

Inspiring Minds
Empowering Achievement
Building Community

GARDEN CITY PUBLIC SCHOOLS

56 Cathedral Avenue • P.O. Box 216 • Garden City, NY 11530-0216

Tel: (516) 478-2780

Fax (516) 873-7827

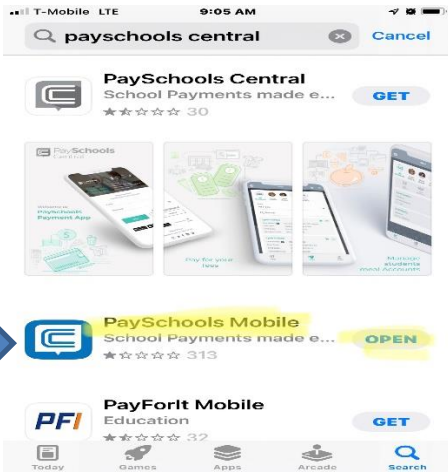
Diana Intintoli
Food Service Director

Dear Parents,

In the past several weeks, we have received some questions from parents regarding the **PaySchools Central** app. We've compiled them to create some FAQ's below.

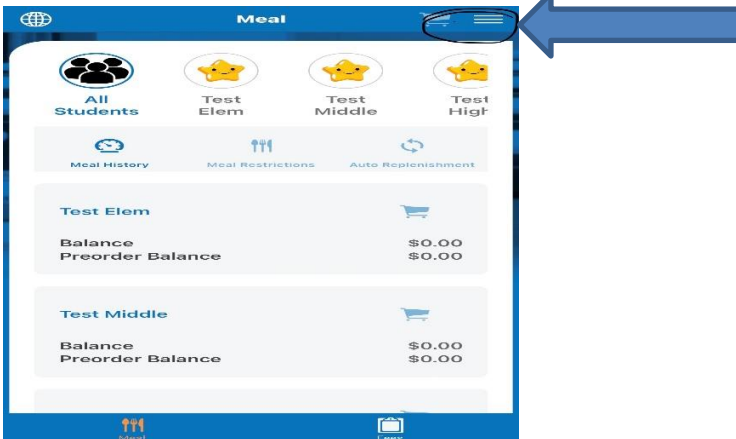
1. *Why doesn't the app work on my phone/behaves glitchy?*

It is important to download the PaySchools Mobile app (blue color) when using your mobile phone, not the desktop version in order for the application to run smoothly on your mobile device (see highlighted):



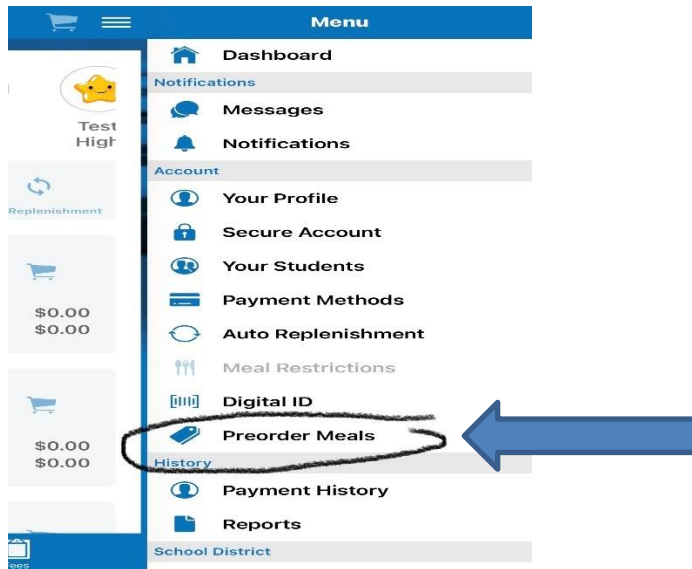
2. *How do I get to the Dashboard after logging on?*

You will need to click on the 3 bars on the upper right-hand side of the screen:

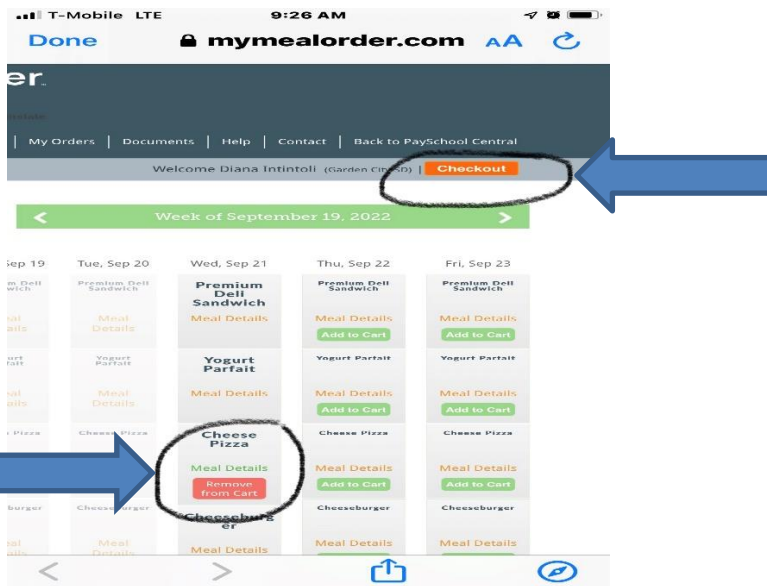


3. How do I order the meals?

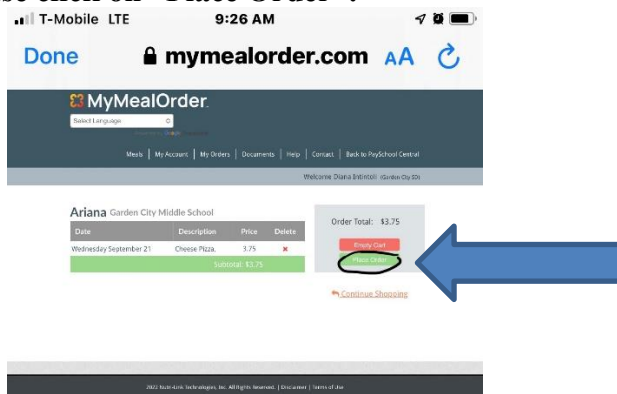
After getting to the dashboard, a dropdown screen will appear, and you will click on “Preorder Meals”.



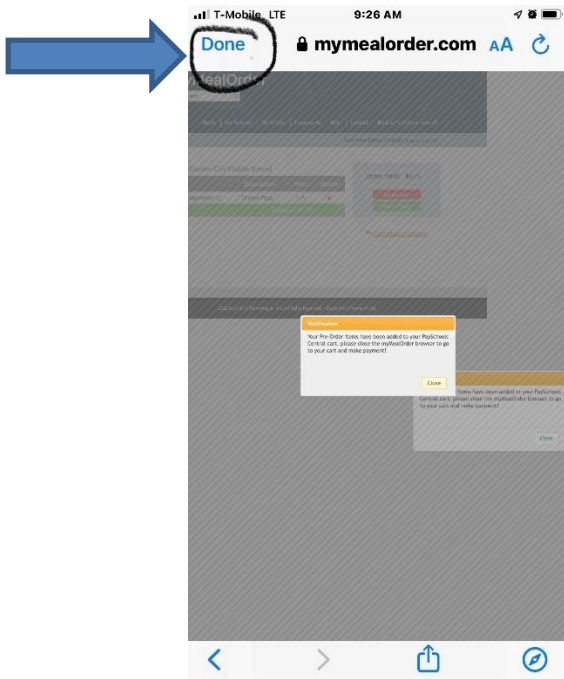
You will then proceed to order the meal for your child on the next screen. Click on the item chosen, then click on “Checkout”.



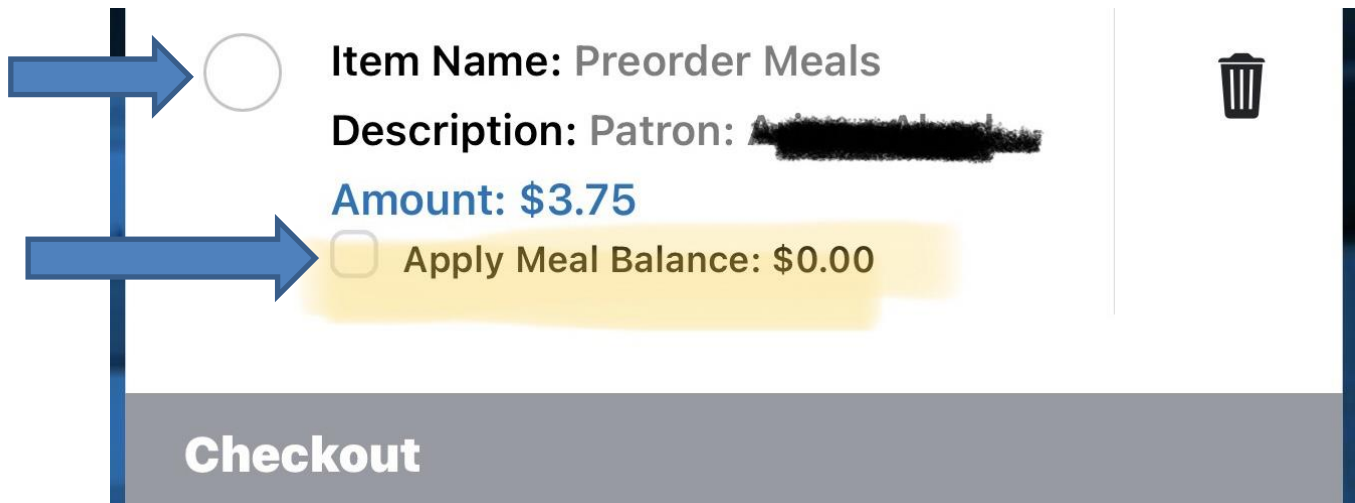
Please click on “Place Order”:



At the next step, you will need to close out of MyMeal Order. Please click on “**Done**”, at the top of the page to take you back to PaySchools.



And finally, in order to complete the transaction, you will need to pay for it. IF your child has money in their lunch account, you will need to click the “**Item Name**” and “**Apply Meal Balance**” in order to finish. If there is no money on the account, the meal will be charged to the card on file, as well as a transaction fee. You can then proceed to complete the order.



4. Why do I keep getting charged after ordering a meal every day?

There are two reasons this could happen. The first is that the “**Item Name**” and “**Apply Meal Balance**” are not checked. The second could be that there are not enough funds in the account to cover the cost of the meal, and therefore charged your card on file to make the purchase. The best way to offset that would be to **check balances ahead of ordering**, as well as turning on the “**Auto-replenish**” function, which can be found in the Dashboard.

5. *How many days in advance can I order?*

You can order meals up to 5 days in advance, with a cut-off time of 7 AM up to the day lunch is requested.

6. *Where can I view menus?*

Menus can be viewed at www.fdmealplanner.com.

7. *What comes with school lunch?*

Please see the next page listing all the components that come with your child's lunch.

8. *Is breakfast available?*

Yes, breakfast is available in the cafeteria between 8:00-8:20 AM every day. We offer hot breakfast sandwiches, yogurt parfait, cereal with milk, as well as a daily breakfast special. The cost for breakfast is \$2.50, and includes milk, juice, and fruit. We will eventually add breakfast to the PaySchools app.

9. *Do I HAVE to use the PaySchools app to add funds to my child's account?*

No, you can send in cash or check with your Middle School/High School student to give to the cashier and they will add it to their account. They can also pay for what they buy in cash if there is no money on the account.

Please don't hesitate to contact me with any questions or concerns!

Thank you,

Diana Intintoli
(516) 478-2780 (office)
intintolis@gcufsd.net