Welcome!
to

eZpay
SPS
simply
progressive ™

user guide

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Welcome to EZpay

We are here to help you set-up your student's EZpay online payment account. We're parents too and understand that there is only so much time in your day, that's one of the reasons why we created the easy to use SPS EZpay system.

If you are familiar with registering and making online purchases this will be a cinch. But, if you aren't and this sounds a bit terrifying—never fear—in the next few pages we'll walk you through the step-by-step process of online registration, set-up, and management of your accounts.

Once you are registered and have opened accounts for your students on the EZpay system, you'll be able to instantly add funds to your student's account by using your debit or credit card.

The funds you add to the account are normally applied within one school business day. With EZpay you can readily track the account, plus you'll have the security of paying with a debit or credit card versus sending in cash or a check with your student.

Now, let's get started on registering you and setting up your student account(s).

Before You Get Online

Before you jump online, take a minute and gather the following items:

- Your student's identification number (it should be on the student's grade card or introductory letter)
- Your home address that is registered with the debit or credit card you are planning to use
- Your preferred email address
- The EZpay link provided to you by your school district
- Internet Explorer or Firefox/Mozilla
- Create a password and write it down in a secure location (tip: use an address book to keep log-in and password information close at hand)

Setting Up an Account

Let's get started on your student's EZpay account setup.

STEP 1 You student's school provided you with an EZpay link in a welcome document, or has a link on their website.

STEP 2 Click on the EZpay link provided by our school district. It looks like this:

Registering

After clicking the "Register to use SPS EZpay" link a window like the one below will appear. To register, complete the following steps:

SPS EZpay Registration

Your First Name*

Last Name*

Suffix

Mailing Address*

City*

State*

Zip*

Phone Number (   ) ___ - ___

Email Address*

Retype Email*

Password*

Retype Password*

STEP 1
Enter your first name.

STEP 2
And, your last name.

STEP 3
Enter your home mailing address. The mailing address will be used to verify your debit or credit card transaction.

STEP 4
Enter your telephone number.

STEP 5 Enter your email address.

STEP 6 Enter your email address again.

STEP 7 Enter the password you created and wrote down earlier.

STEP 8 Double check the information to make sure your address matches the information on file with your debit or credit card.

STEP 9 Click the Next Button.

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Opening an Account for Your Student(s)

Once you have registered, you need to link your account to your student by following these steps:

STEP 1
Enter Your Student's Identification Number (this is not the same as their Social Security Number).

STEP 2
Enter Your Student's last name.

STEP 3
Click the "Add Student to List" button.

If your student's identification number was entered correctly, at the bottom of the screen you should see their names listed under "My Students" list.

SPS EZpay User Account

Student ID   297337
Student's Last Name   HASKINS

⊙ Add Student to List

My Students	Student ID	Remove
SYDNEY HASKINS	297337	⊗

Adding a Student

If you have more students, you can add them to the list by repeating Steps 1, 2, and 3 of "Opening an Account for Your Student." Once you are done, click the Finish button on the right side of the screen.

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Managing Your EZpay Account

To manage your account you need to log-in by using your email address and the password you submitted during the registration process.

Welcome Parents!

Login

Welcome back Lisa. Returning members should log in here...

Email Address

Password   **Forgot your password?**

➔ Login

STEP 1 Enter your email address.

STEP 2 Enter your password.

STEP 3 Click the login button.

Once you've logged in, you should see your "Payment Center" page (which will look similar to the screenshot to the right). At the bottom of the page is a ledger of your student's names, fees, and lunch balance.

In the right-hand column, in the Messages is the Lunch Account Balance. Note the Date and Time stamp listed is when the account was last updated.

STEP 4

Click on your Student's Name to open the "Balance Details Screen" where you may examine the "Balance Details" of your student's account. If your district provides EZpay with fee information you will be shown outstanding fee information first.

| PAYMENT CENTER | ACTIVITY FEES |

Welcome to SPS EZpay

Payment Center

Below are your students along with their balances. To make a payment, please click the student's name. To make changes to this list, please click "My Account". When using SPS EZpay, click "Payment Center" to return to this page.

➔ Students	Fees Due	Lunch Balance
MADELINE MORABITO	$166.96	12.10
AARON LANE	$164.33	34.35
SYDNEY HASKINS	$204.05	1.50
Total		

(Click Student to make payment)

Fees	Invoice#	Date	Amount	Pay?
ENGL I (2011-2012)		10/11/2011	15.00	☐
STUDENT ACTIVITY/TECH (2011-2012)		10/11/2011	5.25	☐
ST HANB/PLANNER (2011-2012)		10/11/2011	5.25	☐
YRBOOK-OPTIONAL (2011-2012)		10/11/2011	75.00	☐
INTRO TO ART (2011-2012)		10/11/2011	26.25	☐
SPANISH II (2011-2012)		10/11/2011	15.00	☐
CP SCIENCE (2011-2012)		10/11/2011	7.50	☐
PROGRESS BOOK (2011-2012)		10/11/2011	3.83	☐
STUDENT FEE (2011-2012)		10/11/2011	9.00	☐
CP WRLD HIST (2011-2012)		10/11/2011	2.25	☐
Total			**$164.33**	☐

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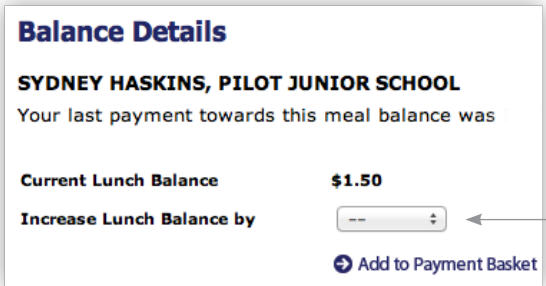Welcome! to EZpay SPS simply progressive

Managing Meal Funds

To add funds, you need to open the student's "Balance Details" screen.
Payments are made in increments as provided in the drop down box.

STEP 1
To open the "Balance Details" screen follow the steps in the section on "Managing Your EZpay Account."

Balance Details

SYDNEY HASKINS, PILOT JUNIOR SCHOOL
Your last payment towards this meal balance was

| Current Lunch Balance | $1.50 |
| Increase Lunch Balance by | -- |

➔ Add to Payment Basket

STEP 2
Click on down arrow on the right side of the "Increase Meal Balance By" box.

STEP 3
Select the dollar amount you want to add to the account.

STEP 4
Click the "Add to Payment Basket."

STEP 5
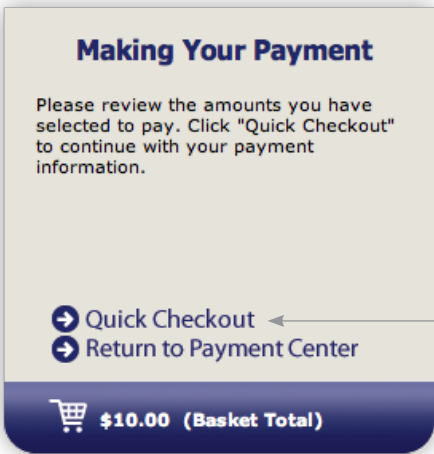Repeat the process with any additional payments to the account.

STEP 6
Review "Your Payment Basket" by clicking on the basket at any time to see the details of your payment basket.

If your district supports E-Check this payment option will display. If not, you will be taken directly to the Credit/Debit Card screen.

🛒 **$10.00 (Click to Checkout)**
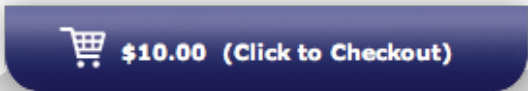
| PAYMENT CENTER | ACTIVITY FEES |

Your Payment Basket

Item	Description	Amount	Remove
SYDNEY HASKINS	Lunch (Add to existing balance)	$10.00	✖
	...Subtotal for SYDNEY HASKINS	$10.00	
	Basket Total:	$10.00	
	Convenience Charge:	$0.00	
	Total Payment:	$10.00	

(Click Item to adjust payments)

Making Your Payment

Please review the amounts you have selected to pay. Click "Quick Checkout" to continue with your payment information.

➔ Quick Checkout
➔ Return to Payment Center

🛒 $10.00 (Basket Total)

STEP 7
Checkout by clicking on the "Quick Checkout" button to the right.

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Managing Student and Activity Fees

EZpay makes it fast and simple to manage your student's activity and student fees. The student fees can be listed in activities fees or under your student's name depending on how your school district has opted to utilize the system. However if your district doesn't utilize the student fees then you need to contact the district about the proper method of payment.

To find out which options your school district opted to utilize follow these steps:

Via Payment Center Screen

Depending on how your school district selected to optimize EZpay, your student's fees might be listed under activity fees.

STEP 1

On the Payment Center screen click on your student's name.

STEP 2

Once you have clicked on the name another window will open that shows the student fees. You may see your student's activity fees listed here, if your school district opted to utilize EZpay to manage student fees and activity fees this way. If not, then jump ahead to the next section "Via Activity Fees."

PAYMENT CENTER	ACTIVITY FEES		

Welcome to SPS EZpay

Payment Center

Below are your students along with their balances. To make a payment, please click the student's name. To make changes to this list, please click "My Account". When using SPS EZpay, click "Payment Center" to return to this page.

Students	Fees Due	Lunch Balance
MADELINE MORABITO	$166.96	12.10
AARON LANE	$164.33	34.35
SYDNEY HASKINS	$204.05	1.50
Total		

(Click Student to make payment)

Fees	Invoice#	Date	Amount	Pay?
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STUDENT ACTIVITY/TECH (2011-2012)		10/11/2011	5.25	☐
ST HANB/PLANNER (2011-2012)		10/11/2011	5.25	☐
YRBOOK-OPTIONAL (2011-2012)		10/11/2011	75.00	☐
INTRO TO ART (2011-2012)		10/11/2011	26.25	☐
SPANISH II (2011-2012)		10/11/2011	15.00	☐
CP SCIENCE (2011-2012)		10/11/2011	7.50	☐
PROGRESS BOOK (2011-2012)		10/11/2011	3.83	☐
STUDENT FEE (2011-2012)		10/11/2011	9.00	☐
CP WRLD HIST (2011-2012)		10/11/2011	2.25	☐
Total			**$164.33**	☐

STEP 3

Click on the box next to the fee you wish to pay. Once you are done paying all of the fees, follow the procedure for Making a Payment on page 10.

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Managing Student and Activity Fees (CONTINUED)

Via Activity Fees

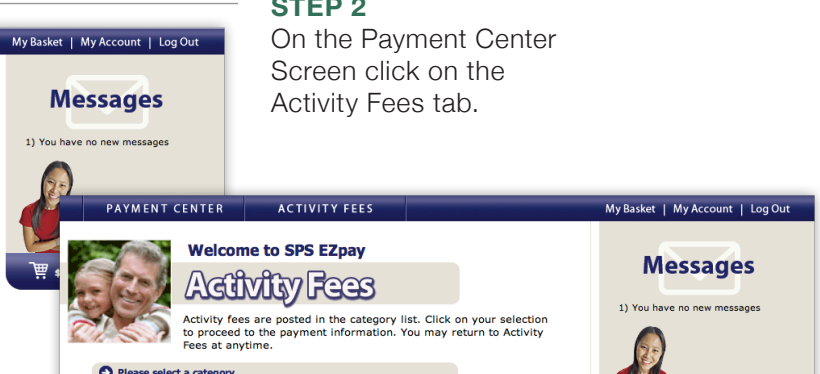If your school district opted to, your Student and Activity fees may be listed in the Activity Fees section.

STEP 1
To begin, click on the "Payment Center" screen. This will open a page that looks something like this:

STEP 2
On the Payment Center Screen click on the Activity Fees tab.

STEP 3
Click on the Activity Fee category you wish to manage. For example, we clicked on Athletics.

STEP 4
This opens the window that allows for the management of band fees.

STEP 5
Click on the option you wish to pay such as Ice Hockey – HS.

STEP 6
Select the student from the drop down menu.

STEP 7
Verify the amount.

STEP 8
Verify the quantity.

STEP 9
Click add to Basket.

STEP 10
Follow the procedure in "Making a Payment" to complete your transaction.

Checking Out

When you checkout, verify your billing address. If your debit or credit card billing address and telephone number have changed you will need to make the changes to your EZpay account now. If you need to make changes, follow the directions in the "To Make Changes" section below.

To Make Changes

STEP 1
Enter your first name.

STEP 2
Enter your last name.

STEP 3
Enter your home mailing address. The mailing address will be used to verify your debit or credit card transaction.

STEP 4
To update the information, click on the box in front of "Update my Account with this Billing Address."

Billing Address

Your Billing Address is used to validate your Credit Card information and should match the address on your credit card statement. Items marked with an (*) are required.

Your First Name*

Last Name*

Suffix   [-- ÷]

Mailing Address*

City*

State*   [OH ÷]

Zip*

☐ **Update my Account with this Billing Address**

Please provide the Email Address to which your payment receipt will be sent.

Email Address*

Retype Email*

☐ Use this as my default Email Address

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Making a Payment

STEP 1
On the "Payment Option Screen", click on the circle next to the debit or credit card type you are using.

STEP 2
Enter your debit or credit card number in the same manner as shown.

STEP 3
By clicking on the down arrow enter the expiration month and year.

STEP 4
Enter the debit or credit card verification number. This is the last three numbers on the back of the card.

STEP 5
Click the Submit Payment button.

Payment Option

Please provide your payment information below. Items marked with an (*) are required.

Card Number*

Expiration Date* 01 2011

Card Verification # *

For Visa, MasterCard, and Discover the card verification # is a 3 digit number found in the signature area on the back of your card.

On the following screen is a receipt which includes your payment number, date, time, the last four digits of your debit or credit card number, and the details of your account(s).

A receipt containing this information is emailed to the address you provided.

Congratulations, you've successfully processed an online payment!

Payment Number:	1003	Billing Information:
Date:	8/08/2011	
Time:	1:56 PM	
Card:	***********5445	

Details

Item	Description	Amount
Todd Omey	Meals (Add to existing balance)	$1.00
	...Subtotal for Todd Omey	$1.00
Bill Boyer	Meals (Add to existing balance)	$1.50
	...Subtotal for Bill Boyer	$1.50
	Total Payment:	**$2.50**

Welcome! to EZpay SPS simply progressive

Conclusion

We are pleased to bring SPS EZpay to your school and to support you and your family. We hope we are able to make your life a little simpler!

If you need more assistance, please email your question to us at Info@spsezpay.com. We are happy to help you. Or you may reach us via phone at **1-866-MYEZPAY** (1-866-693-9729).

Frequently Asked Questions

Can there be more than one EZpay account per child?

Yes. Your registration is tracked by email address. Different users may register with separate email accounts and view children's accounts and post payments.

Where does the money go?

All money is applied directly to your child's lunches or fees in the district, just like if you had sent in a check or cash. EZpay does not hold any of the money. All funds are deposited directly to the school district.

Where can I find my student's identification number?

You can obtain your student's identification number from your child's school district. Usually, the identification number is on the student's grade card or the introductory letter. EZpay is not able to provide the student's identification number to parents.

I received a confirmation email, my debit or credit card was charged, it's been over one (1) school business day, and there's been no change to my Child's Balance. What do I do now?

In this situation it's best to contact us via Info@spsezpay.com Or you may reach us via phone at 1-866-MYEZPAY (1-866-693-9729). We will be happy to research this for you.

I've forgotten my Password to the EZpay site. How do I get that?

Next to the Password box there is a link entitled "Forget Your Password?"; click on that link and follow the instructions to retrieve your password.

Can I use a debit card that's connected to my checking account?

Absolutely! You may use any Visa/Mastercard branded debit card just like a credit card.

I don't want to use a debit or credit card to make payments, but I would like to check my child's balance. Can I still do this?

Of course, follow the instructions to create an account and register a child (or children). You may use EZpay to simply check on your child's balance and send checks to the school.

Frequently Asked Questions (continued)

Why do I have to register?

You will need to register with our site so that we can display your child's account information. Registration does not require you to make a payment. You may simply log-in to check your child's balances and send your payments to the school directly. In order to display your child's balance information, you must know your child's student identification number. EZpay is not able to provide the student's identification number to parents. You can obtain these from your child's school district.

Is it safe to use my debit or credit card?

We guarantee that every transaction you make will be 100 percent safe.

What if I need a refund?

If you feel you have made a payment in error, please contact the school's office and ask to speak to the person in charge of student accounts. If they confirm that you have overpaid on your account they will issue you a refund of the difference via a check from the school.

I can't seem to register or I am getting an error during registration.

Our site works with Internet Explorer or Firefox/Mozilla. If you are using a Mac, please use one of the approved browsers, as there are known issues with older versions of the Safari browser. If you receive an error that we cannot locate your student during registration, please contact the school district to confirm your student's identification number and spelling of your last name. Your school district may have entered your name differently. For example, O'Grady and O Grady and OGrady are three different ways to enter a last name, and are not considered the same in our system.

Can I see what my child is eating?

EZpay works with a variety of food service point of sale systems. Some systems will allow us to display a student's history while others will not. You can always contact your school districts food service department directly so that they may supply this information.