



Troup County School System

Your Future Starts Today

Below is a step-by-step guide for the initial setup of a PayPAMS account, how to navigate PayPAMS, followed by instructions on how to place Meal Orders for students.

How to Setup a PayPAMS Account

1. If no existing parent account has been set up, go to <https://PayPAMS.com/> and click "Sign Up Now!".
2. Select State, Click Submit
3. Select School District, Click Continue
4. Complete User Profile, Click Create Account. Review Profile, Click Submit.
5. Add Students: First Name, Last Name, Birthday. Click Add.

Access PayPAMS/Meal Ordering:

1. Go to <https://PayPAMS.com/>, click Login and enter Username/Password.
2. Once logged in, parent will see the Main menu screen which may have options to select from, depending on what departments allow payments from parents. For Meal Ordering, select Food Service or Nutrition Department (districts can name these differently).
3. Food Service screen will open displaying icons (number of icons depends on what Parent has access to within the PayPAMS system).
4. To return to the main screen from any of the areas above, click "Main Menu".
5. To return to the Food Service screen from any of the above areas, click "Food Service".

PayPAMS Tool Bar: Once logged into the PayPAMS system, the tool bar at the top of the page will show 3 different options.

1. **Account Settings:** Choices are dependent on District setup.
2. **Help:** Clicking on "Help" opens a new tab and takes the user to the PayPAMS Knowledge Base. This area provides answers to frequently asked questions. When done in the Knowledge Base, simply close the tab to exit.
3. **Contact Us:** Allows user to email PayPAMS Support for help with a problem. Fill in all required information and click "Send". A PCS representative will then respond to back to you for help.

Add/Remove Students:

1. To add students to parent account, click "Add/Remove Students" on Food Service screen.
2. Follow directions outlined on Add/Remove Students page to add student(s) to parent account.
3. Students added will appear listed at the bottom of the Add/Remove Student(s) page. This section includes a Remove button.
4. Click "Food Service" to return to Food Service screen.

Meal Ordering:

1. Click "Meal Ordering".
2. "Choose location for meal" from drop down.
3. "Select Student" from drop down.
4. Menus for the following week will appear.
5. Select meals to be ordered for student for week and click "Submit Order". Based on District policies, menus may need to be ordered for:
 - a. Each meal for each day: must place a check in box for each meal/item student is ordering
 - b. Full day's meals: must place a check in box for each day student is ordering
 - c. Full week's meals: no checks required, just click Submit Order
6. Once order has been submitted, confirmations for all meals ordered will appear on the screen. If allowed by the District, parents can edit or cancel these orders by clicking the appropriate button next to order.
Note: If district enforces full day ordering, cancelling one order will cancel all orders for that calendar date. If district enforces full week ordering, cancelling one order will cancel the order for the entire week.
7. An email confirmation will be sent to parent's email but parent can also print order confirmation from order screen. Click "Print Order Confirmation" and new page will appear. Click "Click Here to Print" and printer prompt will appear to allow selection of printing in PDF, Word or Excel format.
8. If parent has multiple students to order for, click "Additional Orders" to return to Meal Ordering screen and "Choose location for meal" and "Select Student" to enter an order for that student.
9. Click "Order History" to see what meals have been ordered for students for a date or date range. Enter any of the search criteria to see what orders have been placed within the date or date range selected.
10. Order Confirmation page will again appear with all meals ordered for student(s). Orders for current week cannot be edited but, if allowed by the District, future orders contain an edit/cancel button.
Note: If district enforces full day ordering, cancelling one order will cancel all orders for that calendar date. If district enforces full week ordering, cancelling one order will cancel the order for the entire week.
11. To print the Order Confirmation, click on the printer icon above the confirmation page. Then click "Click Here to Print" and printer prompt will appear allowing user to print or save in PDF, Word or another available format.