



## University School

Dear Parents and Guardians,

We have some exciting cafeteria news: you will now be able to access your child's cafeteria account online through [mypaymentsplus.com](http://mypaymentsplus.com). By creating an account, you will have access to what your child bought and how much money is left on their account. You can set the website to send you a reminder when your child's account is getting low and you can add money to their account (for a small transaction fee) using either a credit card or a bank account. Of course you will continue to be able to send payments directly to the cafeteria to avoid the transaction fee. There is also a mobile app available for this website.

This system is new to us, so we ask for your patience as we start using it and help answer your questions if you have any. Follow these steps to create an account:

- access the website: [mypaymentsplus.com](http://mypaymentsplus.com)
- on the left of the screen, click on "register a FREE account"
- Select the state: Tennessee
- Select the district: Washington County Schools Food Services, TN
- Enter your child's "Student's ID" and their last name (if you have multiple children, you can add them now or later). Call the [mypaymentsplus.com](http://mypaymentsplus.com) helpline (877-237-0946) to get your child's ID.
- Click Next at the bottom and complete the registration with the required information.
- Once you have completed the registration, go back to the home page and sign in.

If you have any questions about registering, please contact [mypaymentsplus.com](http://mypaymentsplus.com)'s help line: 877-237-0946.

If you have any questions about charges that you see, please contact Kim Curtis, our cafeteria manager, at [curtisk@wcde.org](mailto:curtisk@wcde.org), or 439-4001.

## Frequently Asked Questions:

- Can I use [mypaymentsplus.com](http://mypaymentsplus.com) to pay my child's reenrollment fees? No, the website will only be used for cafeteria fees.
- If I lose my password, can the school help me? No, you will need to contact the [mypaymentsplus.com](http://mypaymentsplus.com) help line: 877-237-0946.
- Where do I get my child's "student ID"? Call the [mypaymentsplus.com](http://mypaymentsplus.com) helpline 877-237-0946. You will need your child's name and birthday.
- How do I add money to my child's account through the website? Log in to the account. On the "home" page, once you are logged in, you should see your child's name, their pending charges, their balance, and a payment column in yellow. Enter the amount you would like to add to your child's account in the payment column, and click the "continue payment" button at the bottom of the page. Complete the payment information on the next page. A small transaction fee will be added.