



For Parents

SchoolCafé Support Hours: 6:00 am to 6:00 pm CST

Phone: 855.PAY2EAT (855) 729-2328

Email: customercare@schoolcafe.com

Website: www.schoolcafe.com

- SchoolCafé provides a secure, online system for parents to
- Make payments to their student(s) cafeteria-meal account(s)
 - View school menus and menu item nutrition information
 - Review your student's buying history

1 Register

** You will be asked to verify your security answer and contact information when you request help with your username or password, or other information on your Profile page.*

- Click Register
- Verify "I'm registering as a Parent" is selected and click Next Step
- Enter your school district name and then click Next Step
- Enter your name and contact information, and then click Next Step
- Set up your username and password
- Select a Security Question and enter a Security Answer, and click Next Step
- Click I'm not a robot and follow the reCAPTCHA prompts
- Check I accept the Terms & Conditions and click Create My Account

2 Add Your Student(s)

- Click Students → Student Accounts
- Click Add a Student
- Enter your Student's ID [and Lunch PIN, if asked] and select your student's School
- Click Search & Verify Student
- Click Add this Student

3 Add Payment Source

- Click My Account → Payment Sources
- Click Add a Card
- Enter your Card Number and Card Expiration date
- Enter a name to associate with this card, if wanted
- Click Add Card

4 Make a Payment

- Click Students → Student Accounts
- Click Make a Payment
- Enter Payment dollar amount
- Click
- Select a Payment Method, or enter card information for a one-time payment
- Click

Set Automatic Payment

- Click Students → Student Accounts
- Click Automatic Payment (☑) in a student listing
- Enter Payment Amount
- Enter amount in Balance Threshold to trigger payment
- Select a Payment Source
- Set Auto Pay Expiration Date for stop payment date
- Click Add Automatic Payment

Set Low Balance Alerts

- Click Students → Student Accounts
- Click Low Balance Alert (🔔) in a student listing
- Enter Threshold amount
- Enter number of days to elapse between alerts
- Click Save

Quick Answers

- ✓ **How do I add money/make a payment to my child's account?**
You can continue to send money to school with your student or you can add 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 at the school 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?**
A convenience fee **may be** charged for each online payment transaction. For example, if you make a \$20.00 payment and the convenience fee is \$1.00, the total debited from your credit card is \$21.00. The available funds for your child will be \$20.00. Convenience fee amounts vary by school district.
- ✓ **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.