

MealpayPlus Frequently asked questions

Q: Where do I get my Student ID or Pin #?

A: A Student ID or Pin # can be obtained by contacting the student's school or by contacting the cafeteria. It may be available from one of the following resources:

- Report card
- School registration paper work
- Student schedule
- Bus card
- Student ID card
- ACT test results
- Transcripts
- School office

Q: How do I find out who uses the MealpayPlus service?

A: You can check the current list that offer the MealpayPlus service in the "availability" section of this site.

Q: How secure is my on-line or telephone transaction?

A: Highest... 128 bit encryption... with SSL/ secure socket layer. We have recently been certified by VISA for its CISP/Cardholder Information Security program. This certification is VISA's highest security protocol.

Q: Why does MealpayPlus ask for the student's last name during registration?

A: To maintain the highest level of security we ask for two forms of ID. By using the last name and the ID number we are able to verify this is the correct person.

Q: What do I do if the system says that my username or password is invalid?

A: Please contact Customer Support at 1-877-237-0946 and we will help you resolve this issue.

Q: I received an invalid student ID or Pin # message, what do I do?

A: Please contact Customer Support at 1-877-237-0946 and we will help you resolve this issue.

Q: I know my username, but I forgot my password. How can I get my password?

A: You can click the "Forgot your Username or Password?" link in the MealpayPlus Sign In box to open the reminder form. If you know your username, enter it into the "Your Username" field and choose to have a new password e-mailed to your registered e-mail address or your current password hint displayed. If you are still unsuccessful at getting a password using this method, then please contact Customer Support at 1-877-237-0946 and we will help you resolve this issue.

Q: I forgot my username and password. How can I get this information?

A: If you know the e-mail address you used when registering with MealpayPlus, then you can click the "Forgot your Username or Password?" link in the MealpayPlus Sign In box to open the reminder form. Enter your registered e-mail address into the "Your E-mail Address" field and click the "E-mail my username to me" button. If you are still unsuccessful at getting your user sign in information using this method, then please contact Customer Support at 1-877-237-0946 and we will help you resolve this issue.

Q: How long after I make my payment will the money be available in my account(s)?

A: Payments made by 12:00 midnight CDT will be available the next day. Occasionally, external factors may affect this process and could delay when the funds are received.

Q: Can I make payments to multiple children's accounts with one payment?

A: Yes.

Q: When are my payments reflected in the balances?

A: The MealpayPlus balances displayed may be two to three days behind your actual balance. Payments made before midnight are available for use the following day. The "balance as of date" displayed in the manage accounts section of the web site indicates the date that MealpayPlus received an update.

Q: What are the different accounts used for?

A: A **Meal** account allows students to purchase only one complete plated meal per day at breakfast and/or lunch. Your child cannot purchase any other item in the cafeteria; including additional complete plated meals, additional drinks/milk, or any "a la carte" (separately priced side/entree dishes) items.

A **General** account is the most common account used by the school cafeteria that allows students to purchase any item in the cafeteria; including complete plated meals, additional drinks/milk and "a la carte"; (separately priced side/entree dishes) items.

A Bonus account accumulates contributions made by the district when you make payments on your account. Bonus amounts will be redeemed first when purchases are made. Please see your district's message to see how Bonus money can be used in your district.

Q: Can I set up low account balance notifications?

A: MealpayPlus provides the capability to set individual Low Balance limit amounts for each of your accounts. If the balance of any account goes below the limit, MealpayPlus will send you an email.

Q: Can I transfer money from one account to another?

A: Currently, you cannot transfer money from your General account to your Meal or vice-versa. You must contact your school district to move any monies.

Q: How do I add additional students at a later date?

A: Students can be added or removed using the Manage Students menu item in the Account Manager section of the site.

Q: I am a registered MealpayPlus user, and I have students in my managed students list that are in different school districts. How do I view the Account Summary for these students?

A: The Account Summary is shown for a specific school district. The students in your managed student list that are part of the selected school district will be displayed in the Account Summary when you select the View Account Summary menu option. To view the Account Summary for another school district, select the school district using the District select box under the menu. Selecting a new school district will change the view to your students in the selected district.

Q: How do I find out what my child has been buying for lunch?

A: To view recent purchases, simply login to MealpayPlus and click the "view purchase history" button to view your student's purchases. Not all districts have this available.

For phone support, please call 1-877-237-0946