

F.A.Q. for JMC and PaySchool

Q. What is my child's student ID number so I can get into the JMC parent access?

A. The JMC student ID and user name are assigned by the District. If you have misplaced yours, contact the building secretary and we would be happy to give you the information that you need.

Q. Why do I need two sets of passwords to put money into my child's meal account?

A. One set of passwords is the set made by you so you can access Payschools. We do not have any record of them since you securely make those passwords yourself. The other set is for JMC parent access. This set is so you can access your child's meal account, along with grades and attendance.

Q. What information can I find in the JMC parent access?

A. Information such as grades, attendance, lunch balances, what your child has been charging to their lunch account, etc. can be found in the JMC parent access.

Q. After I enter my lunch money transaction and proceed to the check out page it asks for a user ID and password again but when I enter my information it is rejected.

A. If this is the first time you have used Payschools for a lunch money transaction you need to click on the first time visitors [click here](#) line to register and enter additional information. This must be done only for the first time Payschools is used.

Q. Why do I need to put money into a family meal account if I have only one child in school?

A. Our meal accounts at our school are set up in family accounts no matter if you have one child or ten. For the parent's convenience all the children in one family can use out of the same account. If you send money to the elementary, that money is put into your family account and all children in your family, regardless of whether they are in Kindergarten or in 12th grade, can use it for meals. Same way if you use the PaySchool to put money into the family account.

Q. My family receives free lunches. Why do I still have charges?

A. The easiest way to check that out is to go to each student's individual meal account and check what is being charged. If your child is in third grade or below, they have the option of afternoon snack milk, kind of equivalent to a coffee break. These extra afternoon milks are not covered under the free lunch program. If you have a student that is in 5th grade on up, is it possible that your child is eating seconds or choosing a la carte items? These food items cost extra.

Q. The money in my children's family account seems to be going faster than I think it should. What's up?

A. See the answer to the above question. Many times the students will find the a la carte items at the junior high and high school or the seconds at the elementary for the 5th and 6th graders and think they have found the mother lode of food. They don't realize they are being charged for these items. Younger students possibly have milk charges for extra afternoon snack milk. You can easily check on what your child has been consuming by looking on the JMC meal account for that individual student. If you don't have internet access, you can always request a printout from the school office.

Q. Recently, when I try to access my child's grades, I get a message that it is not a secure site. Is it?

A. Our site is secure. I recently learned that if you access a website and it has an "s" following the http: in the address bar (i.e.: https://), the s means it is a secure site. Last year's security certificate overlapped onto this year's and if you haven't accessed the website since the new certificate took over, your computer will warn you that you are possibly entering into a non-secured site. It is just a warning and just continue on through, we are secure. The next time you access the website, it will automatically go through. Kind of like teaching your computer a new route to go to the information.

Q. My lower elementary aged child has charges for 5 milks on one day. What is going on?

A. No your child has not turned into a milkaholic. Charges for a week's worth of extra afternoon milk are put on the computer all at one time. The charges you are seeing are the previous week's afternoon milk charges. The teachers keep track of who is drinking that afternoon milk and then it is deducted all at one time usually on Monday or Tuesday of the following week.

Q. I see there is something called a program lunch charged to my kids' elementary account. What is that?

A. A program lunch is what an adult lunch is called. When you ate lunch with your child and you charged it to their account, that is how it comes up.

If you have ANY questions about the new meal program, please don't hesitate to call one of the school offices. We would be glad to answer your questions or concerns for you.