

# Pre-pay for School Meals at [www.paypams.com](http://www.paypams.com) or using the PayPAMS Mobile App



Money goes directly into your child's account.  
**No more lost money!**



## CURRENT USERS

### Tips for the beginning of the school year:

- 1. Login to the site at least one week before the beginning of the school year.** Check that your credit/debit card on file has not expired, your email address is updated, and that your automatic payment plan's stop date has not expired.
- 2. Forgot Password:** If you previously registered with PayPAMS but forgot your password, go to [PayPAMS.com](http://PayPAMS.com), click 'Login' then click on the 'Forgot Password' link. If you were unable to retrieve your password through the 'Forgot Password' link, contact customer support from the 'Contact Us' page. Do not register again. Note: passwords are case sensitive.
- 3. Balance Transfer from Year to Year:** Any remaining student meal account balance will automatically transfer to the next school year.  
**Important note:** If your child moved from one school to another within the same school district, it may take a day or two from the beginning of the school year to transfer the remaining balance from the old school to the new school. During that time period, the balance on PayPAMS may show as \$0.00. If you are not sure if your child's account had a remaining balance from the previous school year, we recommend you make a payment.
- 4. Refunds:** PayPAMS processes refunds only for the exact payment amount. If the student has already used some of the money, or has graduated, please contact the school district.
- 5. Moved to a different school district:** If you moved to a different school district, you can keep the same username and password information. Login to your account, go to 'Contact Us' and select subject 'Moved from District'. Do not register again. Note: PayPAMS cannot transfer money from one school district to another. Contact your previous school district for refunds.



## NEW USERS

### Sign Up Now:

1. Go to [PayPAMS.com](http://PayPAMS.com) and click on the '**Sign Up Now!**' button on the home page.
2. Select **your state**, then select your **school district**.
3. **Create a username and password** and enter your contact information.
4. **Add children** to your account.
5. **Make payments or set up automatic payments** based on low balance.

## HELPFUL TIPS

### When Registering:

- 1. Username:** Create a unique username. If the system indicates that the username is taken, select a different username.
- 2. Duplicate Accounts:** If the system indicates that an account already exists with the same phone number or email address, contact customer support from the 'Contact Us' page.
- 3. Meal Account Balance and Cafeteria Purchases:** It takes 1-2 school days before balances and cafeteria purchases information for new registrants can be displayed. However, you can make payments immediately upon registration. If you cannot view balances two days after you added the student to the account, contact customer support from the 'Contact Us' page.