



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.