

## **Frequently Asked Questions**

### **PayForIt.net Online School Payments**

#### **Is there a fee for using PayForIt.net?**

There is no fee for setting up an account, checking your child's activity, or checking account balances. However, when transactions are processed through the site, a percentage based Internet Convenience Fee (ICF) or a flat Transaction Fee will be assessed to each transaction.

#### **I have completed the sign-up process and activated my account, what is my next step?**

You are now ready to log into the system and add your students to your account.

1. Log in using your username and the password you created during the sign-up process.
2. Select *Add Students* from the Add/View Students menu.
3. Enter the required information (school, name, student ID & grade) and click the *Register Student* button.
4. Repeat the process for each of your students.
5. Go to the *Make Payment* screen.

The system will request a balance update from the school for your students, which should be updated within a few hours.

#### **As a parent, what are the benefits to using PayForIt.net?**

The benefits include:

1. Ability to deposit money on your child's account 24 hours a day, 7 days a week
2. Ease of setting automatic payments so you don't have to remember to put money on the account
3. Convenience of setting balance alerts so you are notified before your child's account runs out of money
4. Ability to monitor meal and a la carte purchases
5. Avoidance of the possibility of your child's losing or misplacing money on the way to school

#### **Can I set up a recurring payment to fund my student's account when their balance gets low?**

Yes. Recurring Payments can be set up by selecting *Recurring Payments* from the Lunch Payments menu. For each student you can set up a recurring payment based on their balance. For example, you can set up a recurring payment for \$30 when your student's balance reaches \$5. Recurring Payments are processed once a day at 10 p.m. Eastern time. When setting up a recurring payment, be sure to check the Active box to turn on the payment for each student and click the Update button to save your changes. See the Recurring Payments screen for more details.

#### **Can I be sent a notification when my child's balance gets low?**

Yes. You can configure your account so that PayForIt.net will send you email notifications. You can sign up for the low balance and other email reminders by selecting the *My Email Options* screen from the My Account menu. A notification can be sent to you on a certain day of the month to give you a status update of your child's account or an email can be sent to you every time your child's balance reaches a certain dollar amount.

#### **Can I find out what my child is buying in the cafeteria?**

Yes. You can request an Activity Report. This will show all the activity for the past 30 days on your child's meal account including purchases and deposits. You can request a report from the Home screen or the View Student screen. To request a report, place a check mark in the box marked Request Activity Report and click the *Submit Report Request* button. PayforIt.net should email the report to you within two to four hours and will also send the report request to HTSD.

#### **Is your site Mac compatible?**

Yes. Currently, on the Mac, PayForIt.net is compatible with the Firefox browser.

### **What is my child's Student ID number?**

The Student ID number is a unique number that is given to each child within the District. This is the same number as their cafeteria PIN number. If you do not know this number, you should contact your building secretary.

### **Once I sign up, when can I make my first payment?**

After you complete the three steps of the sign-up process, you will receive a message on the screen that you have successfully created your account.

1. Click on the *Continue* button to get to the Activation page.
2. Check your email for your Confirmation email. The email contains your Confirmation code.
3. Enter the Confirmation code and your username into the Activation page

After you have activated your account, you can then login at the main page of the site with your username and the password you created during the sign up process.

### **Why do I have to activate my account? Why can't I just login after I finish the sign-up process?**

This is a security measure. The activation process is in place to make sure that only you can access your account. The confirmation code is sent to the email address that you enter during the sign up process. The account can only be activated with the email.

### **Is it safe for me to store my credit card information in PayForIt.net?**

PayForIt.net is committed to protecting your personal information and providing a safe environment for your transactions. It uses DigiCert which specializes in providing SSL (Secure Sockets Layer) Certificates to some of the most prestigious organizations throughout the world. PayForIt.net also encrypts your credit card information before storing it and never displays your credit card number on the screen. The web server is located behind a strong firewall and PayForIt.net has implemented security measures to guard against any outside intrusion.

### **Are my transactions secured?**

Yes. Transactions are secured by encrypting the information using DigiCert. You can view the SSL (Secure Socket Layers) certificate by clicking on the DigiCert logo on the upper left corner of the screen. You will also see the secure page symbol (a lock) in your browser address window when you are using a secure page. All payment and credit card pages are set up as secure pages.

### **When is my credit card actually billed?**

There are three steps to process a transaction.

1. Enter the amount that you want to place on the student's account.
2. Click *Create Transaction & Review the Amount and Total Amount*.
3. Select the credit card you want to use and click *Process Selected Transaction*.

After clicking the Process Selected Transaction button, you will be taken to a processing screen. Once the transaction has been processed you will be shown status of the transaction. If it has been approved, then your credit card has been billed for the total amount. The charge should show up on your credit card account by the end of day. (Discover Card is not accepted.)

### **If I have a question about charges on my child's account, who should I contact?**

If you have questions about a specific charge on your student's account, you should contact the District's Food Services department-([Metzfoodservice@ht-sd.org](mailto:Metzfoodservice@ht-sd.org)). If you have a question concerning a payment you processed through PayForIt.net, please send the site an email using the Contact Us screen. [PFIAAdmin@payforit.net](mailto:PFIAAdmin@payforit.net)

### **If I make a payment at the cafeteria will it show up on PayForIt.net?**

Yes, but it may take up to one business day for new payments to be reflected in your child's balance that is displayed on the web site. Any deposits that are made to that student's account, including those at the School, will be reflected in the account balance which you can see on the Home page in the Pay For It program or on the View Students screen.

**Does each of my children need separate accounts?**

No. The PayForIt.net site is designed so you can set up one account and add all of your students to it. You can add students to your account using the Add Student screen. You can then process a single transaction to put money on your student's account, even if they are in different schools.

**Can I add new students to my account?**

Yes. New students can be added to your account at any time. After logging in, select Add Students from the Add/View Students menu. Enter the required information (school, name, student ID & grade) and click the Register Student button.

**My child is graduating this year, what do I do with the money left on the account?**

The money may be transferred to a siblings account by sending an email to [metzfoodservice@ht-sd.org](mailto:metzfoodservice@ht-sd.org)  
A request for balances under five dollars can be made by sending an email to [metzfoodservice@ht-sd.org](mailto:metzfoodservice@ht-sd.org)  
Accounts over five dollars are automatically refunded by check to the students home address.

**What happens to the money that is left on my child's account at the end of the year?**

If your child will be attending the same school next year, then the money will remain in the account for the next school year.

**Can I view my payment history?**

Yes. By clicking on Payment History you can see a record of transactions that have been processed through the site.

**Am I able to pay for meals using more than one credit card?**

Yes. You can set up multiple credit cards on the site in the My Credit Cards screen on the My Account menu. You can set up as many cards as you need and mark one of them as the default card to be used in the site. You can also use this screen to update or remove any of your cards, although you are required to keep one credit card active on the site.

**Is it possible for me to view my child's account balance?**

Yes. Your student's balance is displayed on the Home page and the View Students screen. On the View Students screen you can also see the Last Transaction Date and the Last Update date by clicking on the Student's ID. The Last Transaction Date tells you the last time a purchase or deposit was made on the student's account at the school. The Last Update date is the last time that PayForIt.net received a balance update from the School.

**I want to put money on my child's account and he/she lives with my ex-spouse. Is this possible?**

Yes. You can set up an account for your child and place money on the account at any time, check their balance, and get an activity report. Remember, you will need pertinent information to set up the account including student name, school, grade and his/her ID number. PayForIt.net is set up so that multiple users (parents, guardians, grandparents, etc.) can add the same student to their account, so they all can monitor and fund the student's account.

**Once I have put money on my child's account, will I receive any type of notification?**

Yes. You will receive a receipt via email from PayForIt.net soon after your transaction has been processed.

### **What happens if I forget my username or password?**

If you have forgotten your password you can request PayForIt.net to send you an email with your password. On the main PayForIt.net homepage, click on *Forgot Password* and an email is quickly sent to your address. If you have forgotten your Username, please use the Contact Us page to send an email to get assistance.

### **What do I do if my email address changes?**

If your email address changes, log into PayForIt.net as normal. Once logged in, click on My Account. On the My Account screen you can update all of your information, except your Username, which cannot be changed.

### **Can I change my password?**

Yes. Your password can be changed at any time.

1. Log into PayForIt.net using your current password.
2. Click on My Account. From here, you can simply change your password.
3. You will need to enter the new password and then re-enter it in the field below.
4. After the changes are made, click the Submit button and the password change will be saved.

### **I am not getting any emails from PayForIt.net and I do not know why.**

Most email services have spam filters and addresses that are not recognized are moved into Junk or Spam folders. Check these areas and when you find the email from PayForIt.net, mark the email as a safe address. All future correspondence from PayForIt.net should now appear in your in-box. Emails from PayForIt.net are sent from either PFIAdmin@PayForIt.net or Support@PayForIt.net

### **Will I be notified if my credit card expires?**

Yes. The system will send you a notification if the credit card on your account has expired. To update your credit card, log into the site and select My Credit Cards from the My Account menu.

## **How It Works**

### **In just four easy steps you can put money on your child's account!**

1. Register: A parent or guardian completes the online form that includes their credit card information. An email with a validation code is then sent to the address that was entered during the registration process.
2. Validate: The parent or guardian enters the validation code which activates their account.
3. Add Students: Once a registered PayForIt.net member, the parent or guardian can begin to add students to their account and begin funding their meals. To accomplish this, you must know your child's student ID number, School and Grade. This is a requirement for registering your student to the account. If you do not know their Student ID Number (Not their PIN) you can call the school and they will provide it to you.
4. Deposit: Using the Make Payment page, you can now deposit money into any or all of your student's accounts. Money deposited before midnight will typically be posted to the students account by the following morning.