

# Frequently Asked Questions (FAQ's) About the lunch website

## **I keep forgetting the website's URL. What should I do?**

The lunch website is: [www.ptasolutions.com/masonprep](http://www.ptasolutions.com/masonprep). You can go to that URL and add it to your "favorites" or bookmark it. Or you can visit the Mason Prep school website ([www.masonprep.org](http://www.masonprep.org)) and use the link there to enter the lunch site.

## **How can I see the order I placed? Can I see past orders?**

Log on to the website using your username and password. Click on the link to "Manage My Family's Hot Lunch Orders." There you can:

- See what is on the menu each month
- View your family's past orders
- Place a hot lunch order
- View your family's financial balance sheet

## **Can I print a copy of my lunch order?**

Yes. After you place and "insert" your order you can print yourself a copy. After you insert your order, at the top of the summary page is a link to "view printable version."

## **Can I change my password or username?**

Yes. Log on to the website using your current username and password. Click on the link "View/Edit My Family Information." There you can edit or change:

- Your username
- Your password
- Your logon cartoon image
- Your family's names
- Your family's email addresses

## **What do I do if I forget my username or password?**

Go to the website and at the "logon" page there is a link that that will send you an email reminder of your username and/or password. It will be sent to your email address that is on file from the email address: [mpslunch@gmail.com](mailto:mpslunch@gmail.com)

\*\*Be sure to add [mpslunch@gmail](mailto:mpslunch@gmail.com) to your accepted email addresses so that important lunch communication will get through any spam filters you have in place.

## **Can I change my order once it's been placed?**

Yes, but **only** if you change it during the "open" window of ordering. Once the ordering for a certain month is closed and your check has been received and credited to your account, you cannot make any changes. During the open ordering window, simply go to the ordering page and when it opens the order you placed will be on the screen. Make any changes, adjust the check number if necessary and note the amount due. If you already had written a check before you changed your order, either write a new check for the additional amount you ordered or if you have overpaid, a credit will be applied to your account for the next ordering period.

## More FAQ's

### **What do I do if my account is locked out because of a balance due?**

If you have a negative balance on your account, regardless of the amount, the website will not allow you to place an order until it is rectified. You should send an email to the lunch committee at [mpslunch@gmail.com](mailto:mpslunch@gmail.com) with "account balance" in the subject line. A member of the committee will address your problem as soon as possible and contact you. We will do everything we can to make sure you will be able to order before the ordering window closes.

### **How do I check my family's account balance?**

Log on to the site using your username and password. Click on the link "Manage My Family's Hot Lunch Orders." Click on "view credit/debit report" and choose a time period for which you'd like to see your balance. You may choose a particular month, the year to date, or all data available.

### **How do I know when the ordering periods are open and closed?**

The PTO will send you a reminder of all the dates for the rest of the year. There will also be group emails sent as reminders. Be sure you have added [mpslunch@gmail.com](mailto:mpslunch@gmail.com) to your accepted email addresses so that your SPAM filter doesn't keep you from getting important information.

### **Can I prepay for lunches ahead of time so that I don't have to write a check every month?**

Yes. You can write a check to MPS PTO for any amount that you choose. This amount will be credited to your account. You can check your account balance within a few days of sending in your check. As you place orders, the amounts will be deducted from your initial amount. You should carefully monitor this balance however, so that you are aware when it is getting low. This way you will avoid being locked out of the system. Be sure your check references that it is a lunch payment. We also suggest that you recognize how much time is left in the school year so that you don't grossly overpay.

### **What do I do if the answer to my question is not listed here?**

Please contact a member of the lunch committee. You can email [mpslunch@gmail.com](mailto:mpslunch@gmail.com) or call any of the members on the committee. Please put a descriptive subject in the subject line so we can best answer your question(s).