



## Quick Reference Guide – 2017

Meals Customers: Assisting Parents with the MyPaymentsPlus Website



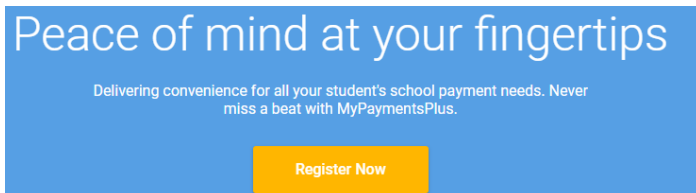
## **Table of Contents**

- Parent Registration: Page 3
- Adding/Removing Students: Page 4
- Viewing Purchase History: Page 5
- Viewing Online Payment History: Page 5
- Auto Pay: Page 6
- Refund Requests: Page 6
- Low-Balance E-Mail Notifications: Page 7
- Updating Profile/Changing Password: Page 8
- Adding/Storing Credit Cards to Wallet: Page 8
- MyPaymentsPlus Mobile App: Page 9
- MyPaymentsPlus Support: Page 9



### Parent Registration – How to Create a MyPaymentsPlus Account

- Go to [www.MyPaymentsPlus.com](http://www.MyPaymentsPlus.com) and click “Register Now”



- Complete the required onscreen information in the boxes provided. (Sample below)

A screenshot of a web registration form titled "Register". The form is white with a light gray border. It contains the following sections:

- Search for School District:** A search bar with a magnifying glass icon and a dropdown menu labeled "Select State \*".
- Create Account:** A section with four input fields:
  - Two fields for "First Name \*" and "Last Name \*", each with a person icon to its left.
  - An "Email \*" field with an envelope icon to its left.
  - A "Password \*" field with a lock icon to its left.
  - A "Confirm Password \*" field.
- A blue "Register" button at the bottom right.

- Upon clicking “Register” your parent will have completed their registration.
- When a parent has registered, they will then be eligible to obtain important email updates from both your district and from the MyPaymentsPlus Team.
- To begin making online payments for their student, the parent will need to add their student(s) to their account. Please follow the next page to complete this task.



### Adding/Removing Students

- From the left menu at the top of the parent's home screen, click "Manage Account"
- Under the Manage Account dropdown click "Manage Students"
- Complete the required onscreen information. (Sample below)

#### Add a Student

*Select the State and Institution of the Student you wish to add.*

State:

Institution:

StudentID:

Student's Last Name:

- Once the information is complete and you've clicked "Add Student" your student will be added under "Your Managed Student" at the bottom of the screen.
- In the event that one of your students are graduating or no longer require the usage of a MyPaymentsPlus account, you can remove a student from your account by simply clicking "Remove" next to their profile under "Your Managed Student".

### FAQ's for Managing Students

- Why is there an option to select "District" on the left side of the screen?
  - This option is available in the event that you have two students at different districts and you wish to keep them under the same parent account. Selecting the district from the dropdown will enable you to toggle between your student's accounts. (Please note: both school districts would have to be existing MyPaymentsPlus districts to utilize this function).
- What is my student's ID#?
  - If a parent either does not know their student's ID# or has one that is not working, they can either contact our support team by clicking the "Need Help?" icon on the screen, or they can contact their cafeteria manager.



### Viewing Purchase History

Please note that “Purchase History” is referring to Cafeteria Purchase History, which is an itemized listing of what a student has been purchasing in the cafeteria\*. This feature was made available for parents to have a look at the selections being made by their student and promotes open dialogue for healthy eating options.

*\*Based on how information is loaded on the POS system, listing details will vary on a case by case basis.*

- To view a student’s cafeteria purchase history, please click “View History” from the left menu on your screen.
- From the dropdown, please select “Purchase History”
- The message below will display, followed by the filter options for date ranges you wish to view.

**Cafeteria purchase history** is retained for 7 to 45 days, and varies by district.  
For questions or discrepancies regarding these purchases, please contact your student’s school cafeteria manager.  
Select a student and date range below to view cafeteria purchases.

Student   
Purchase history from  to

- Please note: If a parent is not happy with the options their student is choosing in the cafeteria, they can opt to deposit only into the “Meals” account which would enable their students to only receive one “hot lunch” per day, eliminating the opportunity for them to purchase a la carte and/or multiple meals. (Please note this option is available based on your POS system).

### Viewing Online Payment History

- To view a parent’s online purchase history, simply click “View History” and then “Online Payment History” from the dropdown.
- The following message will display, followed by the filter options for the date ranges you wish to view.

MyPaymentsPlus allows you to view payment history for the previous 12 months.  
Select a range of payment dates to view from the date selection fields below.

Payment history from  to



## Auto Pay

Auto Pay is a feature enabling parents to “Set it and forget it” meaning they can sign-up for Auto Pay and will never have to log-in again to make a payment. The system will auto-replenish their account based on the settings they have saved on their account.

- To sign-up for Auto Pay, click “Manage Account” from the menu and then “Manage Auto Pay” from the dropdown.
- The following message will be displayed:



If applicable, a “**Program Fee**” may be added to the total payment amount of your transaction. This fee is used solely to support this program and is applicable to all methods of payment. Once you enter the payment amount(s) for the student account(s) and select your method of payment, a review page will display the exact program fee.

- Parents can choose to set up Auto Pay to pull directly from their bank account by entering their routing number and their account number. They will have the option to use either a checking or savings account, unless the e-check feature is turned off for the district.
- Parents can also choose to set up Auto Pay via credit card. MyPaymentsPlus accepts: Discover, Visa and MasterCard. We do not accept American Express or other credit cards.



- After entering in their preferred payment method, please click “Save To Wallet”.
- Once you’ve saved your payment information you will be able to set the parameters for which an auto payment will take place. We encourage users to schedule payments no later than when their balance is below \$10.

## Refund Requests

When a payment is made through MyPaymentsPlus, it flows directly to your school’s bank account. Because funds are then held within the district/school’s bank account, we forward refund requests directly to the school.



### Low-Balance E-Mail Notifications

By signing up for low balance email notifications, a parent will receive an alert email when their account drops below their desired balance.

- To sign up for Low Balance E-Mail notifications, please click “Manage Account” and “Manage Notifications”
- The following message will display:

A screenshot of a web form titled "Your Low Balance Notifications". The form contains the following elements:

- A heading: "Your Low Balance Notifications"
- Text: "You can be notified via email when an account balance drops below a minimum amount. Email notifications will be sent to" followed by a text input field.
- A grey instruction box: "To enable Low Balance Notifications for an account, check the check box next to the account name. Select the minimum amount the account balance may have before you are notified."
- A table with a header "Accounts" and one row for "General".
- For the "General" row, there is a checkbox, the text "Notify me when this account balance drops below:", and a text input field containing "10.00".
- A "Save Changes" button at the bottom right.

- Depending on the school’s settings, the parent will be able to choose whether they want notifications scheduled on their “Meal Account” or their “General Account.”
- Upon completing all onscreen information, click “Save Changes” for notifications to be set.



### **Updating A Parent Account**

Many of the profile updates a parent would like to make can be found under “Manage Account” -> “My Profile”

The following items are available to edit:

- First/Last Name
- Address
- E-Mail Address
- Telephone Numbers
- Password (Simply click “Change Password”)
- Wallet Information (Stored Cards/Banking information)
- Email Update Preferences – unchecking the box will remove them from marketing emails

Don’t forget to click “Save User Profile” at the bottom right hand corner of the screen for your changes to be stored.

### **Updating Your Wallet**

Stored credit cards and banking information can be saved in your wallet in multiple ways. Parents can save the information when they’re setting up Auto Pay, during a transaction or by simply accessing their account through Manage Account -> My Profile -> Scrolling down to “Your Wallet Information”

- To add a credit card or banking information, simply click “Add” in the top right hand corner of the box. Please enter the onscreen required information and click “Save” to store your payment information.
- To remove a card or banking information, simply click “Remove” next to that item and it will be deleted from your account.





### MyPaymentsPlus Mobile App

The MyPaymentsPlus Mobile app is free to download and available for iOS devices including iPhone & iPad, as well as for Android Devices. You can access the download via the Apple App Store for iOS devices and the Google Play Store for Android. Simply search for "MyPaymentsPlus."


Benefits of using the MyPaymentsPlus Mobile App include:


- Ability to make payments on-the-go, anywhere
- Access to view your student's account on-demand
- Signing-up for features such as Auto Pay and Low-Balance E-mail Notifications directly from the app and more!

### Contacting MyPaymentsPlus Support


MyPaymentsPlus Support is here to help! Available 7:30 am EST – 5:30 pm EST, 5 days a week. Our support teams are separated into two groups, one for parents, one for our district admin users:


**PARENTS**

 1-877-237-0946

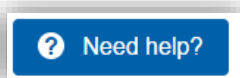
 support@mypaymentsplus.com

**DISTRICTS**

 1-866-337-8756

 districtsupport@mypaymentsplus.com

Parents also have the ability to access support via our online chat, while they're in their accounts, simply by clicking:



By clicking Need Help, they will review our FAQ's and get the option for live chat. Our live chat icon is displayed as:

