Quick Answers

- **How do I add money/make a payment to my child’s account?**
  You can continue to send money to school with or without adding money through SchoolCafé. Follow the steps in Make a Payment in this guide.

- **I made an online payment. When can my student use the payment?**
  Your student’s cafeteria account is credited within 24 hours but may become available as quickly as 2 hours.

- **Is there a fee or service charge for making online payments?**
  Yes! Follow the steps in Make a Payment in this guide.

- **Can I receive notification when my student’s account balance is low?**
  Yes! Follow the steps in Set Up a Low Balance Alert in this guide.

- **Why was my account locked when making a payment?**
  After three failed payment attempts, payment function is locked. Contact SchoolCafé to remove the lock.

- **What if I have several students in different schools?**
  Include as many students as you need in your account. The students can attend any school within the same district. Payments for each student are made separately.

- **Can I transfer money from one child to another?**
  Contact the Child Nutrition Services office at the school district for assistance with a transfer.

- **What happens to the money in my account at the end of the school year?**
  Your account balance moves with your student(s) from grade to grade and school to school within the district. Contact the Child Nutrition Services office at the school district for assistance with a refund.

- **How do I receive a refund if my child changes school districts?**
  Contact the Child Nutrition Services office at the school district for assistance with a refund.

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1. **Register**
   - a. Click Register
   - b. Verify “I’m registering as a Parent” is selected and click Next Step
   - c. Enter your school district name and then click Next Step
   - d. Enter your name and contact information, and then click Next Step
   - e. Set up your username and password
   - f. Select a Security Question and enter a Security Answer, and click Next Step
   - g. Click I’m not a robot and follow the reCAPTCHA prompts
   - h. Check I accept the Terms & Conditions and click Create My Account

2. **Add Your Student(s)**
   - a. Click Students → Student Accounts
   - b. Click Add a Student
   - c. Enter your Student’s ID [and Lunch PIN, if asked] and select your student’s School
   - d. Click Search & Verify Student
   - e. Click Add this Student

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3. **Add Payment Source**
   - a. Click My Account → Payment Sources
   - b. Click Add a Card
   - c. Enter your Card Number and Card Expiration date
   - d. Enter a name to associate with this card, if wanted
   - e. Click Add Card

4. **Make a Payment**
   - a. Click Students → Student Accounts
   - b. Click Make a Payment
   - c. Enter Payment dollar amount
   - d. Click
   - e. Select a Payment Method, or enter card information for a one-time payment
   - f. Click

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Set Automatic Payment

1. Click Students → Student Accounts
2. Click Automatic Payment () in a student listing
3. Enter Payment Amount
4. Enter amount in Balance Threshold to trigger payment
5. Select a Payment Source
6. Set Auto Pay Expiration Date for stop payment date
7. Click Add Automatic Payment

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Set Low Balance Alerts

1. Click Students → Student Accounts
2. Click Low Balance Alert () in a student listing
3. Enter Threshold amount
4. Enter number of days to elapse between alerts
5. Click Set
Use this guide to navigate the School Menus page, view menus and menu items, and create a school tray with a complete meal.

To make a tray

a. Click **School Menus**

b. Click **Make a Tray**

c. Click **Select** next to menu items to add to **My Tray** (dot turns blue like this: 🎈)—following the listed rules

When you see this, you have created a nutritionally balanced meal that meets current USDA guidelines.

d. Click **Save Meal**

Lists all selected menu items along with picture, meal contributions, calories, and carbohydrates for each.

Provides quick summary of meal contributions, calories, and carbohydrates.

Click to see Fat, Cholesterol, Sodium, and other nutrient values for the selected meal.

Shows allergens present in the selected meal.

Tip To see all the trays that you have created, click **Menus & Nutrition** → **My Trays**

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Show menu item ratings & favorites

- Click **Menus & Nutrition** → **Interact**

*Your favorites and rated items are shown by default*

Change a menu item rating or favorite

- Click a different 🌟 or ❤️ for a menu item

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Rate a menu item

- Click the menu item name on the menu
- Click a 🌟 in the **Interact** group

“Favorite” a menu item

- Click the menu item name on the menu
- Click ❤️ in the **Interact** group

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Meal Contribution

- Shown below menu item name
- Fruit
- Grain
- Milk
- Protein
- Vegetable

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Click menu item name to show ingredients and nutritional information.

Click to change to previous or next week.

Select to hide menu items with allergen.

Click date to show menu for whole week.

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