

# 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.

Family Access

My Account | Email History | Exit

Select Language

Home | Calendar | Gradebook | Attendance | Student Info | **Food Service** | Fee Management | Homeroom | Login History

**Food Service**

Current Account Balance: \$0.00  
Lunch Type: Paid

Today's Lunch Menu: No lunch menu details are available for the current date.

Lunch Calendar

(Elm Elementary School) View Totals | Make a Payment

There are no payment records for this student.

Weekly Purchases For: Mon Aug 14, 2017

Previous Week | Next Week

(Elm Elementary School)

Set Purchase Limit

Week Total: \$0.00  
Key Pad Number: 95667

Item	Price
Sun Aug 13, 2017	No purchases for this date.
Mon Aug 14, 2017	No purchases for this date.
Tue Aug 15, 2017	No purchases for this date.

Family Access

My Account | Email History | Exit

Select Language

Home | Calendar | Gradebook | Attendance | Student Info | **Food Service** | Fee Management | Homeroom | Login History

**Food Service**

Current Account Balance: \$0.00  
Lunch Type: Paid

Today's Lunch Menu: No lunch menu details are available for the current date.

Lunch Calendar

(Elm Elementary School) View Totals | Make a Payment

There are no payment records for this student.

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Previous Week | Next Week

(Elm Elementary School)

Set Purchase Limit

Week Total: \$0.00  
Key Pad Number: 95667

Item	Price
Sun Aug 13, 2017	No purchases for this date.
Mon Aug 14, 2017	No purchases for this date.
Tue Aug 15, 2017	No purchases for this date.
Wed Aug 16, 2017	No purchases for this date.

**Make a Payment**

Henry

Prior Year Balance: \$0.00  
+ YTD Payments: \$0.00  
- YTD Purchases: \$0.00  
= Current Balance: \$0.00

Payment Amount: 75.00

Pay with 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.

The screenshot shows the Skyward Family Access homepage. The left sidebar contains a menu with the following items: Home, Online Forms, Calendar, Attendance, Student Info, Food Service, Fee Management, and Login History. A green arrow points to the 'Student Info' tab. The main content area has a 'Post a message' box at the top. Below it, a blue banner states 'An Online Form is now available to fill out'. Two messages follow, both regarding a 'D181 Device AUP' form due by 09-01-2017 for students Aleena and Imaad. A 'No messages were found.' message is at the bottom. The right sidebar shows 'Upcoming Events' with a calendar view for 'Mon Sep 4, 2017', indicating 'No School - Labor Day' at Monroe Elementary School. The top navigation bar includes 'My Account', 'Email History', 'Exit', and a 'Select Language' dropdown.

The screenshot shows the 'Student Information' page in Skyward Family Access. The left sidebar is the same as the previous screenshot, with 'Student Info' selected. The main content area displays student information for a student at Monroe Elementary School. The information includes: School: @d181students.org, Call: (630) Oak Brook, IL 60523, Grade: 05, Status: Active (Full-time), Homeroom: 204 -, Gender: Female, Age (Birthday): 10 ( /2006), Language: English, Graduation Year: 2025, and a highlighted 'Other ID' field. The right sidebar shows 'Request Changes for' with the school name and principal. The top navigation bar is the same as the previous screenshot.

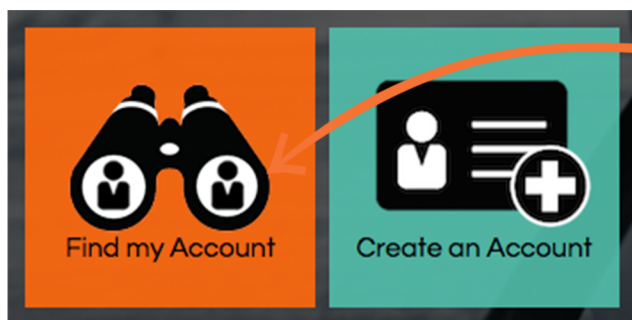
*Please continue reading for directions on using our fee payment system, SchoolPay.*

# 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](http://schoolpay.com)...



1. Click Find My Account

2. Enter your email address

E-mail 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:

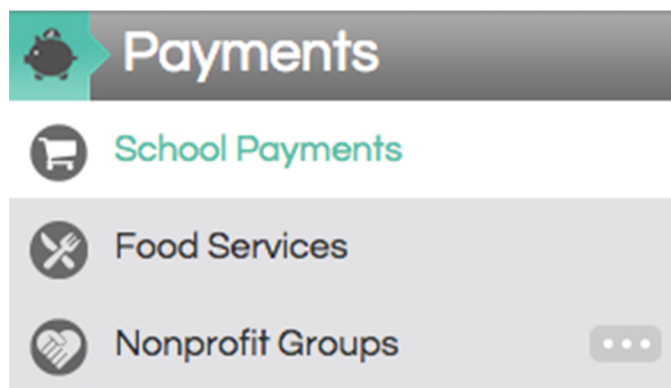
- ▶ Student's ID Number
- ▶ School's Site Name

*\* Important to either scenario: Make sure to check spam folders for auto-response emails coming from [support@schoolpay.com](mailto: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](mailto: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 ☒ [Details](#) 


## Balance

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

## One Time Payments [Add Funds Now](#)

Add To		Current Balance
Corby Adams:	\$ <input type="text" value="0.00"/>	\$0.45
Julie Adams:	\$ <input type="text" value="0.00"/>	\$5.70

Add funds to any number of students in one location.

AutoPay / Notifications ☒ [Details](#) 

If balance is below:

Send Email

Automatic Payment



\$10


\$25

**\$50**

\$100

Other

Pay From Account:  



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 department 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