

ParentGuide



Parent Guide

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How to Create a SchoolCafé Parent Account

These steps show parents/guardians how to create a SchoolCafé account and deposit funds in their student meal accounts.

Step 1	On a computer, open an internet browser and go to the following website www.schoolcafe.com NOTE: The SchoolCafé app is available for Android and iOS mobile devices.	
Step 2	Under	

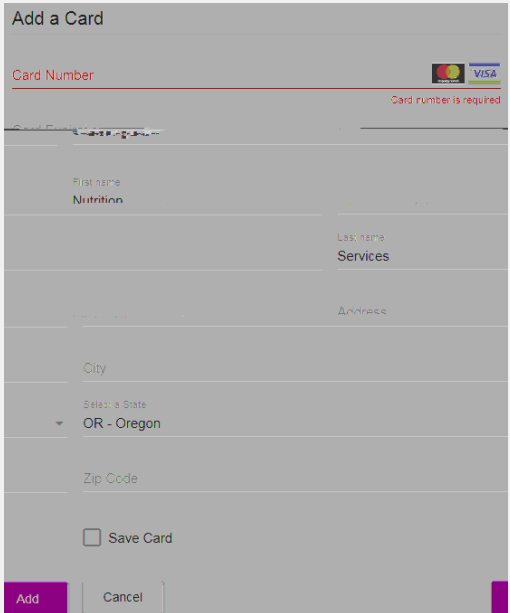
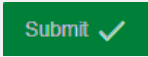

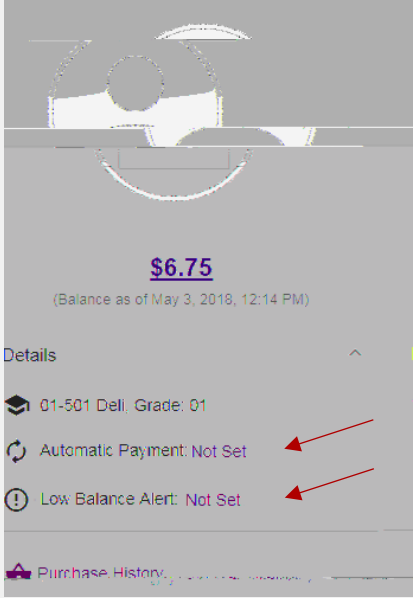

Step 9



How to Add Funds to a Student Meal Account

Step 1	Click on Add a Student	
Step 2	<p>Enter your student's ID# and select the School they are enrolled at from the drop down menu</p> <p>Click Search & Verify Student</p> <p>NOTE: If you do not have your student's ID#, you can call your student's school or PPS Nutrition Services at 503.916.3247.</p> <p>If your student attends a PPS charter school or community based school, select Portland Public Schools</p>	
Step 3	Click Add this Student	
Step 4	Click Make a Payment	
Step 5		

How to Add Funds to Student Meal Account with SchoolCafé

<p>Step 7</p>	<p>Enter the card information.</p> <p>NOTEIf you want to save the card information for future purchases, click Save Card, not, leave it unchecked.</p> <p>When done entering, click Add</p>	
<p>Step 8</p>	<p>Click Submit</p>	
<p>NOTE</p>	<p>You will receive a confirmation message on the screen if the payment was accepted.</p>	
<p>Step 9</p>	<p>To setup recurring payments, click on Not Set the right of Automatic Payment: Follow the instructions on the screen and Save when complete.</p> <p>To setup email notifications, click on Not Set the right of Low Balance Alert Follow the instructions on the screen and Save when complete.</p> <p>IMPORTANTTo ensure you receive email notifications, remember to verify your email address.</p>	
<p>Step 10</p>	<p>To logout, click on the 3 dots located on the top, right corner of the screen and select Logout</p>	

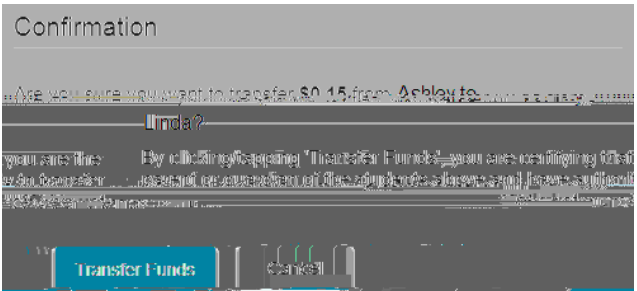
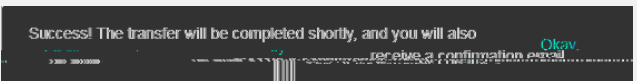
For account or payment related questions, contact SchoolCafé technical support at .855.729.2328 or email customercare@schoolcafe.com. Hours: Monday-Friday, 6AM-6PM CST.



How to Transfer Funds Between Student Meal Accounts

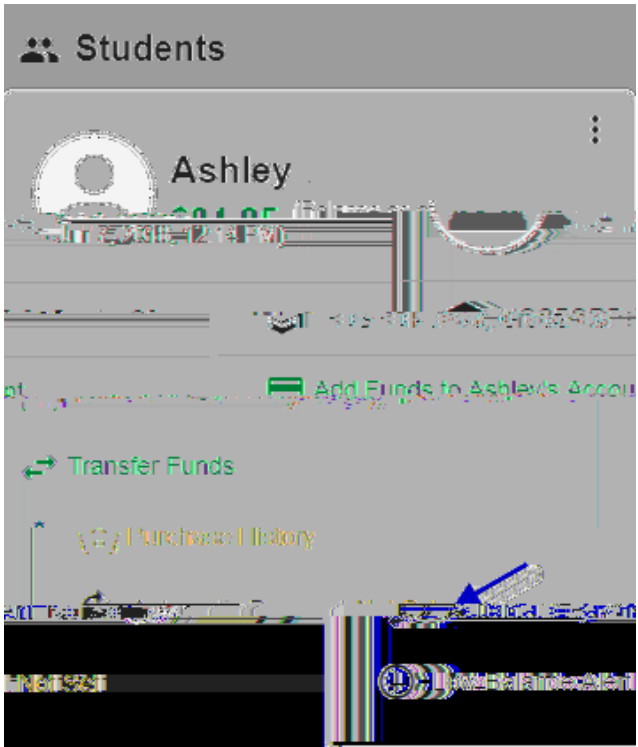
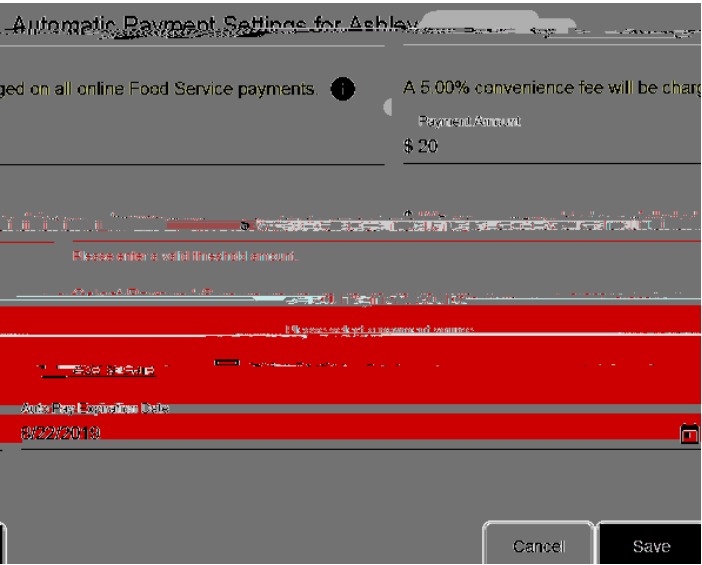
Step 1 Once logged into SchoolCafe, make

How to Transfer Funds Between Student Meal Accounts

<p>Step 4</p>	<p>Once you confirm that you are transferring the desired amount to the correct student's meal account, click Transfer Funds</p>	
<p>Step 5</p>	<p>You will see the following message at the bottom of the screen. An email confirmation will be sent the email associated with your SchoolCafe account.</p>	

How to Set Up an Automatic Payment

NOTE: SchoolCafe charges a 5% fee per online transaction.

<p>Step 1</p>	<p>Once logged into SchoolCafe, make sure you have added your student(s) to your account. If not, follow steps 1-3 on page 3.</p> <p>Under Automatic Payment, click Not Set</p>	
<p>Step 2</p>	<p><u>Payment Amount</u> Enter the amount you would like deposited.</p> <p><u>Whenever account balance falls below this amount</u> Specify what amount the account must reach before a payment is made. Example, if you put \$10, when your student's meal account reaches \$10 or less an automatic payment will be made.</p> <p><u>Select Payment Source</u> If you have saved your debit or credit card information, you can select it from the drop down menu. If you do not have it saved, click on Add a Card</p> <p><u>AutoPay Expiration Date</u> If you do not want payments to be deducted after school ends, you can specify a date, like 6/7/2019.</p> <p>Click Save</p>	



How



SchoolCafé Frequently Asked Questions

Q: What should I do if the system doesn't accept my username and password?

If you do not remember your username:

1. On the Sign In screen, select the **Forgot Username** link.
2. Enter your email address.
3. Select the **Retrieve Username** button. Your username will then be emailed to you.

Q: What should I do if I forgot my password?

1. On the Sign In screen, select the **Forgot Password** link.
2. Enter your username and email address, then select **Next**.
3. Answer your Security Question.
4. Enter your new password and **confirm** your new password, then select **Login**.

Q: Which Payment Sources are accepted?

- SchoolCafé accepts payments by credit/debit cards with the Visa or MasterCard logo

Q: When will the individuals on my account be able to use the monies from my online payment?

- Payments made online will generally be available to your student at the school within 20 minutes, although sometimes they may take up to **24** hours under certain circumstances.

Q: How secure is SchoolCafé?

- SchoolCafé follows industry best practices in maintaining security. We use **128** bit encryption to secure data transfer between your browser and our server. From the time you login until the time you logout, all data is encrypted.

Q: How secure is my credit card information?

1. All credit card information is encrypted. Systems are reliable and secure to thwart any attacks of identity theft.
2. Very strict security features are maintained. Employees do not have access to credit card information, as this data is encrypted when it is stored in the system.

Q: How secure is my account while processing payments?

- SchoolCafé uses the highest level of internet security (128 bit encryption) to assure secure, reliable transactions. We use the same security encryption as many major e-commerce web sites. You can be certain that your payment is secure.

Q: I have a student(s) that attends another district that uses SchoolCafé as well as Portland Public Schools, do I need two separate SchoolCafé accounts?

- No. Parents can use one account to access their students, but some features are limited. Example, parents cannot transfer funds between the districts or request for refunds in the same way. Districts do not access a shared system so they cannot share data with one another. Therefore, these requests must be submitted to each individual district separately.