

My School Account FAQ's

Who actually maintains my student's lunch account?

Each school district using our system is responsible for maintaining their student lunch accounts and all the funds associated with the accounts. They are the only ones that can create, modify or remove a student lunch account from the database. When the school makes changes to your student's lunch account, the information is automatically transmitted to myschoolaccount.com and we display the information on the website for the parent.

What should I do if I see a discrepancy in my student's lunch account activity?

Since your local school district is responsible for maintaining the student lunch accounts, you should contact the Food Service Department at your local school, and let them know what you found. Normally, they can correct any discrepancies in a student's lunch account. Myschoolaccount.com is a valuable tool for the parent to keep track of student purchases and locate any purchases that seem out of the ordinary.

How can I see lunch account activity older than 30 days?

Myschoolaccount.com maintains a record of your student's lunch account activity for only the past 30 days. To obtain a more detailed history of the account, you would need to contact the Food Service Department at your local school. They can provide you with a detailed statement of account for any time period you request.

Where does the money go when I make an on-line payment?

The money is electronically transmitted to your local school district. Myschoolaccount.com provides the web portal that allows parents to make payments into the lunch accounts at your child's school.

What happens to the money in my child's lunch account at the end of the school year?

If you choose to let the money in the account, it will simply roll over to the next school year. If you would like a refund for the left over funds, you would need to contact the Food Service Department at your local school and request a refund.

Can I make payments directly to the school?

Yes, most school districts using our system do accept cash or a check at the school. Each school district has their own policy for accepting payments in cash. On-line payments are the most secure way to send money to the school, because each payment creates a transaction that is easily traceable.

Can I be notified when my student's lunch account balance to low?

Yes, you can set up the Low Balance Notification option under the Student menu on the main screen. The low balance notification emails are sent out each night when we receive the lunch account balances from your local school. If your student's balance drops below the minimum you have set, you will be sent an email. Low Balance Notifications are only sent out when there is sales activity at your local school, so you will not get emails on weekends or holidays.

What is ACH debit? I don't like giving out my account numbers.

ACH debit is an industry term for an "E-Check", a check without the paper. The funds are transferred from your bank account to the school's bank account exactly the same way as if you had written them a check. Actually, ACH is much more secure than using a credit card because the process is done through the Federal Reserve Banking System. And your information is encrypted using the latest encryption standards. ACH debits can only be initiated by the owner of the parent account; we never debit a parent's account without a specific request from the parent. And, unless you check the box "Save my account information" we do not save your account numbers.

Why can't I use a credit card?

Each school district using our system is given the choice of what options are offered to the parents of their district. Some school districts have decided not to accept credit cards for on-line payments to the student lunch accounts. If your school district does accept credit cards, the option will be available on the Lunch Account Deposit menu. You may want to contact the Food Service Department at your local school for more information on using credit cards.

How long does it take for my payment to post on my student's lunch account?

The cut-off time for on-line payments is midnight (EST) each night. Payment made before midnight (EST), will post to the student lunch accounts the same night and be available to the student in the morning. Payments made after midnight (EST), will not post until the following night. There are occasions when payments do not post to the local school over night. This could be caused by equipment problems at the school, internet outage in a certain part of the country or a problem on one of our servers. The technical staff at myschoolaccount.com closely monitors the network traffic between our system and your local school. Any time there is a problem, we try to have it resolved within 24 hours so there is a minimal delay in posting the payments.

If you have other questions or problems with the system you may contact us at: support@myschoolaccount.com