# SchoolCafé Verification of Income – Parents Guide

- To begin responding to Verification of Student Eligibility for a district that is using SchoolCafé, open your web browser and navigate to https://www.schoolcafe.com/verification. You'll notice immediately that, instead of three buttons on the homepage, there are only two: one to create a new account (if you do not already have a SchoolCafé account) and one to sign in with an existing SchoolCafé account. Choose one of the options to get started.

- After creating a new account or signing in, you will be redirected to the Verification screen, where you will be asked to select a language in which to view the response submission form:
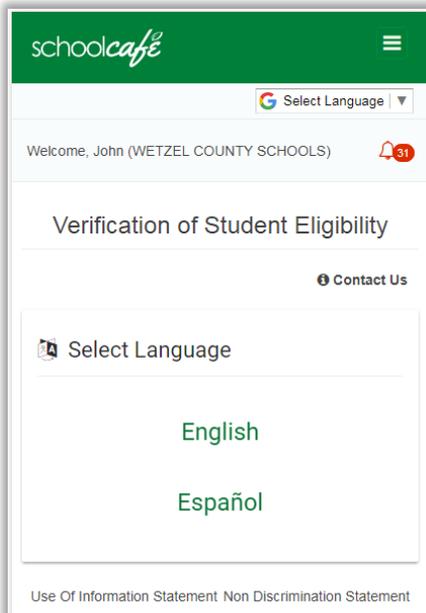
- After selecting a language, enter the application number of the most recent application you submitted for your students. If you do not have this information handy, you can find it on the *My Applications* screen.

- If you enter the correct application number and see one of the messages below, you may not be required to verify your income. Or, your response was already received by the district and processed separately. In either case, you can contact your school district to confirm the application details.

- Once you've confirmed your application number, the system will ask you to confirm either 1. Your name, or 2. One of the children on that application is in your household. This is done to confirm a match. If either question is invalid, and you are sure that this is the correct application number, you should contact the child nutrition office for your district.
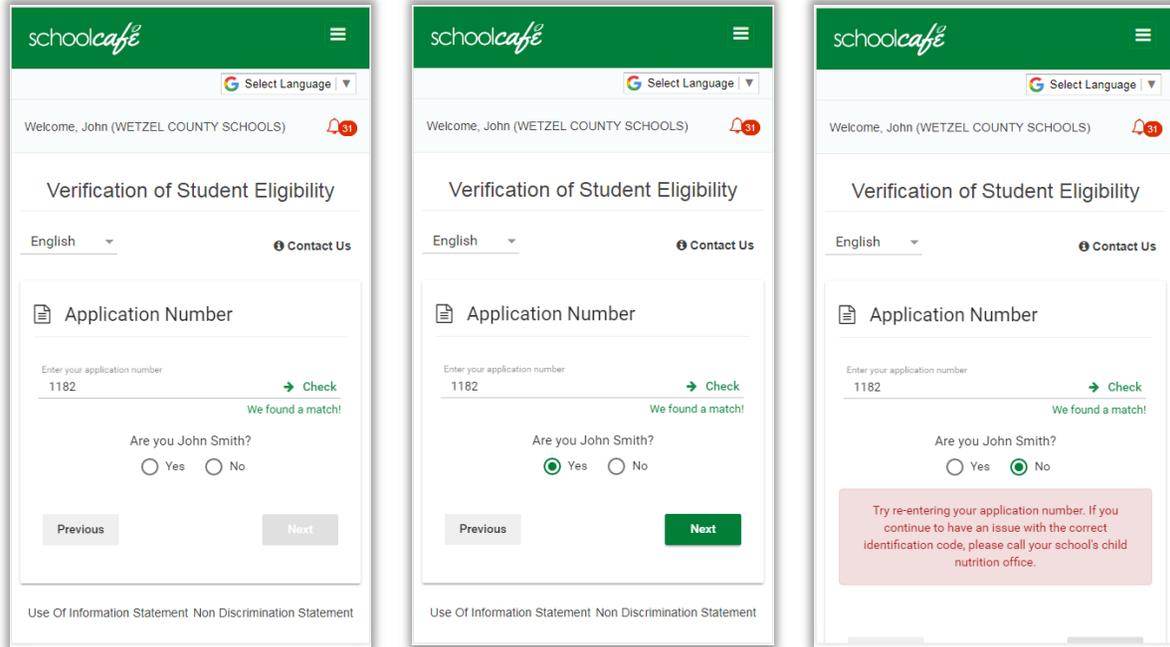
- Once you've confirmed the match, you can choose to either respond, or decline to respond (note: declining will cause the students on the application to lose their benefits).
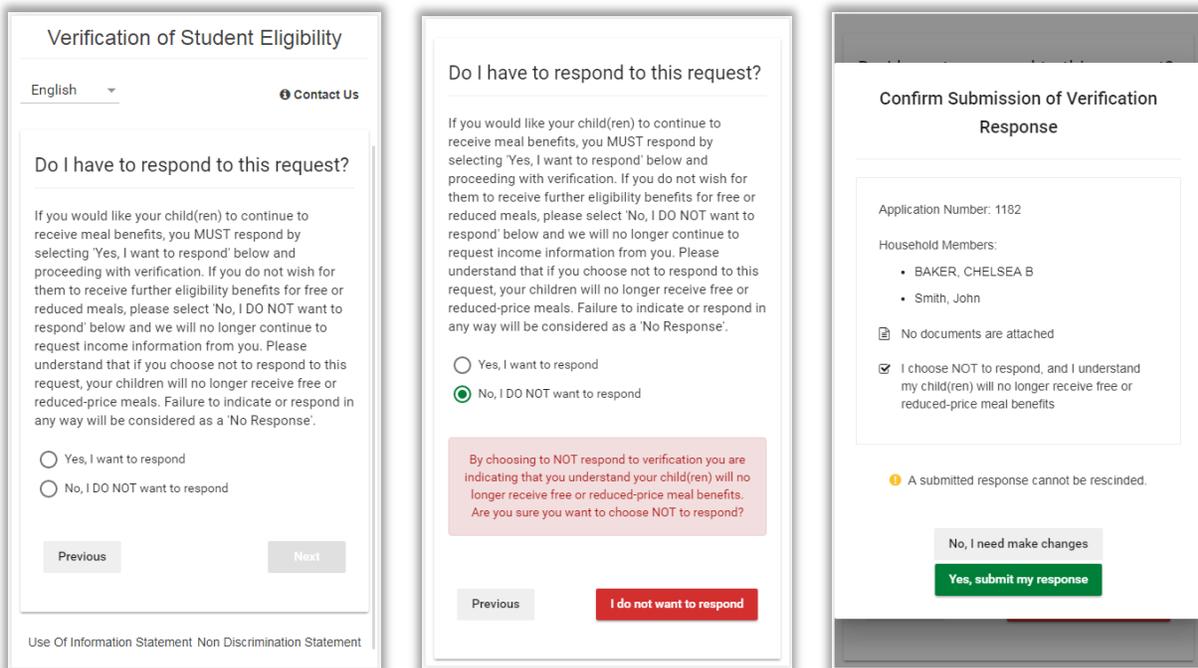
Responding to Verification

To complete verification, you must either choose not to respond, or respond with proof of income.

- **No Income** - If you indicated that no one in the household receives income, the system will require you to upload documentation of how your living expenses are met, or the contact info of someone who can explain the type of financial assistance you receive (as well as the duration of benefits).

- You can upload proof for anyone in this scenario by clicking any Add Document button on the page.

- **Income for only certain members -** In most instances, you won't be required to upload proof of income for every household member. You'll notice that those without income this case have a green checkmark displaying next to their name to indicate that proof is not required. However, you may still upload documentation for them if it is appropriate or if their financial situation has changed.
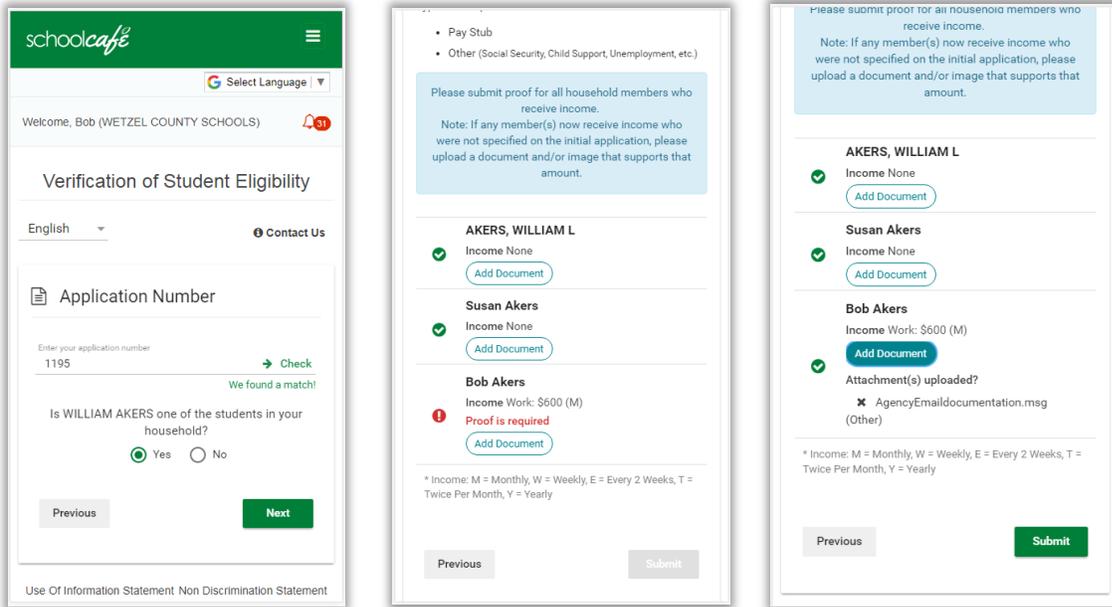
- Once you have uploaded proof of income for all required household members on your application, you can view a confirmation of your submission and then submit. Please note that you cannot withdraw a response once it is submitted without contacting your district personally.
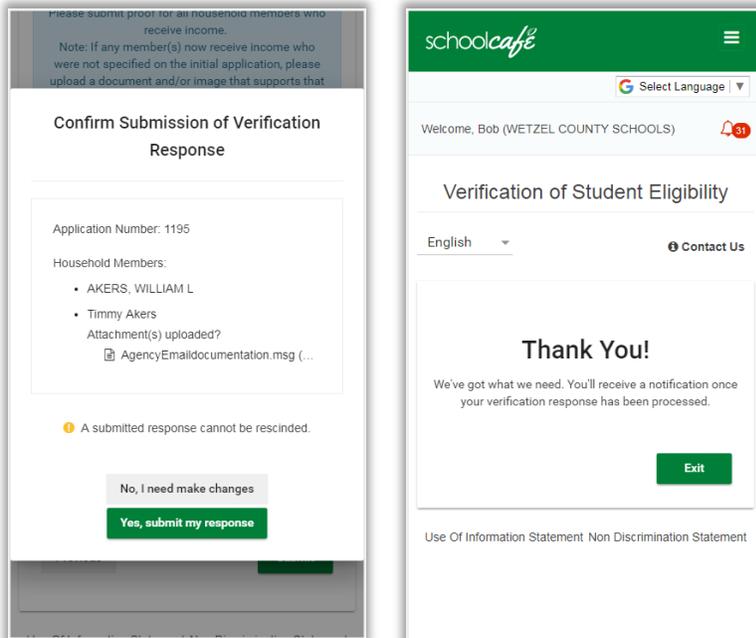
After submission, your district will review your response and you will receive a letter on your Eligibility Notifications page regarding your benefits, or if more info is needed they will contact you personally.