

****To check account balances or pay online****

(There may be a short delay with the availability of this program)



Current EZpay Users: Tips to Use EZpay

1. Go to your district website and use the logo/link to open EZpay
2. Enter a pass word and an email address (write it down in a safe place)
3. Complete registration page (current information, please)
4. Enter student ID number and last name (different last names are OK. ID numbers can be obtained at your district.)
5. Click "Add Student to List"
6. Click "Submit changes"
7. This will take you back to the Log In page to use your password.

FAQ'S:

Can I change my account information?

Yes, go to the tab on the right side in the payment center called My Account. Changes to your password, email and add and remove students can be done there.

Will I be able to transfer money from one child's account to another child's account? How can parents set spending limits per child?

You will need to contact Patty Morris at 419-759-2331 or by email at morrisp@hn.k12.oh.us.

What type of credit or debit card can be used?

Your district determines the credit card types. These are listed when you are ready to check out. Typically, districts use VISA, MC (credit and debit) and Discover.

Will I get notice about a Low Lunch Balance?

Yes, when any member of your family gets below \$15.00 you will get an email. Please be sure you do not have a SPAM blocker on for SPS EZpay. At any time you can opt out of receiving these emails.

What Browser should I use?

EZpay easily works with Microsoft Internet Explorer, Mozilla Firefox and Netscape.

Am I still able to pay by check and cash?

Absolutely, just as you have done in the past. Students will be able bring checks or cash to the cafeteria in the morning before school to put on their account or pay in the lunch line during lunch.

If I have questions whom do I contact?

You can contact EZpay about payment information or balance inquiry at 866-693-9729 or by email at info@spsezpay.com. Customer support is available M-F, 8-5PM eastern time.

How do I make a payment?

It's easy to make payments on our website. If this is your first time you are making a payment, just follow these three easy steps:

- 1. Add the item you want to your payment basket.*
- 2. Return to the payment center to add more children's payments to your basket.*
- 3. Click on the shopping basket to complete the checkout process.*

You will be asked for your e-mail address and a password to register yourself as a customer. Then, the next time you pay through us, we will have your information already stored, and you won't need to input it again. We never store credit card information so you will be asked to reenter this each time. The SPS EZpay website requires that cookies be enabled for credit card processing. There is a \$1.50 processing fee for credit card transactions.

If use EZpay how do I know my payment has been received?

Payments made through EZpay are confirmed via email immediately after the payment has been made. Each payment has a receipt number confirming the payment.

Is there a charge to use EZpay even if I don't make a payment?

You may register to use EZpay to look at fee and meal balances at anytime with no charge.

What happens to my student's account balance at the end of the year?

In our district, balances will carry over to the next school year, so towards the end of the year make sure your student is using the available funds in their account. Refunds will not be issued to graduating students or students who transfer out of our district.