



Frequently Asked Questions for School Year 2016-17

HOW DO I GET STARTED?

Getting started is a simple three-step process.

1. Create a user profile by clicking on the **Sign Up** Today button on the home page.
2. Add students to your household - you'll need the child's name, and birth date or student ID.
3. Now you're ready to make payments!

WHAT IF I FORGOT MY USERNAME OR PASSWORD?

On the right side of the login page, click **Forgot your username or password?** The system will ask for your login name or your email address. If a match is found, you will be sent an email with a link that will allow you to choose a new password.

HOW DO I KNOW MY INFORMATION IS SECURE?

Transaction information is encrypted and sent from your PC to the MySchoolBucks.com server via a secure gateway. Look for the "https" in the web address and the closed lock in the address bar.

HOW CAN I REQUEST NOTIFICATION VIA EMAIL WHEN MY CHILD'S BALANCE IS LOW?

Click the **Welcome, [Your Name]** link drop-down at the top of the screen and select **My User Profile**. Click Edit next to the name of the student you would like to receive emails for. Then, check the box to request low balance notifications and fill in the amount. When your child's balance goes below that amount, an email message will be automatically sent to the email address in your user profile.

WHY DID I RECEIVE ANOTHER NOTICE THAT MY CHILD'S BALANCE IS LOW?

If your child's balance changes, the email notification is reset to send a new message. You should receive a 1st, 2nd, and Final notice when the balance goes below your selected minimum dollar amount and you do not make a deposit. If you have more than one child account, you may receive messages for each account.

HOW CAN I REQUEST A RECEIPT VIA EMAIL WHEN I MAKE A PAYMENT?

Click the **Welcome, [Your name]** link drop-down at the top of the screen and select **My User Profile**. Under My Contact Info, click **Edit** next to the "Send confirmation of payment" setting. Then, select **Yes** and click **Update** to request a confirmation receipt via email. Each time you make a payment, a confirmation will be sent to the email address in your user profile.

CAN OTHER PEOPLE MAKE PAYMENTS ON MY CHILD'S ACCOUNT?

Multiple users can have the same child added to their profile and make payments if they know the child's name and either birthdate or student ID. Remember that MySchoolBucks.com is intended to be used by adults who can purchase with a credit card or e-check, and that you are responsible for protecting the confidentiality of your password and should not permit any other person to use your password.

HOW CAN I SEE A LIST OF ALL THE PAYMENTS I'VE MADE?

Hover your mouse cursor over Home and click **My Order History**. A list of all payments made from your user account is shown.

HOW CAN I SEE WHAT MY CHILD HAS PURCHASED IN THE SCHOOL CAFETERIA?

Hover your mouse cursor over Meal Accounts and click **Cafeteria Meal History**. A list of purchases made in the cafeteria will appear. Please note that only up to the last 90 consecutive days will be displayed under your child's transaction history.

HOW CAN I CHECK MY CHILD'S PURCHASE HISTORY FURTHER BACK THAN 90 DAYS?

To receive purchase history information from further back than 90 days, you will need to contact your school's cafeteria manager.

WHAT CREDIT CARDS/METHODS OF PAYMENT ARE ACCEPTED?

MySchoolBucks.com accepts debit, credit, and e-check payments. MySchoolBucks.com accepts Visa, Discover, and Mastercard credit card payments.

HOW LONG DOES IT TAKE FOR A PAYMENT TO BE ADDED TO MY CHILD'S ACCOUNT?

Credit card payments are authorized during the order process on MySchoolBucks, and your credit card account is charged immediately. **Payments made with a credit card may take up to 24 hours to process and will normally show up in your child's account by the next school day.** Payments will show as "pending" on your Meal Accounts page until they post to your student's meal account at their school.

eChecks are typically processed within one or two business days of payment.

IS THERE A FEE FOR USING MYSCHOOLBUCKS?

You will be required to pay a program fee of \$1.95 per transaction (adding funds to the account) on MySchoolBucks.com.

WHY DOES MY ONLINE BANK STATEMENT SHOW A *PENDING* CHARGE AFTER MY PAYMENT WAS DECLINED?

If you receive a message when processing your payment that indicates the billing address doesn't match the bank records your credit card provider will place a temporary hold of funds on your credit card. The *pending* charge may temporarily appear on your online bank statement but the charge will be automatically removed in 2-3 banking days. The 'authorization hold' is a normal banking industry practice.

WHAT HAPPENS IF MY CHILD CHANGES SCHOOLS?

If your child moves to a new school in the same district, you can continue using your MySchoolBucks.com account as long as that school is a MySchoolBucks.com participant. When the school district updates their enrollment records prior to the start of school, MySchoolBucks will also be automatically updated with the new enrollment information. Please check with your school district for a list of participating schools.

Note: Scheduled payments for cafeteria meals may apply to a specific school. When the student transfers to a new school the scheduled payment for the old school is no longer valid and must be canceled. Please set up a new scheduled payment for your child at their new school.

WHY IS MY CHILD'S BALANCE NOT LISTED?

Balance information may not be available when your child moves to a new school and the school has not yet sent the new balance to the website. The balances are usually updated around the first day of school.

WHAT HAPPENS IF I MOVE TO A NEW DISTRICT?

If you change school districts, you may use the district selector at the top of the page to add a new school district to your profile. MySchoolBucks.com will provide a list of available school districts during the sign up process.

WHY DID MY CHILD'S BALANCE NOT UPDATE WHEN I MADE MY PAYMENT?

Payments made through the website transfer to the school site and update your child's account balance in the school site Point-of-Sale computer. Once the payment travels to the school site and updates the balance, it will transfer back to the website so you can see the updated balance. **Generally, this process takes 2 school days.**

WHO SHOULD I CONTACT IF MY PAYMENT DIDN'T SHOW UP AT THE SCHOOL?

First, check My Order History to make sure the payment was completed and approved. If the payment appears there, go to Cafeteria Meal History and check the student's purchase history. If the payment shows in the Cafeteria Meal History, it has been successfully received at the child's school. If not, make sure you have allowed at least 2 school days for the payment to transfer to the school. If the payment does not appear after that, contact your school district administrator for help.

HOW DO I SET UP A FUTURE SCHEDULED OR RECURRING PAYMENT?

Hover your mouse cursor over Meal Accounts and click **Make a Payment**, or click **Make a Payment** from the Home page. Choose the amount to pay for your child and select a payment method. Then, click **No** under "Make this automatic" to change the option to Yes. You can set up payments to occur when the account balance falls below a specified amount or on a set schedule. When the payment settings have been entered, click Place Order to finish setting up the recurring payment.

HOW DO I CANCEL OR CHANGE AN EXISTING SCHEDULED PAYMENT?

To cancel a scheduled payment, choose Scheduled Payments under the Home menu and select 'View/Edit' next to the payment description and choose 'Cancel This Order' from the next window. If you wish to change an existing scheduled payment, follow these same steps to cancel it and then create a new one with your new options.

HOW DO I TRANSFER FUNDS BETWEEN ACCOUNTS (EX: MEALS TO ALA CARTE)?

Transferring funds between accounts must be done by the child's school. Please contact the cafeteria manager at your child's school for assistance.

HOW DO I TRANSFER FUNDS BETWEEN STUDENTS?

Transferring funds between accounts must be done by the children's schools. If both students attend the same school, you may contact the cafeteria manager at their school for assistance. If they attend different schools, this request should be made to the district's food service department.

WE HAVE MOVED AND I WOULD LIKE A REFUND OF MY BALANCE. WHO DO I CONTACT?

Refund requests are processed by your school district. Please contact the school your child attended and request a refund. For more assistance you can contact the food service department in your district.

WHO SHOULD I CONTACT IF I HAVE SUGGESTIONS FOR IMPROVEMENTS TO THE MYSCHOOLBUCKS.COM WEBSITE?

Use the "Contact Us" link at the bottom of any page of MySchoolBucks.com. We love to hear from you!