



## Frequently Asked Questions

### Helpful Links

EZ School Apps Parent login: <https://www.ezschoolapps.com/ParentLogin.aspx>

EB EZ School Resources: <https://ebnola.net/for-parents/ez-school/>

Payment Guide: <https://ebnola.net/wp-content/uploads/2021/08/2021-2022-Payment-Guide.pdf>

#### 1. How do I get started?

- Link: <https://www.ezschoolapps.com/ParentLogin.aspx>
- First time logging in: Click "Forgot Password" to reset your password first as parent emails are pre-registered on the system; or click "Sign Up"
- Users will receive an email from EZ School Apps to the email that is registered and attached to their student account. If you do not receive the email or would like to use a different email, you can connect manually by selecting "Sign up."

#### 2. Is there an app for my phone?

Despite the name, EZ School Apps does not yet have a mobile app but we will push this out as soon as it is completed.

### Extended Care Questions

Refer to [Pierre-Loïc's letter](#) for more information on Extended Care.

#### 3. How do I register for Extended Care?

- Beginning January 2022, you no longer need to register in advance for Extended Care but you do need to pay the annual \$35 registration fee before using Extended Care.
- To do so, login to EZ School Apps and select "EZ School Payment" on the left side of the screen.
- Click on "Extended Care Registration" in the "Optional Payment" section to move it to the Purchase box.
- Scroll down and complete payment.
- Complete the extended care registration form: [CLICK HERE.](#)

**4. If I do not purchase a monthly Extended Care package then how much will I be charged?**

- If you do not purchase a monthly extended care package, then you will automatically be charged the daily rate for extended care applicable to your child's grade.

**5. Do I need to pre-pay for Extended Care?**

- You do not need to pre-pay for Extended Care unless you would like to purchase the discounted monthly package. If you do not purchase the monthly package, you will be charged at the daily rate applicable to your child's grade and the stay will show up as due in your EZ School App account.

**6. How do I take advantage of the Monthly/Semester discounted Extended Care pricing?**

- Beginning January 2022, parents may sign up for the discounted monthly rate for the entire semester. The monthly rates were also reduced in the Spring semester so before care is now 50% of the daily rate and after care is 30% off the daily rate.
- Simply fill out this [form](#) to sign up for Monthly/Semester Before or After Care and also make payment either on Whitney Quickpay or through EZ School Apps.
  - Refer to the [Payment Guide](#) for pricing to pay on Whitney Quickpay.
  - To pay on EZ School Apps, go to the EZ School Payment tab on the left side then click on the month for which you would like to pay in the "Optional Payment" section to move it to the payment box.
- Sign up by Monday, January 3rd for January Extended Care. Sign up or withdraw for future months by the 25th of the previous month. Withdrawals from the monthly rate use the same [form](#).

## Lunch Questions

**1. It would be great to have the menu added to the EZ School Lunch calendar page.**

- We agree! This is something we will likely add in a few months. For now, you can always find the lunch menu on our website: <https://ebnola.net/lunch/>

**2. I would like to order lunch for my child for an entire semester or the year. What are my options?**

**Option 1 - Pay in advance and we will order your lunches for you!**

We recommend that you pay in advance for lunch for the semester or year. If you do so, you may pay via Whitney Quickpay and we will take care of ordering lunch for your child every day.

If you pay in advance but your child is absent from school on a day, **you will not be charged for that lunch** and it will remain as a credit on your account for use at a later date.

Check out the [Payment Guide](#) for Pricing


- Instructions for paying via QuickPay:
  1. Link: <http://hwtreasury.billeriq.com/ebpp/EcoleQP>
  2. Select "Pay As Guest" and enter your first and last name as your "Family Code"

3. Follow prompts to fill out account information and payment information.
4. Processing Fee: \$2.50 per transaction

### **Option 2 - Pay as you go and sign up for lunches in EZ School Apps!**

If you do not want to pay in advance but you want your child to eat lunch everyday, simply login to EZ School Apps and click on "lunch" each day.

The total of your "preorder" will show up at the bottom of the page but you will not be charged through EZ School Apps until the lunch is consumed. So, if your child is absent for the day or decides to bring their lunch instead, **you will not be charged.**

 If your child is absent for a day or decides to bring a lunch to school, please also login and **remove the lunch in EZ School Apps so that Chef Adrienne does not waste food product.** However, if you do not remove it, you will still not be charged.

- You will be responsible for paying your balance for lunches consumed every month *and balances outstanding for more than a month will be assessed a \$5 fee each month.*
- Even if you do not want to pay in advance, please order in advance as it is extremely helpful to the teachers and cantine staff.

### **3. When do I need to make a payment for lunches?**

- We recommend that you add credit to your child's lunch account in advance. However, whether you do so or not, the charge for lunch is the same.

Check out the [Payment Guide](#) for Pricing

- The total of your "preorder" (lunches ordered for future dates) will show up at the bottom of the "Meal Preorder" tab but you will not be charged through EZ School Apps until the lunch is consumed. You will be responsible for paying your balance for lunches consumed every month and balances outstanding for more than a month will be assessed a \$5 fee each month.

### **4. What if I ordered lunches but the Cantine has to shut down due to COVID-19 protocols?**

- If lunch is not served for whatever reason, nobody will be charged for lunches and the credit will remain on your child's account for future use.

## Payment Questions

**5. I paid via Whitney Quickpay, Square or check and it is not reflected in my EZ School Apps account.**

- Payments made through any other method may take two weeks to be processed and applied to your EZ School Apps account. Please email [meagan.lanier@ebnola.com](mailto:meagan.lanier@ebnola.com) if you do not see the payment applied after that time.

**6. I am trying to add my bank information for ACH but it does not accept my bank.**

- This is a temporary issue with your bank and the Plaid system. We are pushing them to get this fixed as soon as possible and will send a notification once it is corrected.

**7. I am trying to add my bank information for ACH but it gets stuck and does not ever load.**

- Check that your pop up blocker is turned off. If so, check to see if another window popped open where you should enter your information.

**8. How will EZ School Payments show up on my bank statement?**

- EZ School Payments will show up as "Transfer Paypal Web"