

# schoolcafé

Parent Guide

Primeros *edges*

A decorative graphic at the bottom of the page consisting of several overlapping, semi-transparent green shapes that create a stylized landscape or hills effect. The colors range from a light, pale green to a dark, forest green.



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## Parent Guide

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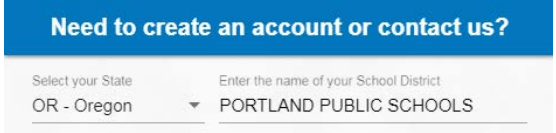


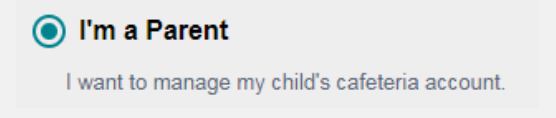

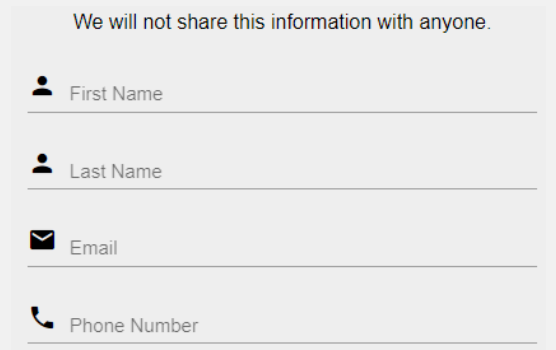

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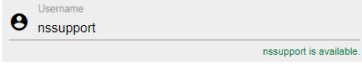
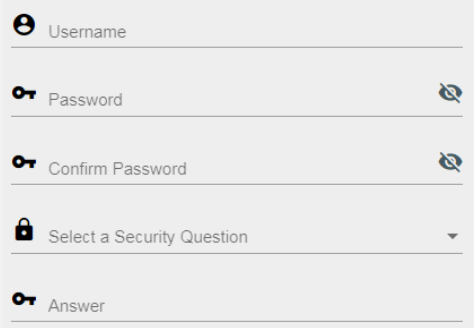





## How to Create a SchoolCafé Parent Account

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

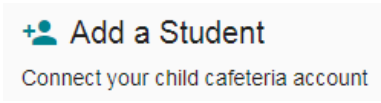
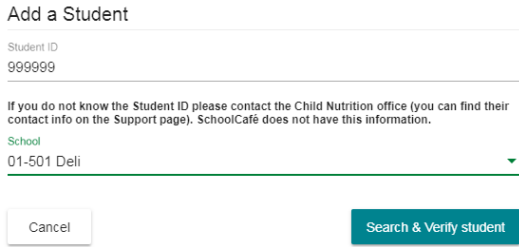

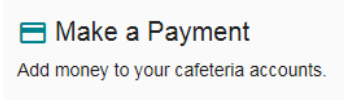
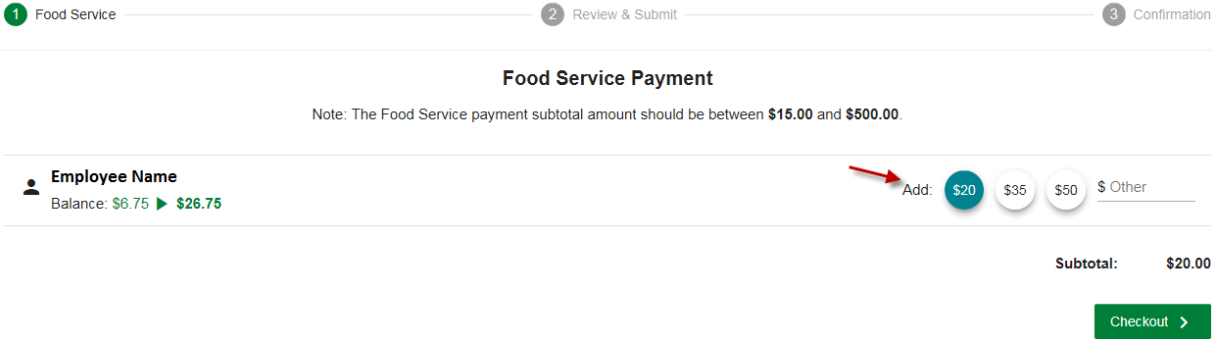

<p><b>Step 1</b></p>	<p>On a computer, open an internet browser and go to the following website: <a href="http://www.schoolcafe.com">www.schoolcafe.com</a>.</p> <p><b>NOTE:</b> The SchoolCafé app is available for Android and iOS mobile devices.</p>	
<p><b>Step 2</b></p>	<p>Under <b>Enter the name of your School District</b> Type <b>Portland</b>. The field will auto-populate with Portland Public schools. Click on it.</p>	
<p><b>Step 3</b></p>	<p>Click <b>Go to My District</b>.</p>	
<p><b>Step 4</b></p>	<p>Click <b>Create a new account</b>.</p>	
<p><b>Step 5</b></p>	<p>Select <b>I'm a Parent</b>.</p>	
<p><b>Step 6</b></p>	<p>Click <b>Next</b>.</p>	
<p><b>Step 7</b></p>	<p>Enter your demographic information:</p> <ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• Email</li> <li>• Phone Number</li> </ul>	
<p><b>Step 8</b></p>	<p>Click <b>Next</b>.</p>	

## How to Create an Adult/Staff Account in SchoolCafé

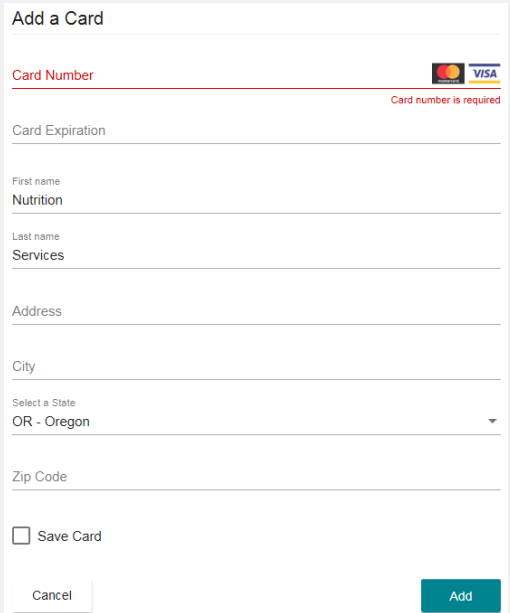

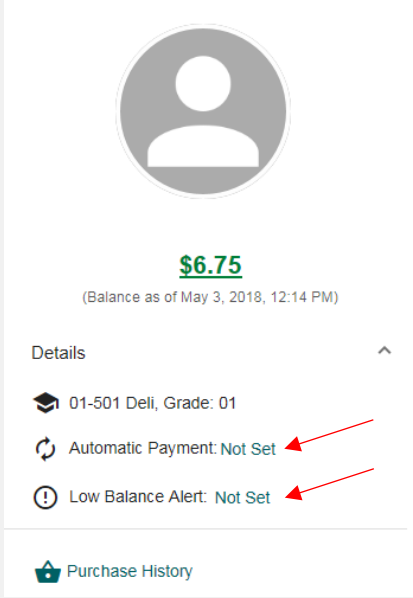
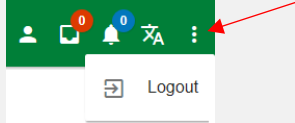
<p><b>Step 9</b></p>	<p>Enter the following:</p> <ul style="list-style-type: none"> <li>• Username – the system will let you know if it is available or not</li> </ul>  <ul style="list-style-type: none"> <li>• Enter a Password and confirm it.</li> <li>• Select a Security Question from the drop down menu.</li> <li>• Enter the Answer to the security question.</li> </ul>	
<p><b>Step 10</b></p>	<p>Click <b>Next</b>.</p>	
<p><b>Step 11</b></p>	<p>Review the Terms &amp; Conditions before checking the two boxes – <b>I accept the Terms &amp; Conditions.</b></p>	
<p><b>Step 12</b></p>	<p>Click <b>Create My Account</b>.</p>	



## How to Add Funds to a Student Meal Account

<p><b>Step 1</b></p>	<p>Click on <b>Add a Student</b>.</p>	
<p><b>Step 2</b></p>	<p>Enter your <b>student's ID#</b> and select the <b>School</b> they are enrolled at from the drop down menu.</p> <p>Click <b>Search &amp; Verify Student</b>.</p> <p><b>NOTE:</b> 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 <b>Portland Public Schools</b>.</p>	
<p><b>Step 3</b></p>	<p>Click <b>Add this Student</b>.</p>	
<p><b>Step 4</b></p>	<p>Click <b>Make a Payment</b>.</p>	
<p><b>Step 5</b></p>	<p><b>NOTE: SchoolCafé charges a 5% fee per transaction and has a \$15 minimum payment.</b></p>  <ol style="list-style-type: none"> <li>Click on the amount to deposit or enter one manually under Other. The amount must be between \$15 - \$500.</li> <li>Click <b>Checkout</b>.</li> </ol>	
<p><b>Step 6</b></p>	<p>Click <b>Add a New Card</b>.</p>	

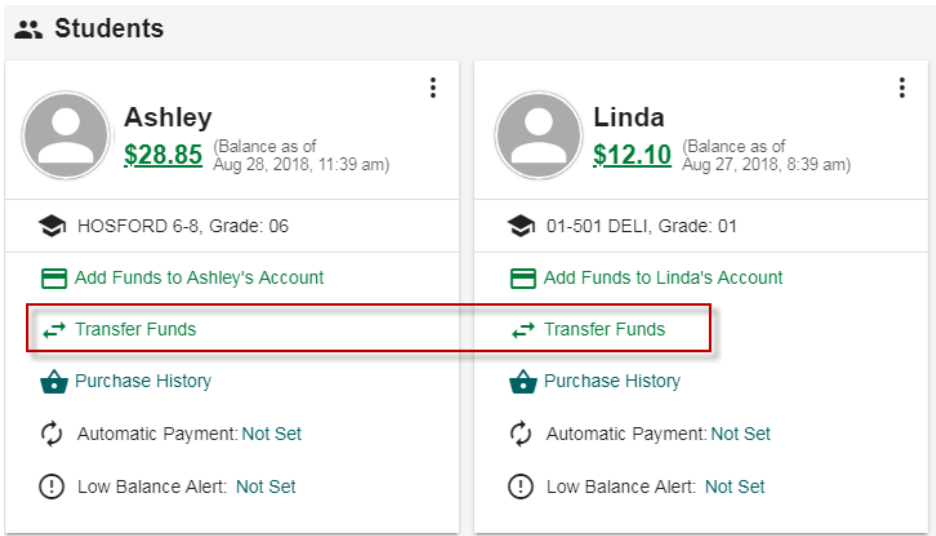
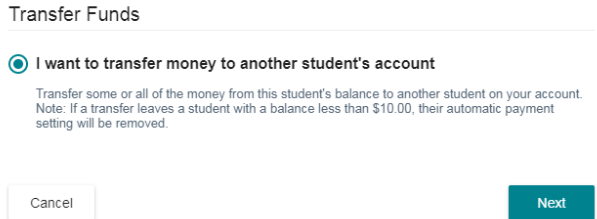
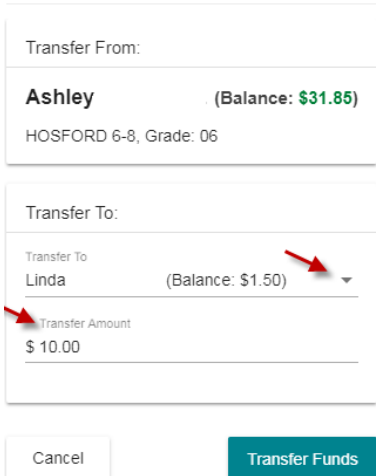
## How to Add Funds to Student Meal Account with SchoolCafé

<p><b>Step 7</b></p>	<p>Enter the card information.</p> <p>NOTE: If you want to save the card information for future purchases, click <b>Save Card</b>. If not, leave it unchecked.</p> <p>When done entering, click <b>Add</b>.</p>	
<p><b>Step 8</b></p>	<p>Click <b>Submit</b>.</p>	
<p><b>NOTE</b></p>	<p>You will receive a confirmation message on the screen if the payment was accepted.</p> <div style="text-align: center; background-color: #e8f5e9; padding: 10px; border: 1px solid #ccc;"> <p>✔ <b>Your payment was successful!</b></p> <p><small>Note: Payments may take up to 24-48 hours to reflect on your student's account balance. However, this usually happens much sooner.</small></p> </div>	
<p><b>Step 9</b></p>	<p>To setup recurring payments, click on <b>Not Set</b> to the right of <b>Automatic Payment</b>. Follow the instructions on the screen and <b>Save</b> when complete.</p> <p>To setup email notifications, click on <b>Not Set</b> to the right of <b>Low Balance Alert</b>. Follow the instructions on the screen and <b>Save</b> when complete.</p> <p><b>IMPORTANT:</b> To ensure you receive email notifications, remember to verify your email address.</p> <div style="background-color: #ffe0b2; padding: 5px; border: 1px solid #ccc; margin-top: 10px;"> <p><small>In order to set up alerts or continue to receive emails, please verify your email address. <a href="#">Click here to verify.</a></small></p> </div>	
<p><b>Step 10</b></p>	<p>To logout, click on the 3 dots located on the top, right corner of the screen and select <b>Logout</b>.</p>	

For account or payment related questions, contact SchoolCafé technical support at 1.855.729.2328 or email [customercare@schoolcafe.com](mailto:customercare@schoolcafe.com). Hours: Monday-Friday, 6AM – 6PM CST.



## How to Transfer Funds Between Student Meal Accounts

<p><b>Step 1</b></p>	<p>Once logged into SchoolCafe, make sure you have added all of your students to your account. If not, follow steps 1-3 on page 3.</p>	 <p>Click on <b>Transfer funds</b>.</p> <p><b>IMPORTANT NOTE:</b> If you do not see the <b>Transfer Funds</b> option, it's because the screen needs to be refreshed. Trying clicking on a different screen within SchoolCafe and then click on the Dashboard. You should now see the <b>Transfer Funds</b> feature.</p>
<p><b>Step 2</b></p>	<p>'I want to transfer money to another student's account' will automatically be checked.</p> <p>Click <b>Next</b>.</p>	
<p><b>Step 3</b></p>	<p><u>Transfer To:</u> Select the student's name to transfer the funds to.</p> <p><u>Transfer Amount:</u> Type in the amount of funds to transfer.</p> <p>Click <b>Transfer Funds</b>.</p>	

## How to Transfer Funds Between Student Meal Accounts

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<b>Step 4</b>	Once you confirm that you are transferring the desired amount to the correct student's meal account, click <b>Transfer Funds</b> .	<p><b>Confirmation</b></p> <hr/> <p>Are you sure you want to transfer <b>\$0.15</b> from <b>Ashley</b> to <b>Linda</b>?</p> <p>By clicking/tapping 'Transfer Funds', you are certifying that you are the parent or guardian of the students above and have authority to transfer funds between their accounts.</p> <p><input type="button" value="Cancel"/> <input type="button" value="Transfer Funds"/></p>
<b>Step 5</b>	You will see the following message at the bottom of the screen. An email confirmation will be sent to the email associated to your SchoolCafe account.	<p>Success! The transfer will be completed shortly, and you will also receive a confirmation email. <input type="button" value="Okay"/></p>





## How to Set Up an Automatic Payment

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

<p><b>Step 1</b></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 <b>Not Set</b>.</p>	
<p><b>Step 2</b></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 <b>Add a Card</b>.</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 <b>Save</b>.</p>	



## How to Set Up a Low Balance Alert

<p><b>Step 1</b></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 <u>Low Balance Alert</u>, click <b>Not Set</b>.</p>	
<p><b>Step 2</b></p>	<p><u>Alert me whenever this balance falls below:</u> Enter the desired amount. When the student meal account reaches this balance, you would receive an email notification.</p> <p><b>NOTE:</b> If you maintain a balance above the amount specified you will not receive any email notifications.</p> <p><u>Continue to alert me every ? day(s):</u> If the balance stays at the desired amount over a certain amount of time, you can specify how many times you receive an email notification. Example, if the balance is \$10 for 10 days and you specify, alert me ever 2 days, you will receive 5 emails.</p> <p>If you only want one notification each time the account falls below the desired amount, leave the field blank.</p> <p>Click <b>Save</b>.</p>	
<p><b>NOTE</b></p>	<p>If the account balance reaches the amount specified (example, \$10 or less) and you do not receive any email notifications, check the Junk email and/or Spam folder in your email account.</p>	



## How to Request Unused Funds

Please note: Unused funds rollover each school year for students enrolled at a PPS school. The funds follow the student, not the school they are attending. If the student no longer attends a PPS school and funds are unused two consecutive years, the funds will be sent to the State of Oregon as unclaimed property.

<p><b>Step 1</b></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>Click <b>Request Unused Funds</b> or <b>Transfer or Request Unused Funds</b> (If you have more than one student attached to your account you will see this option)</p>	
<p><b>Step 2</b></p>	<p>Select 'I want to request that unused funds from his account be returned to me'.</p> <p>Click <b>Next</b>.</p>	
<p><b>Step 3</b></p>	<p>Enter the refund amount.</p> <p>Click <b>Request Funds</b>.</p>	
<p><b>NOTE:</b></p>	<p>Once the request is received, a follow up email will be sent to get additional information – the name of the person to make the check payable to and the address to send the check to. Please allow 4-6 weeks to process.</p>	



## 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 re-enter 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 24-48 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.