EZSchoolPay.com

User's Manual for EZSchoolPay Parents
Revision 8 – Aug. 2009

This manual is divided into three chapters:

1. **Sign-up and Login**
   This chapter explains the sign-up procedure in detail. It also provides help for issues such as logging in, activation of account and lost password recovery.

2. **Making Credits**
   This chapter discusses the tasks related to making credits to your student's accounts. It explains linking and unlinking of students, crediting accounts and maintaining your billing information.

3. **Maintenance**
   This chapter provides help for editing your account information, deleting your account, and other maintenance activities.

Note: Please contact your school if you have further questions regarding EZSchoolPay.com.

EZSchoolPay sales and website administration personnel cannot provide tech support. Sorry.

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Chapter 1

Sign-up and Login

Topics:

1. New user sign up
2. Do not have an Activation-Email?
3. Existing user login
4. Forgot your password?
5. Logout

New user registration with EZSchoolPay.com

Step 1:

I.   Go to www.EZSchoolPay.com
II.   Click on the "Click Here" button to begin.

Step 2: **Registration form**

I.   A simple registration form as shown in *Figure 1* will be displayed.
II.   Make sure that you enter a valid E-mail address -- it is necessary to activate your account.
III.   The password needs to be at least 6 characters long (numbers or characters OK).
IV.   Fill in all the details in the form and Click "Submit."

Figure 1

Step 3: **Successful registration**

I.   If you see the page shown in *Figure 2* below, then you have registered successfully.
II. You should receive an activation email at the address you entered while completing your registration.

Figure 2

<u>Step 4</u>: **Activation**

You will need to activate your account in order to start using EZSchoolPay.com. The **Activation E-mail** you receive will contain the detailed instructions to activate your account.

Do not have your activation E-mail?

If you have **lost or deleted** the activation E-mail without activating your account, or if you did not receive it, you can simply **resend** the activation E-mail to your registered E-mail address with EZSchoolPay.com (see "Resending the Activation E-mail" topic below).

<u>If you never received an activation E-mail</u>:

1. Please check that the E-mail address you registered with EZSchoolPay.com is a valid E-mail address and you are able to receive Internet E-mail at this address.
2. If you are using any 'Spam Blocker' program, be sure that it allows you to receive incoming E-mail from EZSchoolPay.com.
3. Some E-mail providers, such as Verizon.net, mistakenly mark EZSchoolPay.com email as "spam", and fail to deliver it to your inbox. If you suspect this, please check with your provider.
4. **Resend** the activation E-mail to yourself.

<u>Resending the Activation E-mail</u>:

1. Go to www.EZSchoolPay.com
2. Enter E-mail address and Password you registered with EZSchoolPay.com
3. Click on "Click to Login" button.

Figure 3

4. If your account is not activated, you will see the page shown in *Figure 4*.
   To receive your activation E-mail, click on the link "Click here"

Figure 4
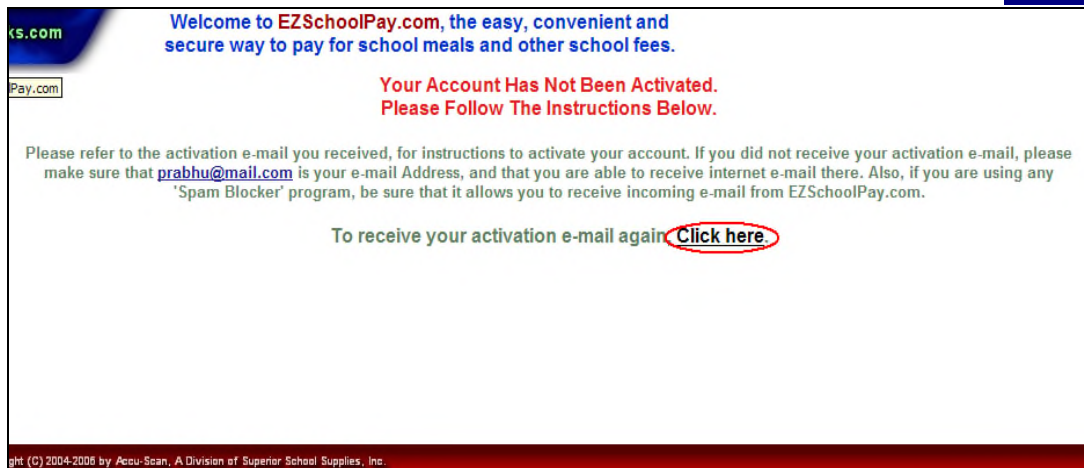
5. The activation E-mail will be sent to your registered address. Please check the E-mail for further instructions regarding activation.

Figure 5
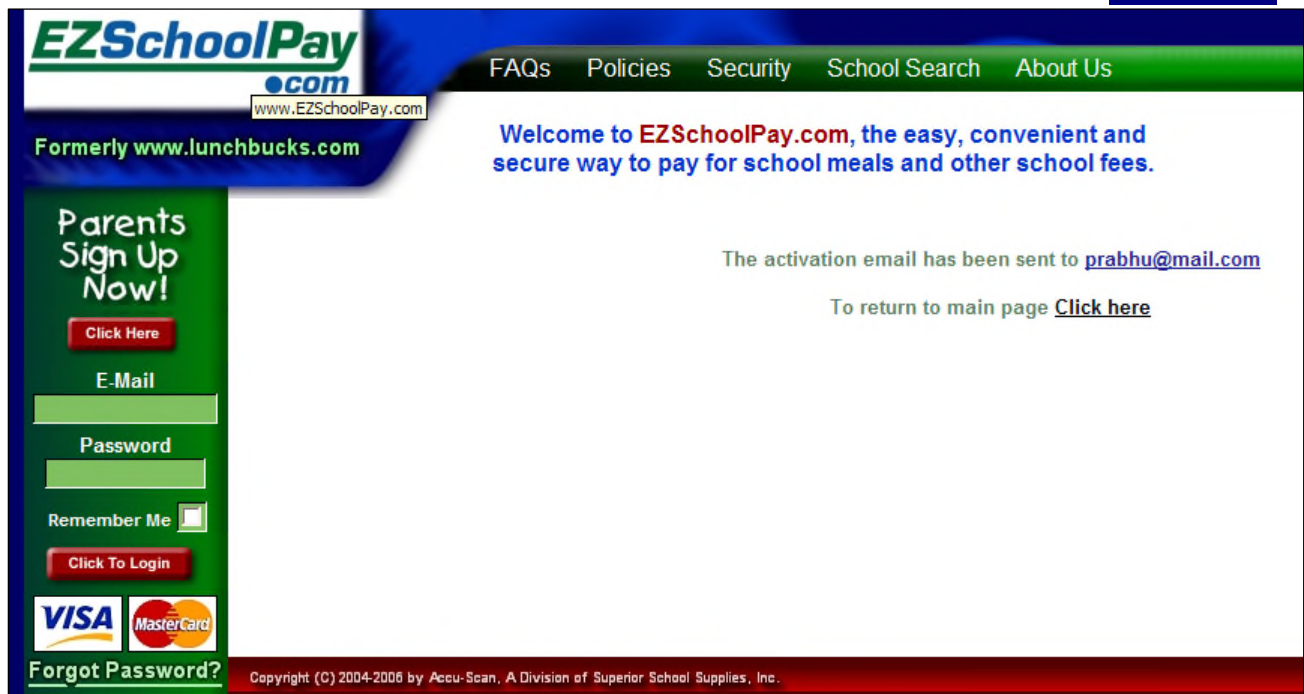
Existing User Login

You can log into EZSchoolPay.com if,

1. You have already registered with EZSchoolPay.com and,
2. You have activated your account successfully using the activation E-mail.

If you forgot your password, you can reset your password and EZSchoolPay.com will send you a new password.

To login:

1. Go to www.EZSchoolPay.com
2. Enter your registered E-mail address and password.
3. Click on the button "Click to Login."

If email and password you entered is valid and your account is activated then you will login successfully into your account with EZSchoolPay.com.

You can use your account to add & remove students, make credits (Chapter 2) and maintain your profile (Chapter 3).

Forgot your password?

You can reset your password and EZSchoolPay.com will E-mail you a new password.

To reset your password:

1. Go to www.EZSchoolPay.com
2. Click on the link "Forgot Password?" shown in *Figure 7*.

Figure 7

3. You will be asked for your E-mail address. Please enter the E-mail address you registered with EZSchoolPay.com and click on the "Submit" button (Figure 8).

Figure 8
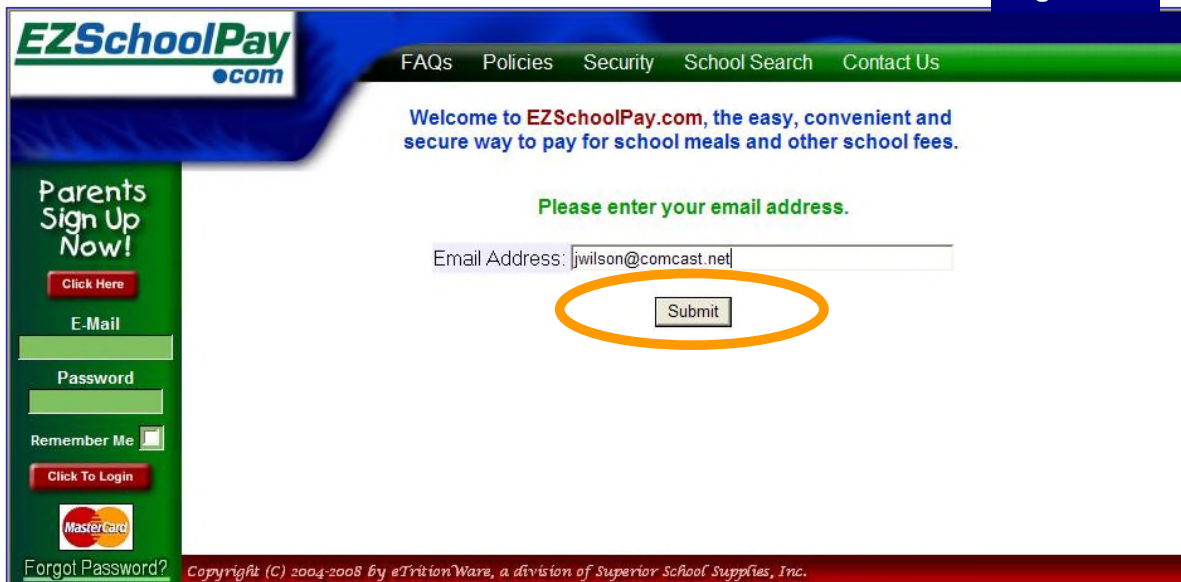
4. You will be asked the "Security Question" you selected while registering with EZSchoolPay.com.
5. Please answer the question in the "Response" box and click "Submit."

Figure 9

6. If your answer matches with the answer you registered with EZSchoolPay.com, your password will be reset and an E-mail will be sent to you with the new password. You'll know this happened if you see the page shown in *Figure 10*.

Figure 10

Logout

Make sure that you **logout** from your account after you are done using the account. This will avoid any unauthorized access to your account.

To logout simply click the "Click to Logout" button as shown in *Figure 11*.

If you do not perform any activity while logged in, you will be automatically logged out from EZSchoolPay after some time for security reasons. To continue working with EZSchoolPay simply login again.

Figure 11
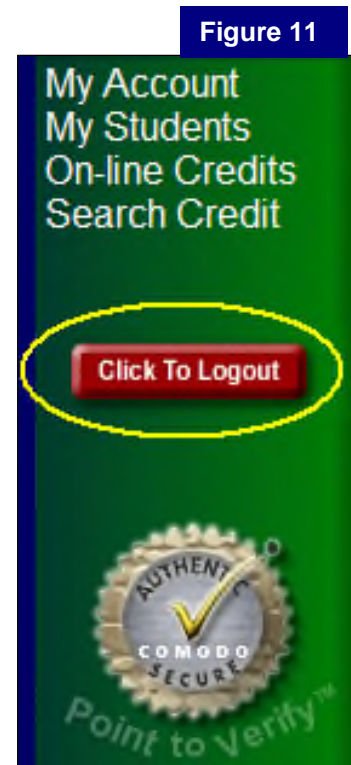
Chapter 2

Managing Students and Making Credits

Topics:

1. Managing Students
2. On-line Credits
3. School Search
4. Credit Search

Managing Students

To add or remove students to your accounts, or to contact schools for any student in your account, just click on "My Students" as shown in *Figure 12*.

Figure 12
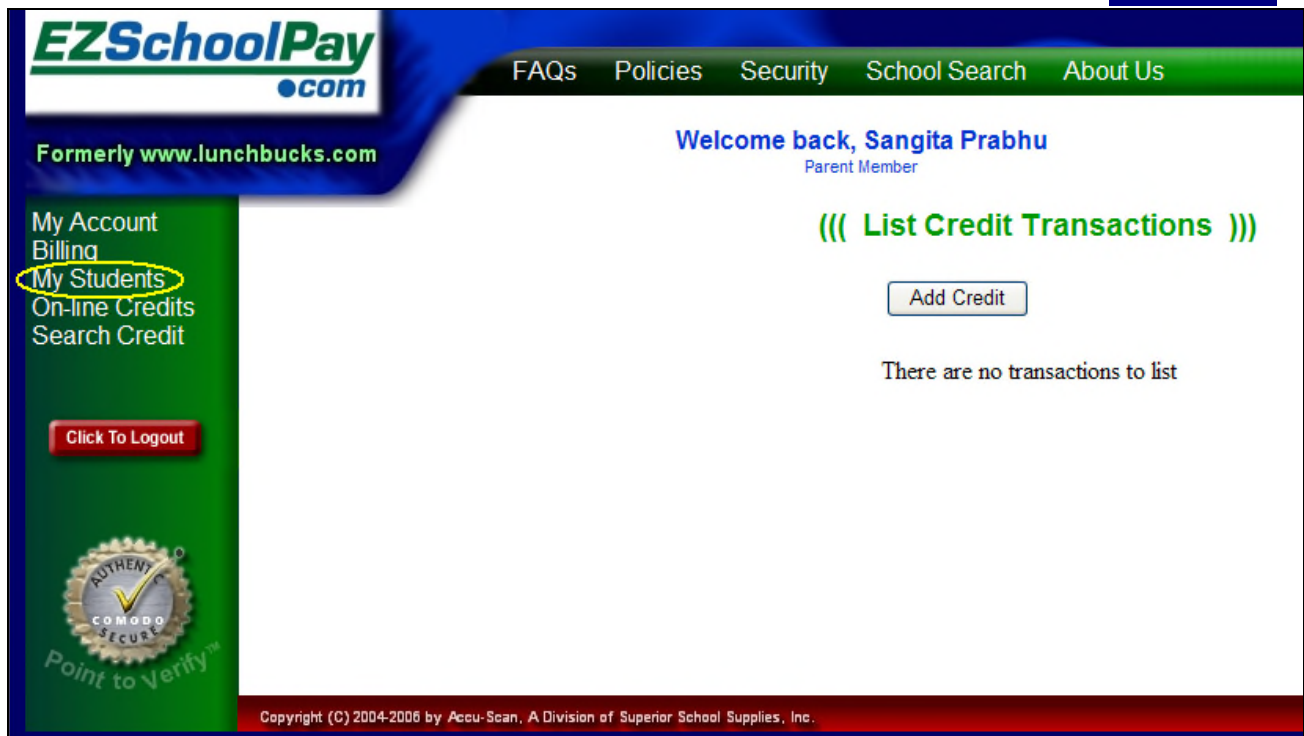
If any students are currently attached to your account, they will be displayed, grouped together by school.

You can **add new students** to your account by entering **Student Number**, **Student Last Name,** and **School Zip Code,** and then clicking the "Submit" button, as shown in *Figure 13*.

Please contact your student's school for the student number. An easy link to your student's school contact person is available by clicking the "Contact School" link beside the school name.

To **remove existing students** from your account, just click on "Remove" beside the name of the student you wish to remove.

Figure 13

Mike Snyder Test School (Contact School)

Student Name		Meal Account Balance
Acosta, Bill	Remove	$371.00

Sangita's Test School (Contact School)

Student Name		Breakfast	Lunch
Jenkins, Laura	Remove	$65.00	$325.00

To add a student to your list, please enter the Student Number, Student Last Name, and then either enter the School Zip Code **or** Pick Your School.

Student Number: [   ]
Student Last Name: [   ]
School Zip Code: [   ] -- OR -- **Pick School**
[Submit]

If you do not know the zip code of your school, click on **Pick School** to select your school. You will be asked to select your state to begin with. You can either click on the appropriate state in the map or select your state from the drop-down list and press the "Go" button to continue (see *Figure 14*).

Figure 14

http://test.ezschoolpay.com/schoolselection.php?usr=Demo_FfMtwxU8XdM - Microsoft I...

Please Click on a State to select the School districts

OR
Select a state from the following list and click "GO"

[MS] [GO]

Once the state is chosen, you will be asked to choose your school district.

KANSAS

Please select any one district to view the schools.

Please Select One...
Please Select One...
Forest Valley Unified School District
Two Rivers Public Schools
Wild Prairie School District

After the district is selected, you will need to select your school.

KANSAS: Two Rivers Public Schools

Please select a school from the list

Adams Elementary

Submit   Back

Once you click "Submit" after selecting the school, the zip code will be filled in for the selected school. To add the student to your account, simply click on "Submit" after you enter Student Number and Student last name.

You can view contact information for your student's school or send an E-mail to a school just by clicking "Contact School" beside the school name.

A new window will appear with the contact information of the school. You can either call the school at the number given or use the form to send an E-mail to the school.

To send an E-mail to the school, type in your name, telephone number, E-mail address, and a brief message in appropriate text boxes. Conclude by clicking the "Submit" button.

Please make sure that your contact information is correct -- the school will try to contact you using this information.

Online Credits

To begin an online credit, click "Online Credits" in the left side menu (*Figure 18*). If you have made any prior transactions, those will be displayed here.

Figure 18
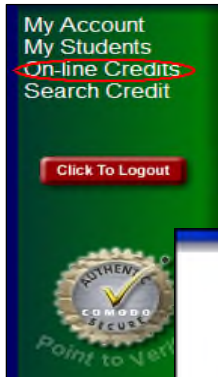
To make a new transaction, just click on "Add Credit" shown in *Figure 19*.

All of the active students linked to your account will be displayed here (*Figure 20*).

My Account
My Students
On-line Credits
Search Credit

Click To Logout

Figure 19

(((List Credit Transactions)))

Add Credit

Credit Detail	Date/Time	Student	Payment/Comment	Status
$70.00 Approved Trx#: 1249327775	08/03/2009 02:29:35 PM	Giblin, Tim	Band Camp Fee -- $60.00 Sept 7th	Completed
		Owens, Ryan	Meal Account Credit $10.00	Available
$20.00 Approved Trx#: 1249316667	08/03/2009 11:24:27 AM	Jenkins, Melissa	Meal Account Credit -- $20.00	Available
$30.00 Approved Trx#: 1248964164	07/30/2009 09:29:24 AM	Mcgraw, Alexis	Meal Account Credit $30.00	Available

Figure 20

(((List Credit Selections)))

District: Super Good School District

Jenkins, Melissa	486	Blissful Valley Middle School
Giblin, Tim	317	Blissful Valley Middle School
Owens, Ryan	759	Blissful Valley Middle School

Proceed   Cancel

Simply click on "Proceed" to begin your payment(s).

All of the students linked to your account will be displayed here (see *Figure 21*). You can make a credit to some or all of them at the same time. If your child's school has set up any "Special

Payments" you will see them listed here (for instance, Enrollment, Dance Class Fees, Back-To-School Portraits, Locker Fee, etc). Leave blank any fee you don't wish to pay as part of this transaction, or which doesn't pertain to the listed student(s).

If the schools have provided extra information about a payment (comments or special instructions), the payment name will be marked with a "*" to indicate a footnote. The corresponding information will be displayed at the bottom of the screen.

For all fees except "Meal Account", a text box to enter "Notes/Comments" will be displayed. The comment you enter here will be sent to your child's school, along with the payment. This is useful, for instance, if the school has requested additional information about your payment. (Note: no comment can be entered for "Meal Account" credits, simply because these amounts are imported directly and automatically into your school's meal accounting program.)

To provide a credit, simply enter the desired amounts in the boxes beside each applicable payment name. Then, click "Next" to continue.

To cancel the transaction instead, click "Cancel" to return to the Transactions List page.

Figure 21

IMPORTANT: "Special Payments" (anything other than "Meal Account" credits) are displayed only if your child's school has set up any such payment with EZSchoolPay.com. Otherwise, you will just see options to enter Meal Account credits for each student. Check with your school if you would like the ability to pay for other school fees online.

At this stage you will have the opportunity to review the details of the transaction, as seen in *Figure 22*. This page shows the amount and type of each credit, along with the convenience fee assessed by your school or school district. If you wish to change anything you may do so by clicking on the "Edit" button. Otherwise click the "Next" button to continue the transaction.

Figure 22
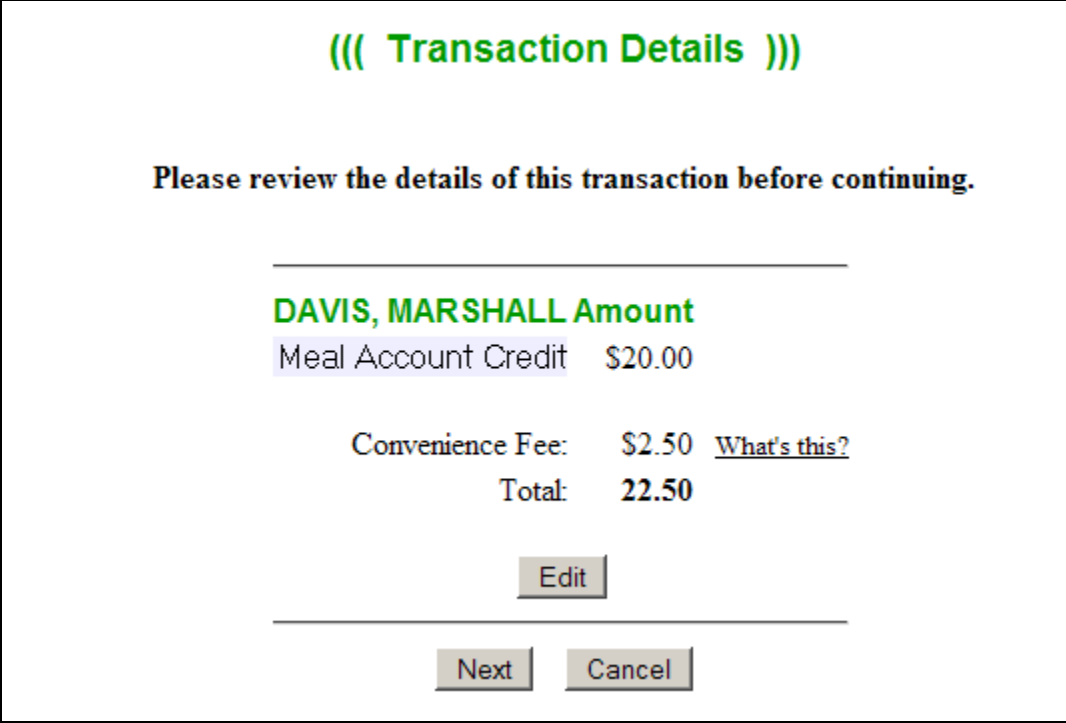
If you wish to cancel this transaction, you can do so by clicking on "Cancel". You will be prompted for a confirmation to cancel the transaction (*Figure 23*). Click "OK" if you wish to cancel the transaction.
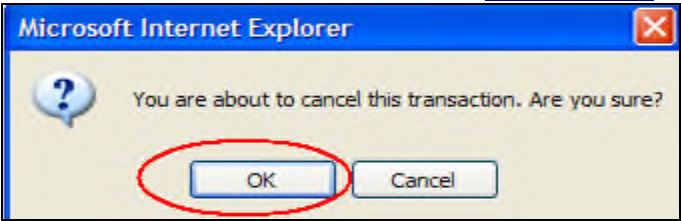
Figure 23

If you clicked "Next" on the Transaction Details page, you will see a new page as illustrated by *Figure 24*. This page alerts you that you will be re-directed to one of our partner sites for the completion of your transaction. Our partners, *Moneris* and *First Data*, maintain the secure payment pages which will protect your credit card information. Click the "Continue" button to proceed to the secure payment page.

Figure 24

(((Credit Card Processing)))

For maximum protection of your credit card information, you will now be re-directed to **Moneris®** for the completion of your transaction. Please be sure not to use your browser's BACK button during this process.

This page is maintained by our partner, Moneris®, a wordwide leader in credit card processing.

Thanks for using *EZSchoolPay.com*!

Continue with Moneris®

If you clicked to "Continue" you will see the payment page. The appearance of the payment page will depend upon the payment partner chosen by your school or school district. The example below in *Figure 25* is for *Moneris*. The payment page for *First Data* will vary slightly but will offer the same ability to enter name, billing information, and credit card details.

Figure 25

(((Credit Card Processing)))

Please complete all fields marked by an asterisk (*) and click Process Transaction.

Cardholder Details

Please enter the following address exactly as it appears on your credit card statement.

*Street Number:

Street Name: ☐ PO Box

*Zip/Postal Code:

*To enter a PO box leave the 'Street Number' field blank and enter the PO box in the 'Street Name' field.

Payment Details

Transaction Amount: $22.50 (USD)   VISA MasterCard

Order Id: 1249996150

Please complete the following details exactly as they appear on your credit card.

Do not put spaces or hyphens in the credit card number.

*Cardholder Name:

*Credit Card Number:

*Expiration Date: 01 ▼ / 2009 ▼

*Card Security Code: ?

Click "Process Transaction" to charge your credit card. Only click the button once. Using the "Back","Refresh" or "Cancel" button after you press the "Process Transaction" button will not stop the transaction from being processed and may result in a double charge.

Process Transaction   Cancel Transaction

Page 17

NOTE: Due to security guidelines EZSchoolPay.com cannot save your financial information for future transactions. This is in keeping with the security requirements of PCI (Payment Card Industry) Compliance. This means you will have to enter your credit card information every time you pay using EZSchoolPay.com.
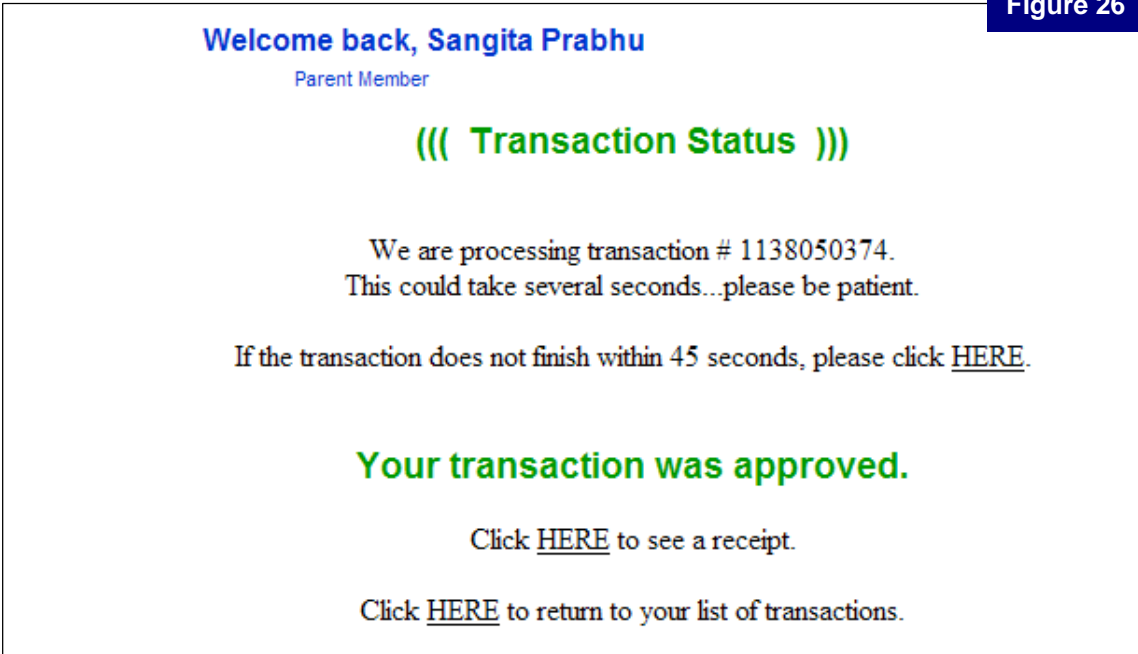
After confirming the details of your transaction, the billing information, and credit card details, click the "Process Transaction" button to complete the transaction.

After transaction is processed, the results will be displayed.

Status of the transaction will either be *Approved* or *Not Approved. Figure 26* illustrates the results of an Approved transaction.

Please note:

1) Transaction Processing may take few seconds – be patient.

2) If your transaction is Not Approved, it may be that you have entered some information incorrectly. If you are certain that you have entered all information correctly and the transaction is Not Approved, you should contact your bank or card issuer.

Figure 26

Welcome back, Sangita Prabhu
Parent Member

(((Transaction Status)))

We are processing transaction # 1138050374.
This could take several seconds...please be patient.

If the transaction does not finish within 45 seconds, please click HERE.

Your transaction was approved.

Click HERE to see a receipt.

Click HERE to return to your list of transactions.

If your transaction was approved then you have successfully credited your student's account. Depending on your school's cafeteria software, the credit may be automatically added to your student's meal account balance the next time a synchronization occurs (typically within 15 minutes if the cafeteria computer is on). Remember, though, each school may opt to receive credits on differing schedules. Credits made during the night or on weekends or holidays may not appear in your child's meal account right away, if the school has shut down their EZSchoolPay processing.

You can either click to see a receipt for your transaction or can click to return back to "Transactions List" page. If you choose to see a receipt, this is how it will appear:

Trx#: 1249327775

Approved

Card Number: ***********1111	Date: 08/03/2009
Payment Type: **Visa**	Time: **02:29:35**
Billing Name: **Tom Johansen**	

Account Number	Student Name	Amount	Status*
317	**Giblin, Tim**	$60.00	**Completed**

School: Blissful Valley Middle School *Payment:* Band Camp Fee
Comment: Sept 7th

759	**Owens, Ryan**	$10.00	**Available**

School: Blissful Valley Middle School *Payment:* Meal Account Credit

	Convenience Fee:	$2.00	What's this?
	Total:	$72.00	

* **Status** indicates whether this credit has been received by the school and is available for use.
Pending - Approved, but not yet sent to the school.   **Received** - Sent to the school, but not yet available.
Available - Money is available to use. **Completed** - School has been notified about this "Non-Meal" credit.

Print receipt   Close window

Click on "Print receipt" to print a paper copy of your receipt. Click on "Close Window" to close this receipt.

If you click to return to the list of transactions, you will be taken to the "Transactions List" page, which displays all your transactions (*Figure 28*).

Figure 28

To view the details of the transaction simply click on the transaction number (TRX #) link.

School Search

To search for a school's contact information click on "School Search" from the top menu selection.
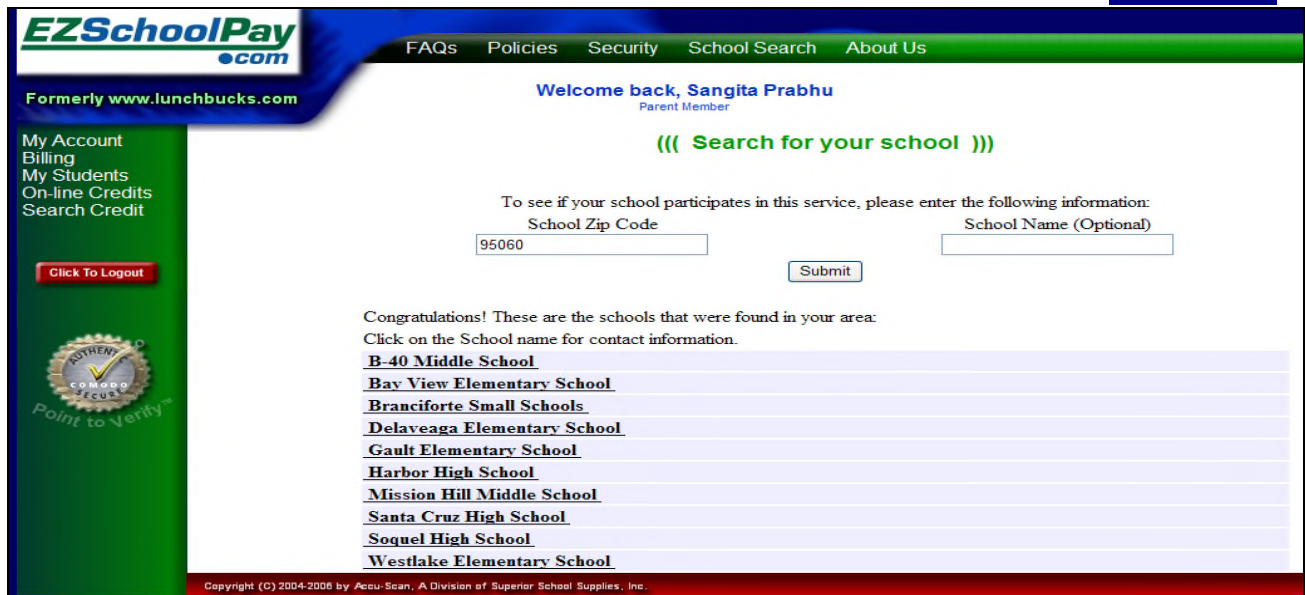
Figure 29

You will be asked for School Zip code and School name. School name is optional. If you do not enter a school name, you will see all the schools with the specified zip code. Click "Submit" to complete the search.

All the schools in the specified zip code will be displayed. If you specified the name of the school, then only schools matching that search will be shown.

Click on the school name to view its contact information. Note: You can also view a school's contact information using the link that appears above the names of students already linked to your account, on the "List Students" screen.

Credit Search

To search for a past credit transaction, click on "Search Credit" (*Figure 31*).

You will be asked to enter your transaction number. (You can always view all your transactions by clicking on "Online Credits"). Enter the transaction number to locate, and click the "Search" button as shown in *Figure 32*.

Figure 32

(((Search for Credit Transaction)))

Trx#: 1248376605   Search

The transaction will be displayed with the summary as shown in *Figure 33*. You can click on the transaction number (TRX #) to see the receipt.

Figure 33

(((Search for Credit Transaction)))

Credit Detail	Date/Time	Student	Payment/Comment	Status
$0.50 Approved Trx#: 1248376605	07/23/2009 02:16:45 PM	DAVIS, MARSHALL	Meal Account Credit -- $0.50	Available

Trx#: 1248376605   Search

* "Status" indicates whether this credit card transaction was authorized successfully
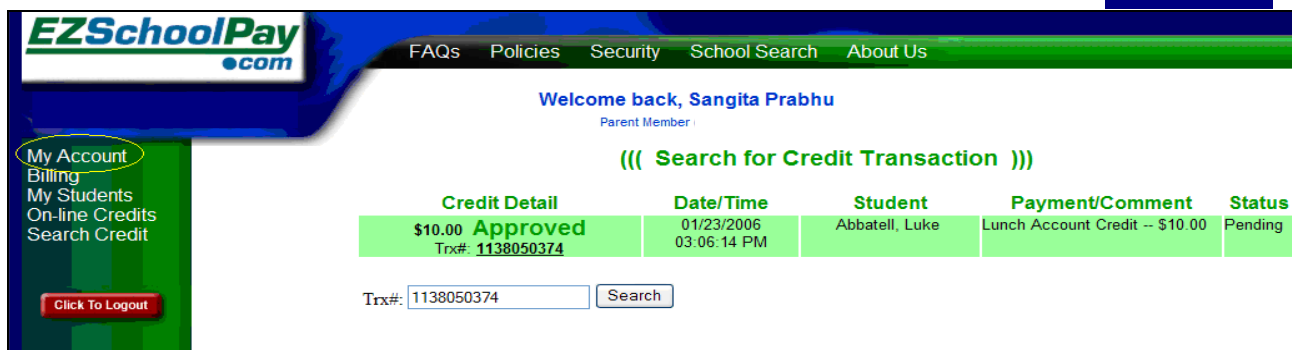
Chapter 3

Maintenance

Topics:

1. View or edit your account profile
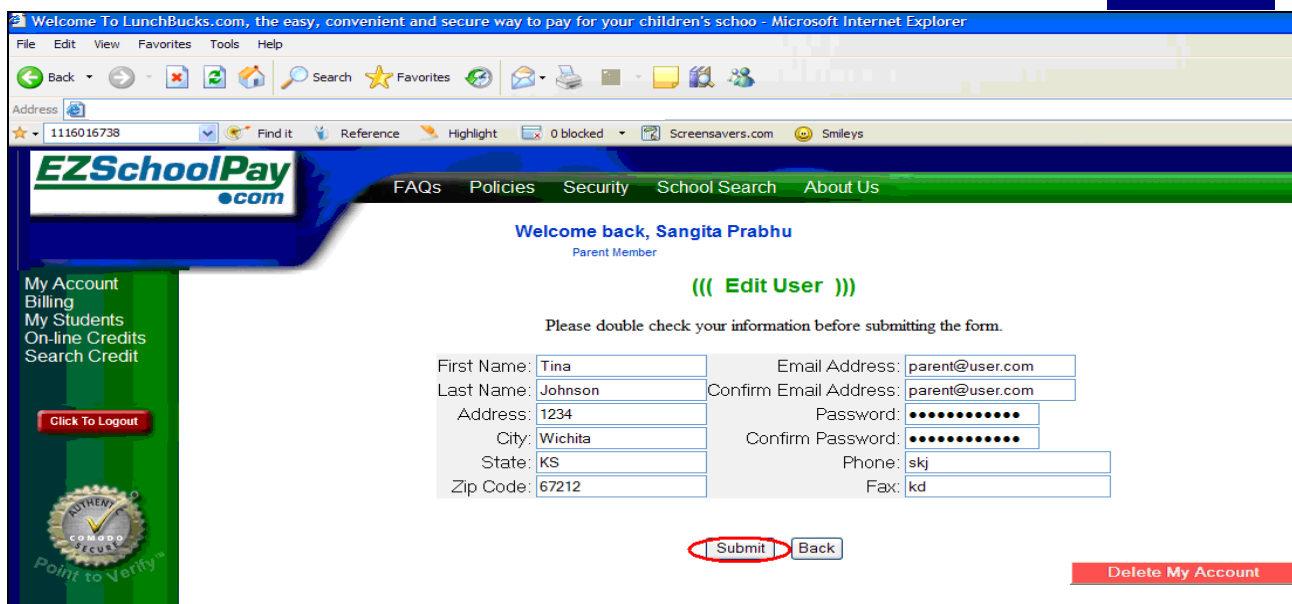2. Delete your account

View or edit your account profile

1. Go to www.EZSchoolPay.com
2. Enter your E-mail and password and click " Click to Login" (For more information on login refer chapter 1)
3. Once you login successfully, Click on "My Account" to view your profile.

Figure 34

You can edit your information and then click "Submit" to confirm the changes.
If you do not wish to edit anything, simply click "Back." (See *Figure 35*).

Figure 35

Delete your Account

You can delete your account simply by clicking on the "Delete My Account" button available in the lower right corner of your account edit screen (shown in *Figure 35*). You will be asked for a confirmation before deleting the account. If you do not wish to delete the account, click "No". If you are sure to delete the account then click "Yes".

Figure 36

If you click "YES" your account will be permanently deleted from EZSchoolPay.com along with all your information, transactions and linked students. You will have to register again in order to use the service. Note that any pending credits will still be processed.