

Schoolpay offers demonstrations and training 5 days a week, from the following link:

<http://www.schoolpaymentnetwork.com/ResourceLibrary/Demonstration/tabid/75/Default.aspx>

Times available are:

Mondays	6:00 am PST/7:00 am Mountain
Tuesdays	11:00 am PST/Noon Mountain
Wednesdays	Noon PST/1:00 pm Mountain
Thursdays	8:00 am PST/9:00 am Mountain
Fridays	9:00 am PST/10:00 am Mountain

We gladly accommodate special time requests outside these times as well. In addition, your school registration link is:

https://www.mypaynetapps.com/admin.php?create_account&district=347

Questions Parents Frequently Ask

1. [General Questions](#)
2. [Security and Privacy](#)
3. [Parent Center: Registration and Making Payment for Multiple Children](#)
4. [Customer Service and Settlement Times](#)

Mouse Over, Hit "Control", and Click on Your Choice of Topic

FAQ Index: Mouse over any category and hit "Control"

1. [General Questions](#)

What is SchoolPay and why should I use it?

SchoolPay is a service for making online payments to your school. Benefits include:

- ◆ Make payments at your convenience
- ◆ Write fewer checks
- ◆ Enhanced security (cash and checks can be lost and credit card slips with account numbers listed are not as secure as data held in encryption)
- ◆ Reduce school work load in managing payments
- ◆ Parent Center contains all payments relevant to your children and stores all transactions
- ◆

What method of payment can I use?

Your school may 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?

Your school may email you items which can be paid for by clicking on a link in the email, or they may place links on their website. Payment can also be made from the Parent Center, which is accessed from your school's website. See Section D--Parent Center for more details.

2. Security and Privacy

Are online transactions safe?

Paying at secure sites online is actually less prone to fraud than paying at a physical location or over the telephone. SchoolPay is 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 by an Internet hacker, the school, or even SchoolPay staff.

What happens if I make an error when typing in my payment information?

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.

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 conducting the transaction.

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

What is registration? How and why should I do it?

Registration is free and easy. When you register: (1) you create a Parent Account and are provided access to the Parent Center, and (2) registration allows you to auto-populate basic information such as address on payment pages if you make payments from your school's website (auto-population happens automatically from the Parent Center).

To Register: Look for the SchoolPay Login box on your school's website. Click on the "Register" button. Enter your child's school name and then grade.



The screenshot shows the SchoolPay login and registration interface. It features the SchoolPay logo at the top. Below the logo are two input fields: "E-mail:" and "Password:". Underneath these fields are two buttons: "Login" and "Register". At the bottom of the form, there is a link that says "I forgot my password..."

SchoolPay is a member of the School Payment Network
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(888) 88-MYPAY (69729) ♦ www.schoolpaynetwork.com

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.

Am I required to store financial account information?

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

What is the “Parent Center”?

The “Parent Center” is essentially a “private store” containing payments items relevant to your children and an expedited “check out”. The Parent Center has four main functions: You can make payments, manage your account data, view all transactions, and get help.

Can I make multiple payments at one time?

Yes, go to “Make a Payment” in the Parent Center and select a child. A list of items will appear. These are all the payment items that are relevant to that child:

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

-OR- The check box allows you to select an item. To pay for multiple items simply check every box you wish to pay for (you may do this for each child), and then “Pay For Selected Items”. 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.



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:
School Text Books Online Order

Description:

School Text Books Online Order!

Ordering Online Saves the School Money!!

Bring in [this order form](#) to your child's home-room teacher.

4. 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 – 5:00 PM CST and online support is available after hours and weekends. Use the Help Tab in your Parent Center Account or send an email to info@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.