



POWAY UNIFIED SCHOOL DISTRICT
ONLINE PAYMENTS (MYSCHOOLBUCKS)
Frequently Asked Questions



Click the icon below for helpful videos on some common tasks



1. **How do I enroll in mySchoolBucks.com?** Go to www.myschoolbucks.com and click, **Sign up today**. You will need each child's **7-digit student ID number**, home address, date of birth, school name, and grade. You will then be asked to provide credit or debit card information. Select the Automatic Pre-Payment Option if you would like to have a recurring payment made on your child's account. (click icon below).



2. **Do I have to use mySchoolBucks (MSB) to pay for my child's school meals? No! This program is totally voluntary.** You can continue to make payments to the school as you have done in the past. It will not cost anything to use mySchoolBucks to check your account balances, payment history, and be notified if your account balance is low.
3. **Is there a fee for paying for meals online through mySchoolBucks? Yes,** each transaction has a processing fee of \$2.49 to handle the associated banking fees for credit card transaction. The District offers this service as a convenience for parents and does not collect, receive, or benefit from this fee.
4. **Will I be charged a transaction fee for each of my children? No, if you pay for all of your children at the same time.** Transaction fees are based on the individual transaction, not the number of children, nor the number of different schools. One online payment can be split among all of the children attached to your account, with no additional cost. **NOTE:** There is no cost to set up an account; check your child's spending history; and, receive low balance notifications.
5. **Why do I have to pay a transaction fee?** MySchoolBucks (not the District) charges this fee for processing the transactions. These fees go directly to the payment processor, not to the school district. The District offers online payments as an additional pre-payment option and convenience for parents.
6. **How do I transfer funds between my children's accounts?** Meal account transfers can be requested by using the [Parent Refund/Transfer Request Form](#) or calling the Food and Nutrition Accountant at 858-668-2562.
7. **What should I do if mySchoolBucks is unable to locate my child?** Check to make sure your child's name is spelled exactly as the District has it on file. Verify that the student ID and/or date of birth have been entered correctly. Your child's student ID can usually be found on school documents (e.g., report card, registration paperwork, transcripts, etc.) Finally, make sure your child has been properly enrolled in school.



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- 8. How do I know my information is secure?** Transaction information is encrypted and sent from your PC to the mySchoolBucks.com server via a secure gateway. Look for the "https" in the address field of your web browser window, and the closed lock in the bottom tray of the browser window.
- 9. Why am I unable to get my child's account balance or meal history information?** Two common reasons are: the student ID number you are using is incorrect or your child's school has an inaccurate birth date. You can verify this by contacting your child's school
- 10. Why is my balance not updating?** The most common problem is an incorrect student ID number and/or date of birth. You can edit or update this information in your child's account and try again. Also, if your school's internet connection is down, this could possibly prevent balance updates.
- 11. I have been using MSB and it was working fine but now it has quit working. Why?** The most common cause is expired credit/debit cards. You can update this information by going to "Payment Methods" on the MSB website.
- 12. What credit cards/methods of payment are accepted?** MySchoolBucks.com accepts Visa, MasterCard, Discover, and debit card payments.
- 13. Can I receive an email notification when my child's balance is low? Yes!** This is a great way to monitor your child's account to know when to add more funds. You can set different low balance amounts for each child on your account.
- 14. How do I enable low balance email notifications?** Email notifications are managed through your account settings. To enable, click "edit" next to your child's name in the low balance box in the account settings section. Then, check the box to request low balance notifications and fill in the amount. Then, click "update" to save.
- 15. How long does it take for funds to be added to my child's meal account?** Generally, all payments are applied within 24 hours. Payments are typically posted to your child's account shortly after the payment is made. In rare cases, however, it may take longer for the payment to reach the school due to unforeseen issues.
- 16. What is Autopay?** Using autopay is a great way to make sure your child always has meal funds available. The mySchoolBucks autopay feature allows you to set up automatic (recurring) payments based on a low balance threshold or schedule-based setting. This is a convenient option that allows you to set it up once and let mySchoolBucks handle the rest.
- 17. How do I set up Autopay?** When setting up your child's payment options, select "setup autopay" from the meal payments options page. During the setup process, you can set up payments to occur when the account balance falls below a specified amount or on a set schedule. When the payment settings have been entered, click "complete setup" to enable the settings.
- 18. How do I cancel or edit an existing scheduled payment?** To cancel or edit your autopay settings, click "scheduled payments" in the home drop down menu and select "view/edit" next to the payment description. From there you can either make changes by clicking on "change autopay settings" or click on "disable autopay".
- 19. How can I view my meal payment history?** Payment history can be found by clicking on "Meal Accounts" on the home page, and then click on "Recent Payments".



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- 20. How can I see what my child has purchased in the school nutrition center (aka, cafeteria)?** Under the “Meal Activity” option, parents can view 90 days’ worth of meal purchases. This option eliminates the need to request this information from the school.
- 21. How do I see a transaction history that is older than 90 days?** For purchase history greater than 90 days, you will need to contact the Food and Nutrition Department.
- 22. Why did my child’s balance not update after my most recent payment?** Depending on your payment method (credit, debit or electronic check), the posting time will vary. Funds are generally available for your child to use within 1-2 business days.
- 23. When is my credit/debit card charged?** Your credit/debit card is only charged after data has been verified. All charges will post to your credit card banking system every night. An email is generated to the email address listed on the account if any problems arise during the verification process.
- 24. When will my payment be available in my children’s accounts?** Typically, lunch account balances are updated almost immediately. However, balances are not updated between 10:30 am - 1:30 pm to prevent conflict with lunch service. EChecks are generally processed within one business day of payment.
- 25. How do I make changes to my account?** Simply go to the MSB web page and log in; click on “My Account” to make changes to your personal and billing information. To make changes to your child’s account, click on “My Students” located on the left of all pages.
- 26. What happens if my child switches schools?** If your child stays within the Poway School District, the account will automatically update on the website and the money will transfer to their new school.
- 27. Does my child need his/her student Identification Card to make a purchase?** No, for elementary school students. Middle and high school students who do not have a recent photo in the computer may be required to show their student ID cards.
- 28. Will I be notified when my credit/debit card expires? Yes, via e-mail.** The MSB website will warn users about expired cards. You can update and add new credit card information by clicking on “Payment Methods.”