

Pleasantdale School District 107

Lunch Program

Frequently Asked Questions (FAQs)

Who maintains my students' account? Each school district is responsible for maintaining their student accounts and all associated funds. All accounts are created, modified, and deactivated through the school's database. Any changes to a student account are automatically transmitted to myschoolaccount.com. Myschoolaccount.com only displays the information originating from the school's database.

Where do I get my students' ID number? A Student ID number can be obtained by contacting the student's school. **Elementary School 708-246-4700 Middle School 708-246-3210**

I forgot my password. How can I get my password? Click the "Forgot Password?" link in myschoolaccount.com login page. Enter the email address you used when you created your myschoolaccount.com account and click "Retrieve Password". Your password will be emailed to you.

Why am I being told that I'm using an "iframe" and the login is disabled? A 3rd party toolbar such as Yahoo, Google, Ask.com, etc. will often utilize an "iframe". We ONLY allow secure communication of parent and student data to and from the website. For this reason, all browser toolbars such as these (and including others) should be disabled prior to logging into MySchoolAccount.

What are acceptable payment options? Payments will ONLY be accepted online via check, using routing and account numbers, debit or credit card. ***No cash will be accepted at checkout.***

How long will it take for my deposit to show up in my child's account? The cut-off time for online payments is 11:00 p.m. (CST) each night. Payments made before 11:00 p.m. (CST), will post to the student Deposit Funds the same night and be available to the student in the morning. Payments made after 11:00 p.m. (CST), will not post until the following night. There are occasions when payments do not post to the local school overnight. 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. In the event of any of the above situations, **no student will go hungry.**

What is the difference between a la carte and meal plan? A la carte money can be used to purchase anything in the lunch room, meal plan money can only be used to purchase government qualified meals.

Who should I contact if I have questions about a recent payment or purchase? Myschoolaccount.com is a portal for you to view payments, purchases, and transactions. All questions concerning online transactions should be directed to MySchoolAccount. A deposit history report is available should the inquiry be related to deposit information details.

Can I make payments to multiple children's accounts with one payment? Yes. You will need to enter a specific payment amount for each child.

Can I transfer funds between students? Yes. You may log into your MySchoolAccount and transfer funds.

How do I add additional students after the initial setup of my account? Students can be added by clicking the "Add Student" button located on the myschoolaccount.com dashboard. Students can also be added or removed from the "Manage Students" section.

How do I find out what my child has been buying for lunch? Once logged into the site, click the "Manage Students" button or menu bar option. When this section is displayed, click the "View History" link next to the account that you would like to examine.

Can I receive an email when my child's account balance is low? Yes. You can establish an account balance notification threshold for each child. Once the account balance falls below the established amount, myschoolaccount.com will automatically send you an email notice.

Will my student be able to eat with a negative balance? A student will be able to go into the negative for two meals. Parents will receive an email for the first negative balance and a phone call for the if the account goes into the negative for a second time.

My student brings a lunch every day; can he/she purchase additional lunch or al a carte items? Yes. We encourage all families to setup an account for each child and deposit a la carte funds as needed.

Contact information:

Menus – info@justadashcatering.com

Login / password issues – support@myschoolaccount.com

Student ID number – Elementary School 708-246-4700 or Middle School 708-246-3210