

# **EZSchoolPay** Common Parent Issues **.com**

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## **Parent Can't Link to Student**

To link to a student in EZSchoolPay, a parent must know **1)** student ID number **2)** student last name **3)** zip code of the school. Sometimes the parent will attempt to use the zip code of their residence which is different than the school zip code. The result is they are unable to link their student.

Although rare, at times the spelling of the student's last name in the meal accounting system is incorrect. Sometimes a simple space preceding the last name of the student in the database can be the culprit. Check the name of the student in the meal accounting system for spaces or other unintended punctuation marks. Suppose in your meal accounting system you may have a student with the last name "Robertson III". When the parent searches for "Robertson" it will not match and they will be unable to link to their student.

## **Parent Account Not Validated**

After completing the initial registration, parents must validate their account. This is done simply by clicking a link in an email that is sent to them. If the parent does not click this link their account will not be validated and they will be unable to log in to EZSchoolPay.com.

On occasion the parent may not receive the email with the validation link. This may be because their email service provider has either blocked the message or directed it to a "spam" or "junk" folder.

A District or School User on EZSchoolPay.com may use the "Search Parent" feature to locate the parent by searching for the parent's email address. Once located, the user may simply click the "Validate" checkbox and save the change. The parent should then be able to log in.

## **Forgot Password**

It's a fact of life that parents sometimes forget the password they created. They can use the "Forgot Password" feature found on EZSchoolPay.com. When the parent created their account they were prompted for the answer to a security (mother's maiden name, pet's name, etc.). When using the "Forgot Password" feature the parent enters their email address and the answer to the security question. They will then be emailed a new password. This will allow them the parent to log in once again. At this point they can reset the password to something of their choosing.

If the parent is unsuccessful using this feature, a District or School user may reset the password for a parent. You will be unable to view the current password (it is encrypted) but you may change it to something new.

## **Transaction History Not Available**

If a parent clicks the "View Transactions" next to the name of their student and is unable to see anything, there are three possible reasons. It could be that this feature has not been enabled for your school or district. Call Tom Johansen at 877-387-4846 x315 to check.

Another possibility is that there is no recent history in the meal accounting system for the student (check Meal Tracker or eTrition for the student to be sure).

Finally and most likely is that the parent has just registered and linked to their student. They will need to allow a full business day to elapse before they will begin seeing transaction history. Then they will see only a day or

two. Each day more history will be added until they can view up to either 10 or 30 days (depending upon if your school or district is accepting payments or not).

### Low-Balance Email Not Received

EZSchoolPay.com has a feature which allows parents to set up a low-balance email reminder. The parent determines the low-balance level for their student's meal balance ("My Account" option for parents in EZSchoolPay.com).

Please note that this feature is only available to schools or districts with an active merchant account and who receive online payments.

If a parent reports that they are not receiving low-balance email alerts, there are some things you should know. It is possible that the email message was sent but was either blocked by the email service provider or sent to the "spam" or "junk" folder – have them check these folders. The parent may want to add a rule to their email system to accept emails from @ezschoolpay.com.

Another possibility is that the parent doesn't understand how this feature works. It is designed to send an email when a transaction causes the meal balance to fall below the designated level. Only one email is sent; it is not sent repeatedly. To receive another email alert, the balance must rise above the reminder level and then fall again below. It is the act of falling below the reminder level that triggers the email.

Suppose a student has a \$3.00 meal balance. If a parent changes the low-balance level to \$5.00 they will not receive an email because the low-balance level was set *after* the balance became \$3.00. When the parent makes a payment which results in a balance above \$5.00 they could expect to receive a low-balance email the next time the balance falls below \$5.00.

### "My Student is in the Wrong School"

The student data that is shown in EZSchoolPay.com simply reflects what is in the meal accounting system (Lunch Express, Meal Tracker, eTritition). If a student is displayed in the wrong school it must be corrected in the meal accounting system, either by a manual adjustment or by a new student data import.

**PLEASE NOTE:**

EZSchoolPay.com does not have the resources to receive phone calls directly from parents. Additional help for parents is available on the Parent User Manual found on the parent registration page ("parents sign up now").

Help is available to School or District users. You may enter a support ticket by calling 877-ETRITION (387-4846) or sending a message to [support@harriscomputer.com](mailto:support@harriscomputer.com)