

#### **Video Support** for How to Create/Register for a Parent Account:

[http://video.mypaynetapps.com/?VideoPlay=http://www.youtube.com/embed/Aad0zryn4cM&title=Create an account](http://video.mypaynetapps.com/?VideoPlay=http://www.youtube.com/embed/Aad0zryn4cM&title=Create%20an%20account)

Registration is free, easy, and provides access to the Parent Center. The Parent Center is a private webstore containing payment items that are relevant to your children and allows you to auto-populate basic information such as address rather than re-entering that information each time you make a payment.

**To Register:** Look for the SchoolPay Logo on your school's website. Click on the "ID Badge" to create an account.

- Enter your child's school name and student ID#

- If you do not know your child's student ID# look up support is provided.

Login

Please Login to Access your Account

Username

Please note that passwords are case-sensitive

Password

Login I forgot my password...

Don't have an account?

### What if I have more than one child?

You only need to register once. Simply "add child" to associate more than one child with the same Parent Account.

### How Do I Change My Password and What If I Forget it?

You may change your password from the tab titled "Manage Account". Select the submenu titled "Password Management". Should you forget your password, enter the user name (email) used to create your account in the login box, and then click on the link that reads "I forgot my password". In keeping with payment card industry standards, you will be sent a reset link which will remain active for 3 hours. Should you miss your window, simply repeat the process.

### Can I make multiple payments at one time?

Yes, go to "Make a Payment", then select "General Payments". Select a child. A list of items will appear. These are all the payment items that are relevant to that child:

ITEMS				
<a href="#">Add Item</a>	<a href="#">Available Items</a>	<a href="#">Amount</a>	<a href="#">Payee</a>	<a href="#">History</a>
	<a href="#">Monte Carlo Night Fundraising Dinner Tickets</a>	\$51.85	Park Lake School	
	<a href="#">School Text Books Online Order</a>	\$25.00	Park Lake School	
	<a href="#">June 2009 Fundraiser</a>	\$0.00	Park Lake School	

Pay For Selected Items

-OR-  The check box allows you to select an item. To pay for multiple items simply check every box you wish to pay for, and then “Pay for Selected Items” or “Check Out” from the last item’s description box. Your items will be combined for check out. If an item has a grayed out check box with an “i” in it, the item is unable to be combined with other items. Recurring payments, e.g., cannot be combined with other payment items. **In “General Payments” you must check out once per child. In “Food Service Payments” you may combine all your children’s payments together into one check out.**



The magnifying lens icon provides a description of the payment item and offers you the option to immediately “check out” or “place in cart” so that you can continue to shop.

ITEM DESCRIPTION
✕

**Item:**  
Tennis

**Description:**

Yoga classes for Kindergarten and 1st grade and for 2nd and 3rd grades are offered on Monday. Kindergarten and 1st grade Monday 2:05 - 2:50 2nd and 3rd grades Monday 3:00 - 3:45  
The cost per child is \$80. Enter the total number of children who will be attending the class. Please provide the names and appropriate grade range of your children

Check Out
Place In Cart

#### 4. Food Service Payments

**Video Support** for How to Make a Food Service Payment:

[http://video.mypaynetapps.com/?VideoPlay=http://www.youtube.com/embed/3\\_yMcKs75Rc&title=Family Food Service Dashboard How To](http://video.mypaynetapps.com/?VideoPlay=http://www.youtube.com/embed/3_yMcKs75Rc&title=Family%20Food%20Service%20Dashboard%20How%20To)


Select “food service payments” from the Make a Payment tab in the Parent Center. This will take you to the “Family Food Service Dashboard”. The Dashboard is designed to provide you with all the information you need to manage your children’s food service accounts in one place.

Student Name	Balance	Actions
Michael Jones	\$63.45	
Molly Jones	\$59.70	
Mary Jones	\$42.00	

To make a one-time payment select the dollar bill icon. You may make one-time payments for all your children at the same time.

## Can I set a Low Balance Reminder?

Yes! Setting a low balance reminder is easy. Click on the clock with the arrow:



### Low-balance Reminders

Use the low-balance reminder setting to receive an email when your child's account runs low. The email will prompt you to make another one-time payment. If you'd prefer to have your child's account automatically replenished, select SmartPay next to your child's name in the box titled "Deposit to Meal Account" on the home page of your Parent Account. Watch the "Show me how!" video for more about SmartPay.


1. Student name: Michael Jones	\$10 ▾
2. Student name: Molly Jones	\$10 ▾
3. Student name: Mary Jones	\$5 ▾
4. Student name: Molly Qualley	Off ▾

You may set a different low balance reminder for each child. When your child's food service balance reaches the threshold, you will receive an email from **customerservice@mypaynet.com** notifying you that it's time to make a payment.

Please make sure to "white list" this email to avoid your notice getting lost in spam.

## What is SmartPay? How Can I set My Child's Account to Automatically Replenish?

SmartPay is a convenient way to automatically replenish your child's food service account so your child never finds themselves in the checkout with no funds! To establish SmartPay for your children, click on the circular arrows. First specify the food service level you wish to trigger a new payment, and then select the amount of additional funds to be added to your child's account. You are pre-authorizing the payment to be made from your account. You will receive an email the evening before your SmartPay payment is run, and you will receive a receipt after it has run.



### Setup/Edit your Smart Pay settings

Enable Smart Pay service for student: **Michael Jones.**


When Balance Reaches:

I Authorize a Payment of:

Using the Following Payment Method:  
(Change saved payment accounts)

Check Acct #: \*\*\*4234     Credit Card Acct #:

This school allows:





## 5. Customer Service and Settlement Times

### **How do I get help if I need it?**

Live customer support is available Monday-Friday (888.88.MYPAY) 8:00 am – 6:00 PM EST and online support is available after hours and weekends. Use the Help Tab in your Parent Center Account or send an email to [customersupport@mypaynet.com](mailto:customersupport@mypaynet.com).

### **When are my funds withdrawn from my account?**

Electronic check funds are withdrawn from your account within 4-5 business days and credit card transactions will appear in 3 business days.

### **What happens if I make an error?**

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.