

MyPaymentsPlus Frequently Asked Questions

Q: What is MyPaymentsPlus?

A: MyPaymentsPlus is part of Cold Spring Harbor's new automated food service program. You can use MyPaymentsPlus to pre-pay for meals and a la carte items for your student over the Internet or telephone, with a credit card. You can get reminders when balances are low, see what your student purchased, and more.

Q: Is anyone at Cold Spring Harbor Schools currently using the program?

A: Every year over half the student body uses MyPaymentsPlus.

Q: Is MyPaymentsPlus available at all schools?

A: Yes.

Q: I haven't tried the MyPaymentsPlus system, how do I do it?

A: Simply call 1-877-237-0946 or log onto www.MyPaymentsPlus.com (you must know your child's PIN# to sign up). You can start with a payment of just \$20.00.

Q: Where do I get my student's ID number (PIN)?

A: You can find your student's five-digit ID number (PIN) on his/her schedule, progress report, report card or transcript. Alternatively, a student's ID can be obtained by contacting the school and asking for the student's ID.

Q: There is no limit to how much money you can add to your students' account, but there is a 4.29% charge from MyPaymentsPlus for this service. Are there any alternatives?

A: MyPaymentsPlus is completely optional. You can still use cash; your student will need to know their PIN number. You may also pay for lunch items by sending a check to the school for any amount, and there are no fees associated with this method of payment. Your child can bring the check to school, or it may be mailed to Gerri Tiger, Director of Food Services, care of Cold Spring Harbor Jr/Sr High School, 82 Turkey Lane, Cold Spring Harbor, NY 11724. Please make the check out to "The School Lunch Program".

Q: What happens to the money in my account at the end of the year?

A: It rolls over to the next year. If you are a senior, you will be reimbursed, or the funds could be transferred to a sibling.

Q: Can I set up an account to only pay for lunch, NO snacks?

A: YES! You may also set up an account for snacks only, and even limit the amount allowed.

Q: If my child has allergies, can the system alert the cashier?

A: Yes. Please contact our Food Service department with this information at 631-367-6970 or e-mail Ms. Tiger at gtiger@csh.k12.ny.us.

Q: Is there any way to block certain food purchases?

A: Yes. Please contact our Food Service department with your request at 631-367-6970 or e-mail Ms. Tiger at gtiger@csh.k12.ny.us.

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Q: If the money runs out, will I be notified?

A: Your child will be informed when their balance is low. MyPaymentsPlus also provides the capability to set individual low balance limit amounts for each of your student accounts. If the balance of any account goes below the limit, MyPaymentsPlus will send you an email. You can also view your balances online.

Q: Can I look on the web site to see if my child is buying lunch or just snacks?

A: Yes. To view recent purchases, simply login to MyPaymentsPlus and click the "view purchase history" button to view your student's purchases.

Q: How secure is my on-line or telephone transaction?

A: Highest...128 bit encryption...with SSL/ secure socket layer. MyPaymentsPlus was recently certified by VISA for its CISP/Cardholder Information Security program. This certification is VISA's highest security protocol.

Q: I can't seem to access the site with my Mac. What can I do?

A: Please contact MyPaymentsPlus Customer Support via e-mail at support@MyPaymentsPlus.com or via telephone at 1-877-237-0946.

Q: Why does MyPaymentsPlus ask for the student's last name during registration?

A: Many of the student IDs are long and it's very easy to enter the wrong student ID. By asking for the student's last name, our system is able to match the student's ID with their last name.

Q: Why have I not received my confirmation e-mail?

A: The most common reason for not receiving your confirmation email is that of a typographical error. Most email addresses are long and not intuitive to type, resulting in possible errors.

Another reason could be that your Internet Service Provider has mistakenly blocked the confirmation email, confusing it with spam mail.

If you have not received your confirmation e-mail, please contact Customer Support via e-mail at support@MyPaymentsPlus.com or via telephone at 1-877-237-0946.

Q: What do I do if the system says that my username or password is invalid?

A: Please e-mail Customer Support at support@MyPaymentsPlus.com or call 1-877-237-0946 and provide the e-mail address you registered with, student name, student ID number, school name and District name and we will help you resolve this issue.

Q: I received an invalid student ID message, what do I do?

A: Please e-mail Customer Support at support@MyPaymentsPlus.com or call 1-877-237-0946 and provide the e-mail address you registered with, student name, student ID number, school name and District name and we will help you resolve this issue.

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Q: I know my username, but I forgot my password. How can I get my password?

A: You can click the "Forgot your Username or Password?" link in the MyPaymentsPlus Sign In box to open the reminder form. If you know your username, enter it into the "Your Username" field and choose to have a new password e-mailed to your registered e-mail address or your current password hint displayed. If you are still unsuccessful at getting a password using this method, then please e-mail Customer Support at support@MyPaymentsPlus.com or call 1-877-237-0946 and we will help you resolve this issue.

Q: I forgot my username and password. How can I get this information?

A: If you know the e-mail address you used when registering with MyPaymentsPlus, then you can click the "Forgot your Username or Password?" link in the MyPaymentsPlus Sign In box to open the reminder form. Enter your registered e-mail address into the "Your E-mail Address" field and click the "E-mail my username to me" button. If you are still unsuccessful at getting your user sign in information using this method, then please e-mail Customer Support at support@MyPaymentsPlus.com or call 1-877-237-0946 and we will help you resolve this issue.

Q: How long after I make my payment will the money be available in my account(s)?

A: Payments made by 12:00 midnight CST will be available for your child's lunch the next day. Occasionally, external factors may affect this process and could delay when the funds are received by the school.

Q: Can I make payments to multiple children's accounts with one payment?

A: Yes.

Q: When are my payments reflected in the balances?

A: The MyPaymentsPlus balances displayed may be two to three days behind your child's actual school lunch room balance. Payments made before midnight are available for your child's use to purchase meals at their school cafeteria the following day. The "balance as of date" displayed in the manage accounts section of the web site indicates the date that MyPaymentsPlus received an update from your school's district office.

Q: How do I add additional students at a later date?

A: Students can be added or removed using the Manage Students menu item in the Account Manager section of the site.

Q: I am a registered MyPaymentsPlus user, and I have students in my managed students list that are in different school districts. How do I view the Account Summary for these students?

A: The Account Summary is shown for a specific school district. The students in your managed student list that are part of the selected school district will be displayed in the Account Summary when you select the View Account Summary menu option. To view the Account Summary for another school district, select the school district using the District select box under the menu. Selecting a new school district will change the view to your students in the selected district.