



**myschoolaccount**.com



# PARENT USER GUIDE



## myschoolaccount.com is a service provided to parents that will allow the following:

- Parents to setup an account with a user name and password
- Parents to deposit money directly into their student's account
- Parents to associate & view multiple students under one account
- Parents to view multiple students at once
- Parents to see the last 30 day account history (payments and purchases) and the balance on the account
- Parents to set a low balance notification

# INTRODUCTION

In this user guide you will cover the following:

- **Creating an Account at myschoolaccount.com** ..... 4
- **Adding a Student** ..... 5
- **Removing a Student** ..... 5
- **Depositing Money to School Lunch Account** ..... 6
- **Viewing Deposit History** ..... 7
- **Transferring Funds Between Students** ..... 7
- **Viewing Lunch Activity** ..... 9
- **Setting Balance Notification Alerts** ..... 10
- **How to Change Registered Email Address** ..... 11
- **How to Change Registered Password** ..... 12
- **How to Change Personal Information** ..... 13

# CREATING AN ACCOUNT

- Go to [myschoolaccount.com](https://myschoolaccount.com)
- Click on the **Create Account** link located on the top right portion of the home page
- Fill in the required fields
- When registration is complete, an email with a **verification code** will be sent to the email address you used to register
- After you have received your verification code, return to [myschoolaccount.com](https://myschoolaccount.com) and log in using your **User ID** and **Password**
- You will then be directed to a page prompting you to enter your **verification code** (from the verification email you received)
- After you type in your verification code, you will be directed to the [myschoolaccount.com](https://myschoolaccount.com) **dashboard** (see figure 4.1)



Figure 4.1

# ADDING A STUDENT

- Log onto [myschoolaccount.com](https://myschoolaccount.com)
- From the **Dashboard**, click on the **Manage Students** icon located under the [myschoolaccount.com](https://myschoolaccount.com) logo
- Follow the prompts on the next page. You will then need your student's assigned Student ID#\* and date of birth



\* If your student does not know their ID# contact the main office at your school.

# REMOVING A STUDENT

If you accidentally attached the wrong student to your parent account or decide you no longer want the student to be enrolled under the particular parent, you have the option of removing the student from the account.

- Log onto [myschoolaccount.com](https://myschoolaccount.com)
- From the **Dashboard**, click on the **Manage Students** icon located under the [myschoolaccount.com](https://myschoolaccount.com) logo
- Select the student you wish to remove by checking the box in front of their name (see figure 5.1)
- Click **Remove Student** button, You will then be prompted to confirm your action



Figure 5.1

# DEPOSITING MONEY IN STUDENT LUNCH ACCOUNT

- Log onto myschoolaccount.com
- From the **Dashboard**, click on the **Deposit Funds** icon located under the myschoolaccount.com logo
- Find the **My Students** box (see figure 6.1)
- Fill in the amount to deposit in the **Deposit Amount** field
- Select your payment method and click **Make Deposit**
- You will be asked to fill in your billing information as well as your payment information
- Click **Proceed** when done
- Enter your banking/credit card information, click **Proceed** when finished
- You'll then be asked to verify your transaction
- If all info is correct click **Pay Now**, if you need to make changes click **Modify**



MY STUDENTS			
STUDENT	CURRENT BALANCE	DEPOSIT AMOUNT	ACTIONS
Courtney Carver	\$124.25	<input type="text" value=".00"/>	<a href="#">VIEW HISTORY</a>
Brittnee Moore	\$35.00	<input type="text" value=".00"/>	<a href="#">VIEW HISTORY</a>
Barbara Witherow	\$35.00	<input type="text" value=".00"/>	<a href="#">VIEW HISTORY</a>
		\$0.00	

Figure 6.1

# VIEW DEPOSIT HISTORY

- Log onto myschoolaccount.com
- From the **Dashboard**, click on the **Deposit Funds** icon located under the myschoolaccount.com logo
- Find the **Online Payment History** box at bottom of the page (see figure 7.1)



ONLINE PAYMENT HISTORY				
ID	POST DATE	PAYMENT TOTAL	PAYMENT TYPE	DETAILS
1056962	6/22/2012 2:49 PM	\$15.00	TRANSFER FUNDS	<a href="#">DETAILS</a>
1056961	6/21/2012 6:07 PM	\$102.00	ACH CHECKING	<a href="#">DETAILS</a>
1056960	6/21/2012 11:46 AM	\$1.00	TRANSFER FUNDS	<a href="#">DETAILS</a>
1056959	5/25/2012 4:57 PM	\$10.00	TRANSFER FUNDS	<a href="#">DETAILS</a>
1056958	5/18/2012 5:30 PM	\$20.00	TRANSFER FUNDS	<a href="#">DETAILS</a>

« Prev | Next »

Figure 7.1



# TRANSFERRING FUNDS BETWEEN STUDENTS

- Log onto myschoolaccount.com
- From the **Dashboard**, click on the **Deposit Funds** icon located under the myschoolaccount.com logo
- Find the **Transfer Funds** box to the right of the page (see figure 8.1 on next page)
- Select the appropriate students according to whose account you want to have the money transferred between from the **drop-down box** (see figure 8.2)
- Type the amount of money you want to have transferred
- Click **Transfer Funds**, a confirmation will be displayed



Transfer Funds

From: Select Student

To: Select Student

Amount \$ .00

**TRANSFER FUNDS**

Figure 8.1

Transfer Funds

From: **Select Student**  
 Courtney Carver (\$124.25)  
 Brittnee Moore (\$35.00)  
 Barbara Witherow (\$35.00)

To: Select Student

Amount \$ .00

**TRANSFER FUNDS**

Figure 8.2

# VIEW LUNCH ACTIVITY

- Log onto myschoolaccount.com
- From the **Dashboard**, find the **My Students** area (see figure 9.1)
- Click View History for the student you wish to see and a popup window will appear (see figure 9.2)

MY STUDENTS			
STUDENT ID	STUDENT	CURRENT BALANCE	ACTIVITY
44642	Courtney Carver	\$124.25	<a href="#">VIEW HISTORY</a>
4414	Brittnee Moore	\$35.00	<a href="#">VIEW HISTORY</a>
441234	Barbara Witherow	\$35.00	<a href="#">VIEW HISTORY</a>

Figure 9.1

BRITTNEE MOORE AT COFFEE HIGH SCHOOL

PURCHASE DATE	MENU ITEM	QTY	PRICE	TOTAL
[Empty rows]				

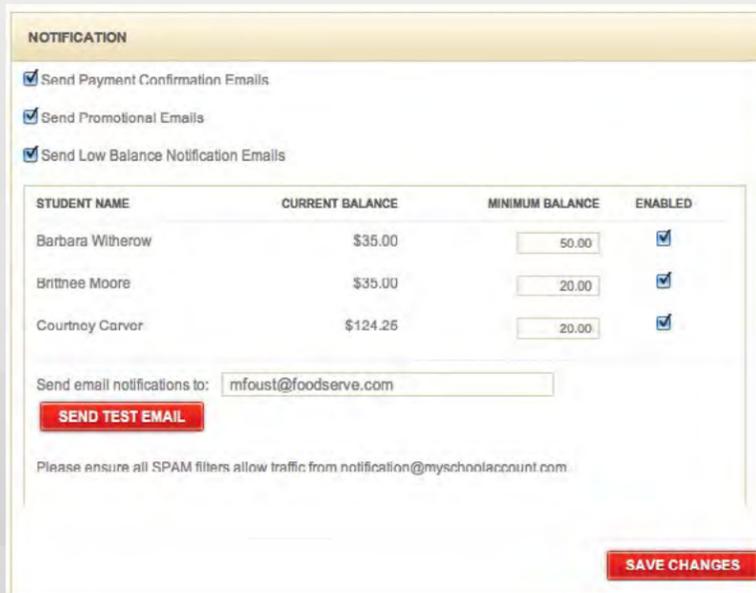
**PRINT** **CLOSE**

Figure 9.2

# SETTING BALANCE NOTIFICATION ALERTS

Setting up notification preferences allows parents to be notified via email, when their student's lunch account balance drops below a preset minimum.

- Log onto myschoolaccount.com
- From the **Dashboard**, click on the **Manage My Account** green button on the top right of the page
- On the **Manage My Students** page, find the **Notification** box at the bottom of the page (see figure 10.1)
- Select which students you would like to receive notifications for by checking the enable box
- Check the box marked **Send Low Balance Notification**
- Fill in the email address you want to have the alerts sent to
- Click **Save Changes**



The screenshot shows the 'NOTIFICATION' settings page. It includes three checked checkboxes: 'Send Payment Confirmation Emails', 'Send Promotional Emails', and 'Send Low Balance Notification Emails'. Below these is a table with columns for 'STUDENT NAME', 'CURRENT BALANCE', 'MINIMUM BALANCE', and 'ENABLED'. The table lists three students: Barbara Witherow, Britnee Moore, and Courtney Carver. At the bottom, there is a text input field for 'Send email notifications to:' with the value 'mfoust@foodserve.com', a 'SEND TEST EMAIL' button, and a 'SAVE CHANGES' button.

STUDENT NAME	CURRENT BALANCE	MINIMUM BALANCE	ENABLED
Barbara Witherow	\$35.00	50.00	<input checked="" type="checkbox"/>
Britnee Moore	\$35.00	20.00	<input checked="" type="checkbox"/>
Courtney Carver	\$124.25	20.00	<input checked="" type="checkbox"/>

Figure 10.1

# HOW TO CHANGE REGISTERED EMAIL ADDRESS

- Log onto myschoolaccount.com
- From the **Dashboard**, click on the **Manage My Account** green button on the top right of the page
- Find the **Login Information** box at the top portion of the page (see figure 11.1)
- Enter your **Current Email**
- Enter your new desired email in the **New Email** and **Confirm Email** boxes
- Click **Save Changes** button to complete the process



The screenshot shows the 'LOGIN INFORMATION' form. It has six input fields: 'Current Email' (pre-filled with 'administrator@foodserve.com'), 'Current Password', 'New Email', 'New Password', 'Confirm Email', and 'Confirm Password'. A red 'SAVE CHANGES' button is located at the bottom right of the form.

Figure 11.1

# HOW TO CHANGE REGISTERED PASSWORD

- Log onto myschoolaccount.com
- From the **Dashboard**, click on the **Manage My Account** green button on the top right of the page 
- Find the **Login Information** box at the top portion of the page (see figure 12.1)
- Enter your **Current Password**
- Enter your new desired password the **New Password** and **Confirm Password** boxes
- Click **Save Changes** button to complete the process



Figure 12.1

# HOW TO CHANGE PERSONAL INFORMATION

- Log onto myschoolaccount.com
- From the **Dashboard**, click on the **Manage My Account** green button on the top right of the page 
- Find the **My Information** box at the top portion of the page (see figure 13.1)
- Enter your **Current Password**
- Make any desired changes to your personal information
- Click **Save Changes** button to complete the process



Figure 12.1