

THE TABLE AT CHRISTIAN ACADEMY

Frequently Asked Questions

At Christian Academy, Food Services supports students by providing meals and serving families with care, efficiency and Christian hospitality. Use the answers below to find menus, manage cafeteria accounts and locate additional help.

Menus and Cafeteria Information

Where can I find my student's menu?

Menus are posted on the cafeteria webpage and organized by campus and school division. Select the menu that corresponds with your student's campus and grade level.

Are the menus the same at CAL and CAI?

No. Menus are campus- and division-specific. Please use the menu listed for your student's campus and school level.

Why are there several different menu links?

Christian Academy serves students across multiple campuses and age groups. Separate menus may be provided for junior academy, elementary school, middle school and high school, as well as for daily hot lunch or rotating menu options.

Where can I find cafeteria prices?

Current price information and cafeteria documents are posted on the cafeteria webpage when available.

MyPaymentsPlus and Cafeteria Accounts

What is MyPaymentsPlus?

MyPaymentsPlus is the online service families use to monitor cafeteria account balances and purchases, receive low-balance notifications and make online payments.

How do new families create a MyPaymentsPlus account?

Go to MyPaymentsPlus and select "Register a Free Account." Follow the on-screen instructions, add your student using the required student ID and then turn on account notifications. Student ID can be found in FACTS Family Portal.

What should returning families check each year?

Log in to your existing MyPaymentsPlus account, confirm that all students are listed, verify your email address and notification settings before saving any changes. Add a new student through the account-management area if needed.

Which student number should I use in MyPaymentsPlus?

Use your student's ID number, which is the same as the student's FACTS ID. Do not use the cafeteria lunch PIN unless instructions specifically tell you to do so.

Where can I find my student's FACTS ID?

Log in to the FACTS Family Portal and follow the linked instructions for accessing family ID numbers. The cafeteria webpage includes a step-by-step FACTS guide for families.

Why did I receive an email from MyPaymentsPlus?

An email from MyPaymentsPlus generally means that your student's balance is getting low or is already negative. Log in to review the balance and recent purchases.

What do parentheses around a balance mean?

A balance shown in parentheses, such as (\$1.00), is a negative balance.

Will unused cafeteria funds carry over?

Yes. A positive balance automatically rolls over for use during the next school year.

Can I monitor what my student purchases?

Yes. MyPaymentsPlus allows families to view cafeteria purchase history in addition to checking the current balance.

Can I receive low-balance reminders?

Yes. After logging in, open the account and notification settings, select the desired notifications for each student and save your changes.

Food Allergies and Dietary Needs

Where can I find allergy-related menu information?

The cafeteria webpage includes a rotating allergy menu for Christian Academy of Louisville. Families should review the current menu and contact Food Services with questions about a student's specific needs.

What should I do if my student has a food allergy or dietary restriction?

Contact your campus Food Services team before your student purchases meals.

Getting Help

Who should I contact with a cafeteria question?

Use the contact information provided in your campus cafeteria materials or call Christian Academy School System at (502) 244-3225 so your question can be directed to the appropriate Food Services team.

Where do I go for help with FACTS Family Portal access?

Email support@caschools.us for assistance creating or accessing a FACTS Family Portal account or locating information within the portal.

Helpful Links

Cafeteria webpage	caschools.us/system/cafeteria/
MyPaymentsPlus	www.mypaymentsplus.com/
FACTS Family Portal	ca-us.client.factsmgt.com/