SKYWARD FAMILY ACCESS • DISTRICT 181

FOOD SERVICE INFORMATION
IN SKYWARD AND SCHOOLPAY

https://skywardfamily.d181.org

Accessing Lunch Menus and Depositing Lunch Money
In the "Food Service" section of Skyward, click on "Lunch Calendar" to see the menu. The current account balance is noted in the upper left corner, and the student's purchase history is shown along the right side of the page. You can set a purchase limit by clicking "Set Purchase Limit" in the upper right portion of the page. To add funds to the account, click on "Make a Payment." At the end of this Quick Start Guide is information on using our fee payment system, SchoolPay.

Finding a Student's Five-Digit ID Number

When a student purchases an item through Quest at school and checks out at the register, he/she will be asked to enter his/her five-digit ID number. (This will help the student check-out faster than asking a food service employee to look up the account by last name.) Parents are encouraged to help students memorize the ID number, which can be found on the "Student Info" tab in Skyward, beneath the student's photo.

Please continue reading for directions on using our fee payment system, SchoolPay.

Introducing... SchoolPay®

SchoolPay is the safest and easiest way to electronically pay for school-related fees. Eliminate last minute check-writing hassles and lost cash. SchoolPay allows parents to pay for items across many school departments and school non-profits from a unified checkout.

Registration

Go to schoolpay.com...
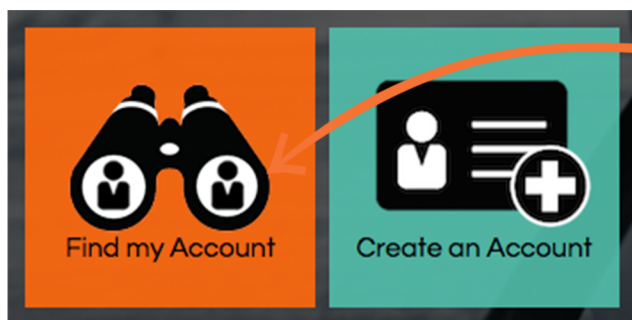
1. Click Find My Account

2. Enter your email address

3. Email In System   - Or -   Email Not in System

A password link will be emailed to you. Click the link, select a new password, and you're all set! Your children will be in your account.

You will be guided through creating an account. You will need:

▶ Student's ID Number

▶ School's Site Name

Important to either scenario: Make sure to check spam folders for auto-response emails coming from support@schoolpay.com. Whitelisting SchoolPay with your email client will also ensure future mailings.

Making Payments

Item Organization

Make payments from the primary navigation menu titled "Payments". Items are first organized by category: School Payments, Food Service, and Parent Groups; then further organized by relevance to each of your children.
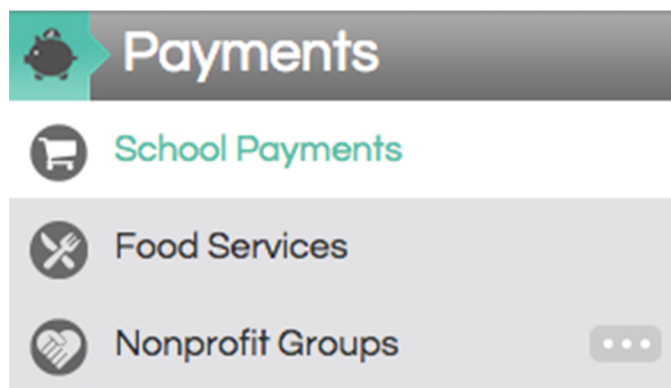

Combining Items

Every item in SchoolPay can be combined into one user checkout session. Simply click the above "add to cart" icon, then return to shopping mode if you have additional items. You may return to your cart any time.

Payment History

Access all payment and purchase history from the main menu bar option titled "History". View history by Transactions, Items Purchased, and Food Service Purchase History directs you back to the Food Service dashboard.

Support

@ support@schoolpay.com

☎ 888.88.MYPAY (69729)

Hours: Monday - Friday 7AM - 7PM Central

Afterhours, weekend, and holiday support by email

Support for specifics about items should go directly to the school department that supports those payments.

Security 🔒

SchoolPay is a Level-1 Payment Service Provider. As such, we are independently audited annually. Your payment information is being managed according to the highest Payment Card Industry Data Security Standards (PCI-DSS).

Food Service Dashboard

Balance: **$30.00** ⊜

Manage Funds

Last Payment
a day ago for **$20.00**

Add Funds Now

Next Payment
When Below: $20.00
Add: **$50.00**

AutoPay / Notifications **on**

Details ⌄

Balance

Balances are usually real-time depending upon your school's integration

One Time Payments [Add Funds Now]

Add To

Corby Adams: $ 0.00

Julie Adams: $ 0.00

Current Balance

$0.45

$5.70

Add funds to any number of students in one location.

AutoPay / Notifications **on**

Details ⌄

If balance is below: 20.00

Send Email	Automatic Payment

$10	$25	$50	$100	Other

Pay From Account: 🔓 •••

Select Payment Method ⌄

Click "Details" to specify an automatic action when your student's balance reaches any threshold. Receive an email notice or authorize an automatic replenishment payment (SmartPay). Payment information must be stored to select SmartPay.

Food Service FAQ's

Balance Transfer & Graduating Student Requests

Check your school's food service department page. Most schools automatically transfer balances from graduated siblings to remaining siblings. Balance transfer requests can typically be made directly with your food service departemnt staff as well.

End of Year Balance

Most schools carry balances over from one year to the next.

Charge Disputes

Charge disputes should be put in writing and sent directly to your food service department staff.

Purchase History

Student Meal	$2.75	Sep 12, 2017
Milk	$0.50	Sep 11, 2017
Milk	$0.50	Sep 10, 2017
Student Meal	$2.75	Sep 07, 2017
Student Meal	$2.75	Sep 05, 2017

View More ▼

Keep current on what your children are eating in the school cafeteria