



MySchoolBucks
Parent User Guide

Table of Contents

MySchoolBucks Parent User Guide	3
Creating a Parent Account in MySchoolBucks	4
Adding a Student.....	5
Adding a Student on a New Account	5
Adding a Student to an Existing Account.....	9
Parent Resources.....	10
User Profile	10
Email Preferences.....	12
Downloads	13
Meal Accounts.....	13
Cafeteria Meal History	14
Make a Payment.....	15
Recent Payments History	17
My Order History.....	19
FAQ and Contacting Support.....	20
Support	21

MySchoolBucks Parent User Guide

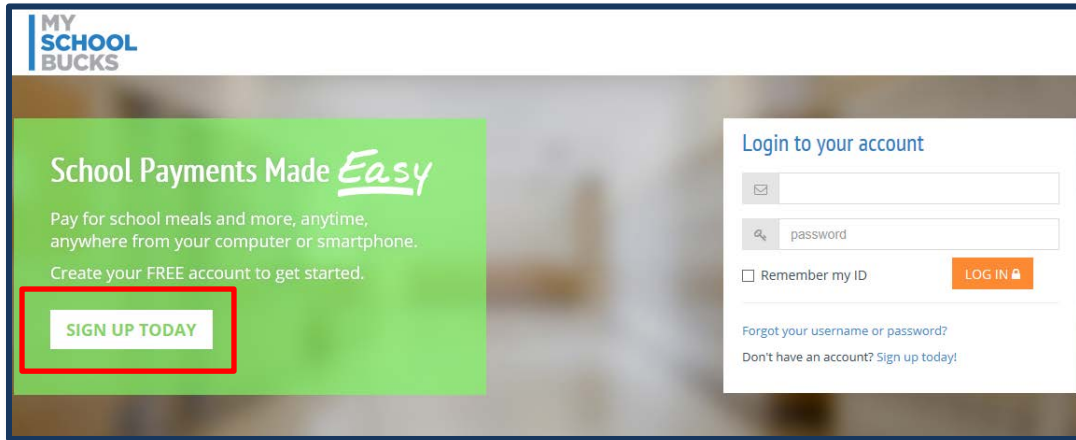
MySchoolBucks is an award-winning service offered by Heartland Payment Systems, Inc. Heartland Payment Systems is known for fair, fully disclosed pricing and empowering our customers to take control of their payment processing costs.

Since being introduced a number of years ago, MySchoolBucks has become the product of choice for thousands of schools throughout the United States. Whether paying for chemistry lab fees, purchasing books, buying athletic tickets, or simply paying for school lunch, MySchoolBucks gives parents the peace of mind when it comes to their children's school purchases.

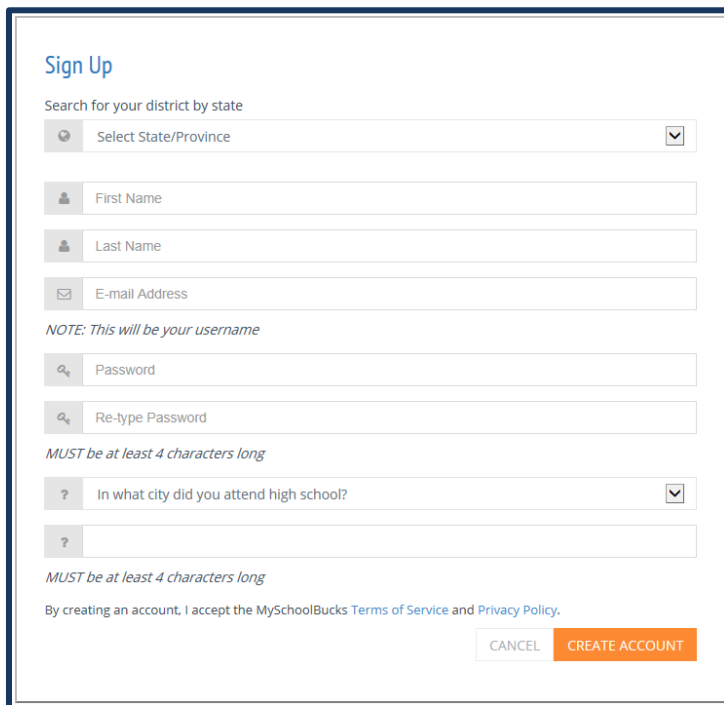
With MySchoolBucks, parents are able to register for an account and view information for free. Parents are also able to view account balances or recent purchases in the school cafeteria, add money to their student's account, and set up low balance alerts through this award-winning, parent friendly system.

Creating a Parent Account in MySchoolBucks

All new parent users must click **SIGN UP TODAY** and follow the on-screen instructions to establish their account.



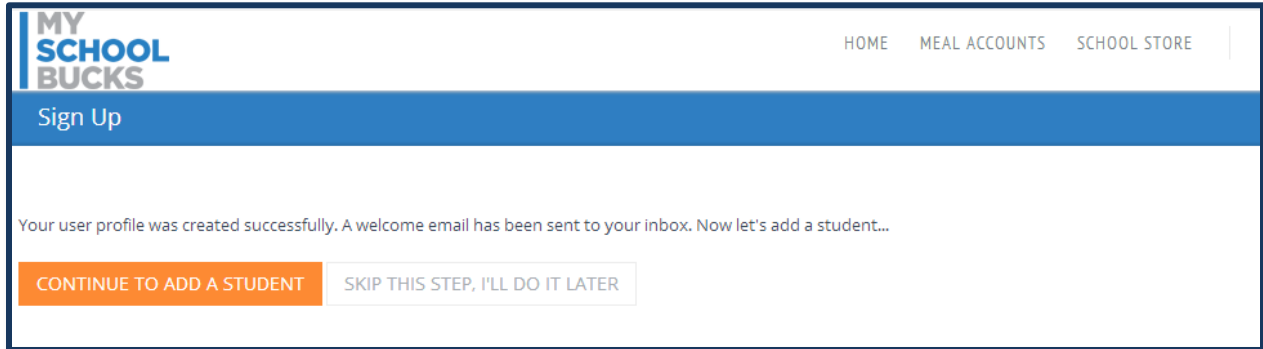
The registration process will require you to select the state, followed by the district, in which your students attend, your first and last name, email address, and password. Your email address will be your username when logging in. You are also required to select a security question and fill out the answer. Once all information is entered, click **CREATE ACCOUNT**. A welcome email will be sent to the email address confirming that your profile was created.



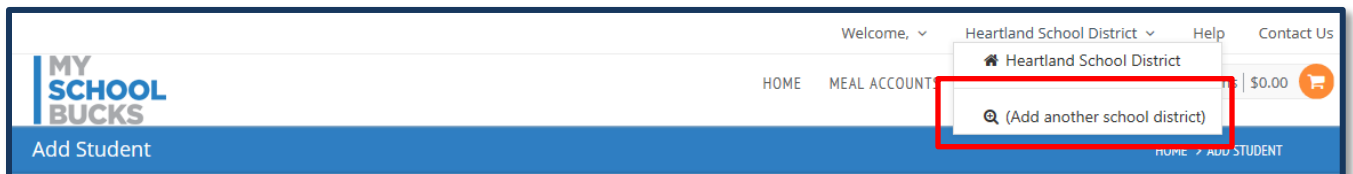
Adding a Student

Adding a Student on a New Account

After creating your account, you will then have an opportunity to add a student. You can choose to skip this step until a later time.



The student's school will automatically be populated, but if an error was made, you can hit the down arrow and select the correct school. If a new District needs to be added, click the down arrow at the top of the screen to add the new district.



To add a student, enter the student's first and last name, date of birth, or student number and click **FIND STUDENT**.

Note: The information required to locate the student is dependent upon the individual district's settings. Some districts may require both the birthdate AND the student ID, while others may only require the birthdate OR the student ID.

Add Student

To add a student to your account please enter their name and identifying information.

Heartland School District

Challenge Academy

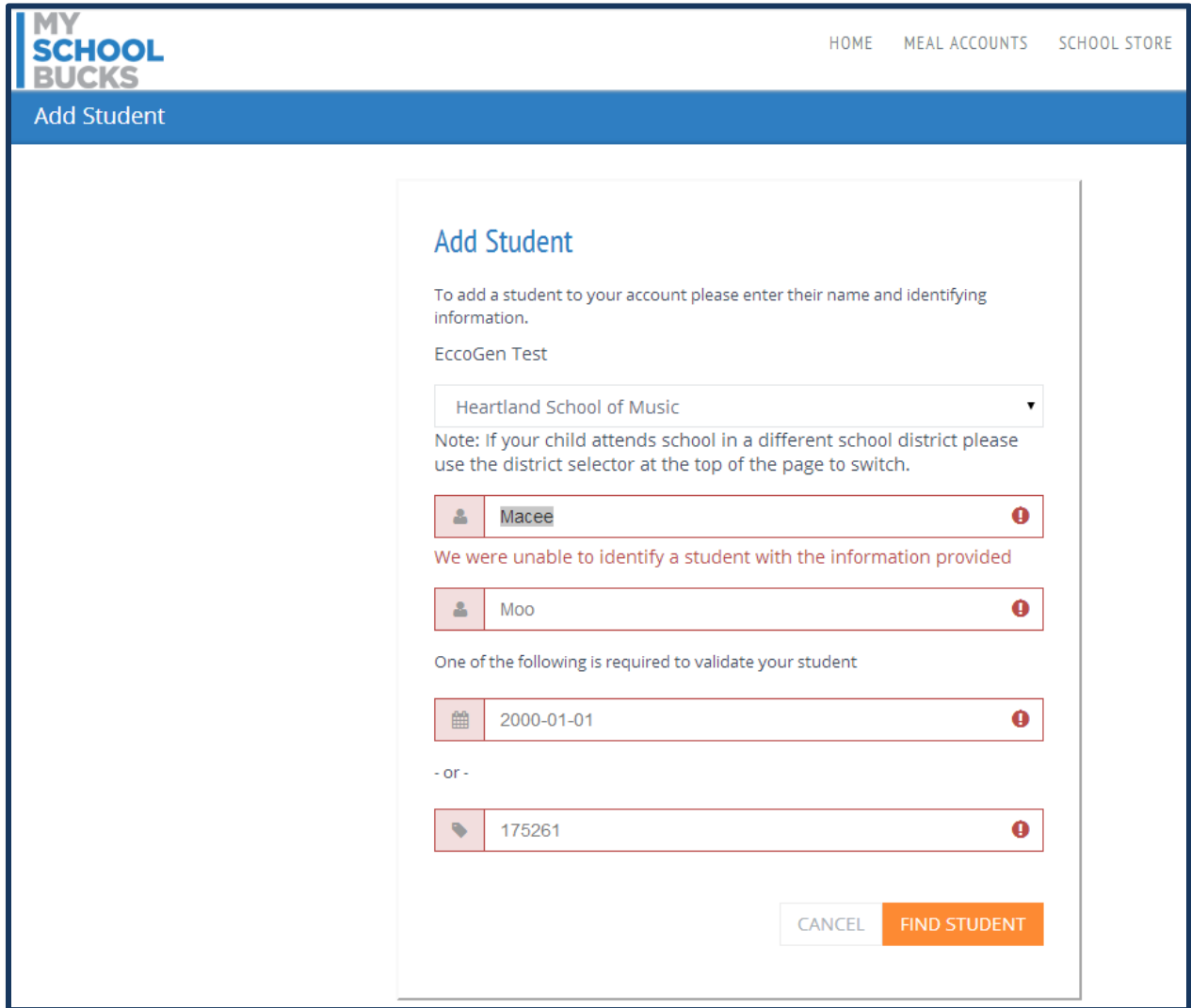
Note: If your child attends school in a different school district please use the district selector at the top of the page to switch.

One of the following is required to validate your student

- or -

[Don't have your child's student ID?](#)

If the student is not able to be found, you will see the below message.



MY SCHOOL BUCKS HOME MEAL ACCOUNTS SCHOOL STORE

Add Student



Add Student

To add a student to your account please enter their name and identifying information.



EccoGen Test

Heartland School of Music



Note: If your child attends school in a different school district please use the district selector at the top of the page to switch.

 Macee 



We were unable to identify a student with the information provided

 Moo 

One of the following is required to validate your student

 2000-01-01 

- or -

 175261 

CANCEL FIND STUDENT

If you received this message, it likely means that some information was entered incorrectly. If there are no errors in the student information and the student is still not found, you will need to contact the school to verify your student is in their records.

Once the student is found, you will have the option to request a “low balance” email be sent to your email once the student’s balance falls below a dollar amount that you choose. If you do not want a low balance email, simply un-check the box and click **ADD STUDENT**.

MY SCHOOL BUCKS

HOME MEAL ACCOUNTS SCHOOL STORE

Add Student

Add Student

First Name: Lavell
Last Name: Gilmore
Grade: 8

Send email when meal account balance falls below:
\$ 10.00

CANCEL ADD STUDENT

Once the student is added, you will see the below confirmation. You can click **ADD ANOTHER STUDENT** to add another student or **FINISH** to complete the process.

MY SCHOOL BUCKS

HOME MEAL ACCOUNTS SCHOOL STORE

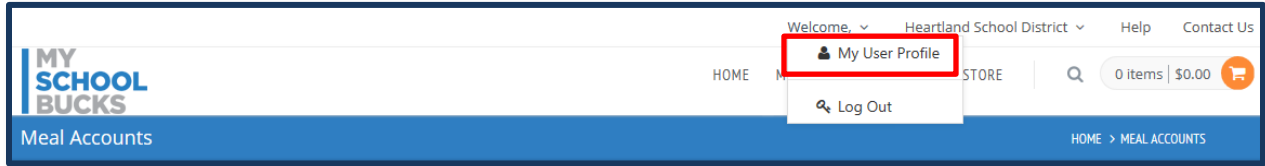
Add Student

The student you selected has been successfully added to your household.

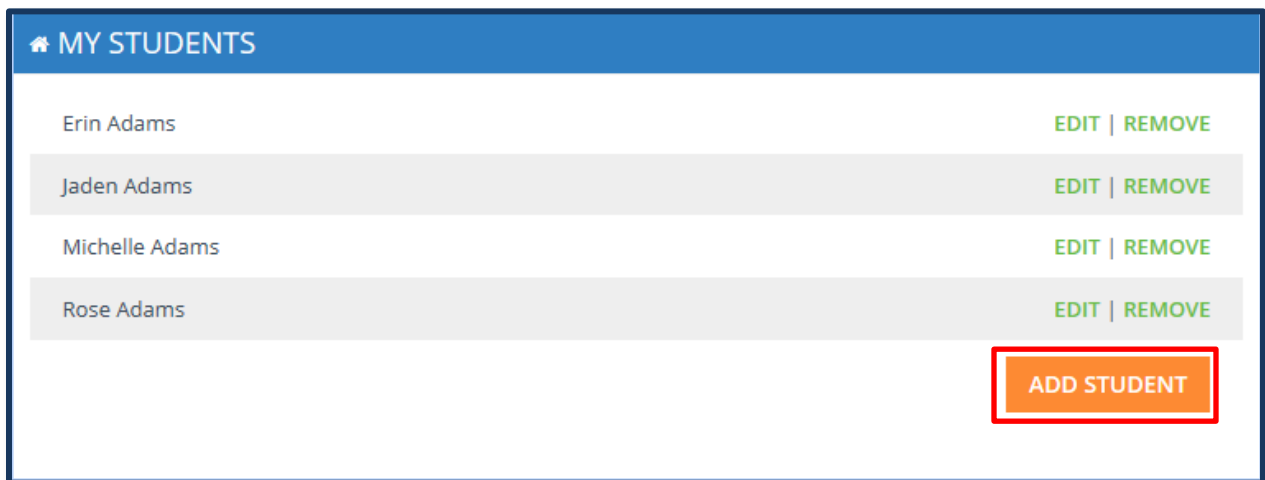
ADD ANOTHER STUDENT FINISH

Adding a Student to an Existing Account

To add a student to an existing account, under the Welcome drop-down menu, click **My User Profile**.



Under My Students, click **ADD STUDENT**.

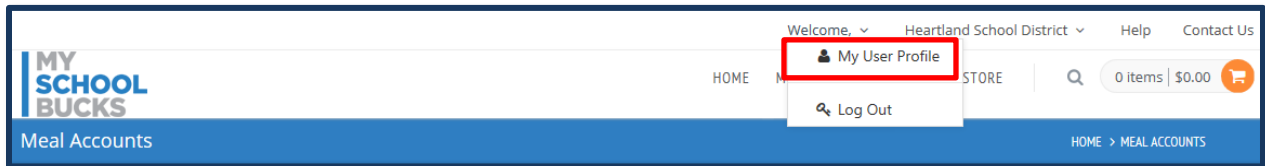


From here, the process is identical to [adding a student on a new account](#).

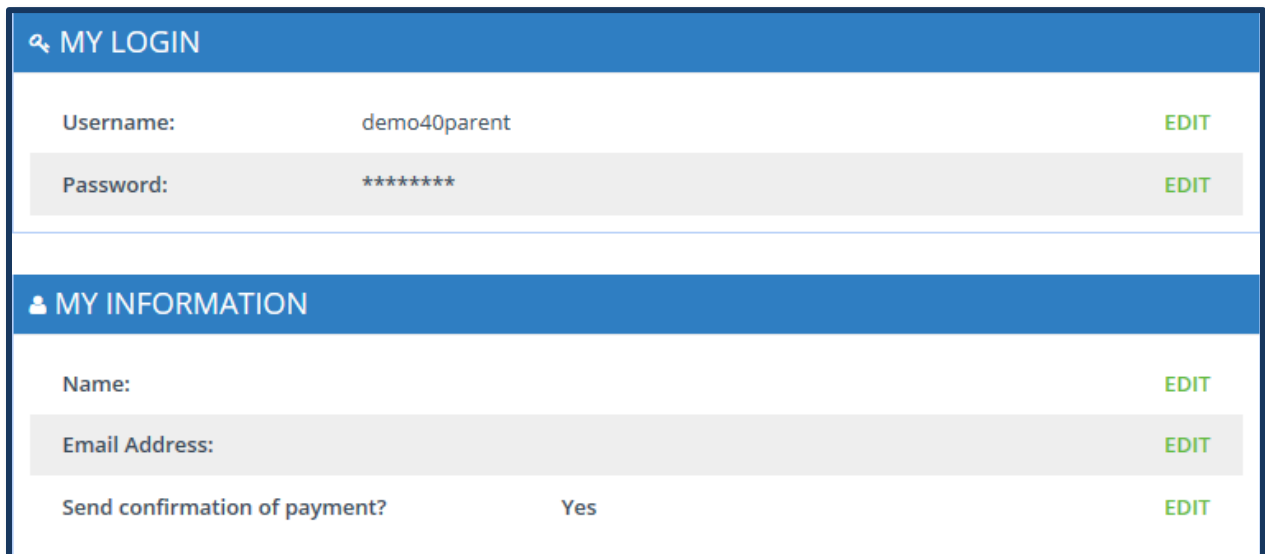
Parent Resources

User Profile

To review or change account information such as contact information or membership settings, from the Welcome drop-down menu, click **My User Profile**. You will also be able to click **Log Out** from here.



To edit information on this page, click **EDIT** next to the information you would like to update. For example, if you would like to change your password, click **EDIT** in the Password row under My Login.



The screenshot shows the 'MY LOGIN' and 'MY INFORMATION' sections of the user profile page. The 'MY LOGIN' section has two rows: 'Username: demo40parent' and 'Password: *****', each with an 'EDIT' link. The 'MY INFORMATION' section has three rows: 'Name:', 'Email Address:', and 'Send confirmation of payment? Yes', each with an 'EDIT' link.

MY LOGIN		
Username:	demo40parent	EDIT
Password:	*****	EDIT

MY INFORMATION		
Name:		EDIT
Email Address:		EDIT
Send confirmation of payment?	Yes	EDIT

Under My Students and My Billing Accounts, in addition to editing, there are options to remove and add entries. To remove a student or billing account, click **REMOVE** next to the account you would like to delete. To add a student or billing account, click **ADD STUDENT** or **ADD ACCOUNT**.

MY STUDENTS

Erin Adams	EDIT REMOVE
Jaden Adams	EDIT REMOVE
Michelle Adams	EDIT REMOVE
Rose Adams	EDIT REMOVE

[ADD STUDENT](#)

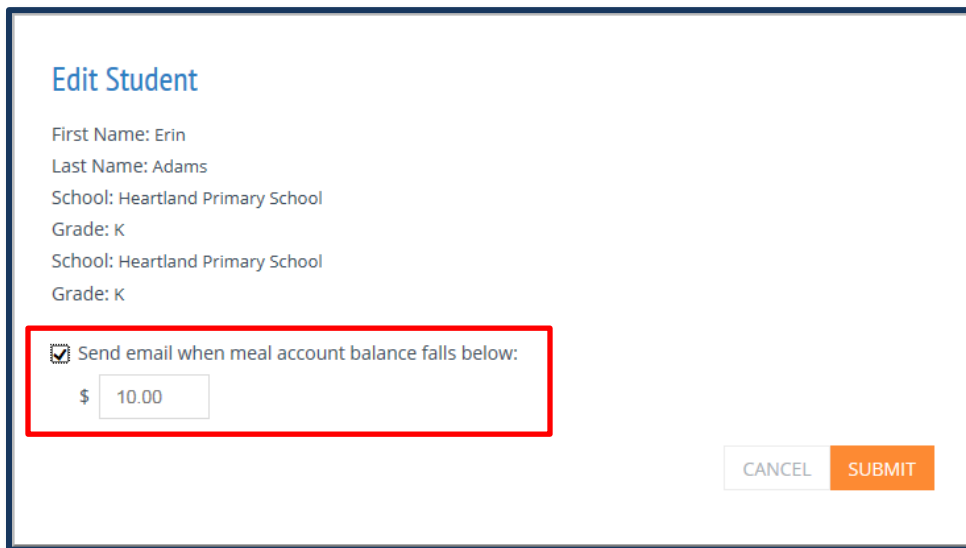
MY BILLING ACCOUNTS

Account Name	Expires	
Visa ending in 1111	01/2017	EDIT REMOVE
Checking Acct ending in 6992	---	EDIT REMOVE

[ADD ACCOUNT](#)

Email Preferences

You can sign up for email notifications to inform them when your student's balance falls below a designated amount or after an order is placed. To sign up for low balance emails, click **EDIT** under My Students next to a student account, select **Send email when meal account falls below**, and enter a low balance amount. Click **SUBMIT** to confirm the changes.



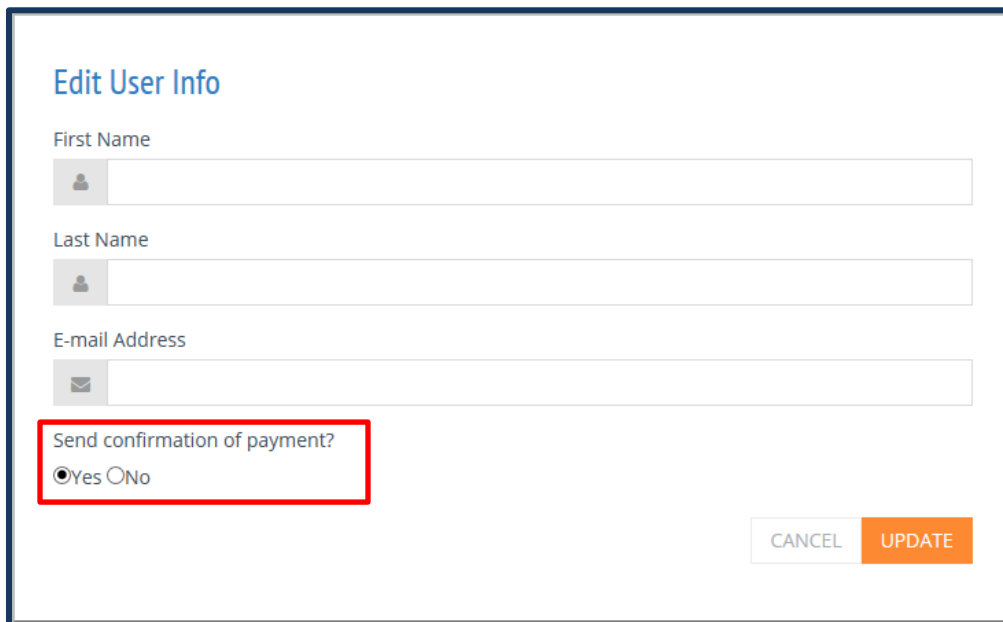
Edit Student

First Name: Erin
Last Name: Adams
School: Heartland Primary School
Grade: K
School: Heartland Primary School
Grade: K

Send email when meal account balance falls below:
\$ 10.00

CANCEL SUBMIT

To sign up for notifications for when a payment has been made, click **EDIT** under My Information next to Send Confirmation of Payment. Then, under Send confirmation of payment, click **Yes**. Click **Update** to confirm the changes.



Edit User Info

First Name

Last Name

E-mail Address

Send confirmation of payment?
 Yes No

CANCEL UPDATE

Downloads

You can access MySchoolBucks digital applications by scrolling to the bottom of the page. Currently, mobile applications for iOS, Windows Phones, and Google Play are available to download. These resources provide you with fast and easy access to your account.

© 2014 Heartland School Solutions, a division of Heartland Payment Systems, Inc.
All Rights Reserved.

ABOUT MYSCHOOLBUCKS

- [About Us](#)
- [Contact Us](#)
- [Help](#)
- [Privacy Policy](#)
- [Terms of Service](#)

MOBILE APPS

GET SOCIAL

Meal Accounts

The Meal Accounts page is the landing page for parents every time they log in to their accounts. Here, you can view student balances, active scheduled payments, and recent payments.

All students that have been added to your account will be displayed here. Also displayed is the district announcement. District administrators can enter custom announcements or notes for parents in their district to view after logging in to their accounts.

Meal Accounts
HOME > MEAL ACCOUNTS

Welcome to the Heartland School District Payments Portal
Load Test Environments
Welcome to our new MySchoolBucks website!

MY STUDENTS

Adams, Erin	\$2.00
Adams, Jaden	\$9.00
Adams, Michelle	\$0.00
Adams, Rose	\$0.00

SETUP AUTO PAYMENTS
to set it and forget it

TOP UP BALANCES
\$109.00 for 4 students

ADD MONEY
to your meal account

MAKE A PAYMENT

Cafeteria Meal History

The Cafeteria Meal History page displays a list of purchases and account activity for students. Some districts utilize software that is compatible with the running balances feature in MySchoolBucks. However, many district cafeteria purchases will only display activity such as purchases and deposits.

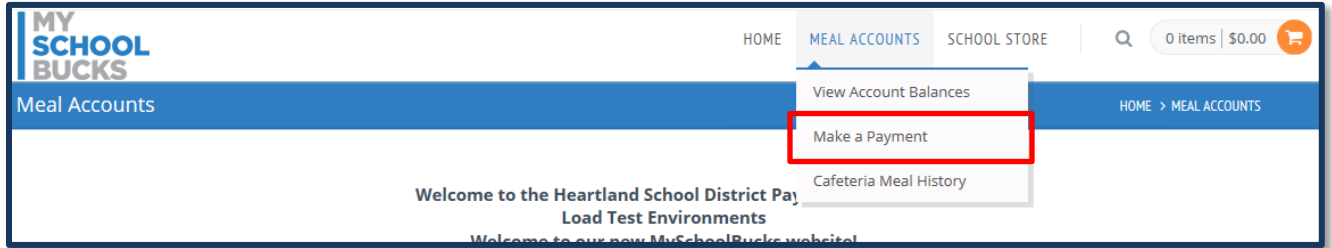
In addition to cafeteria purchases, this page also has tabs that display recent payments and scheduled payments. Click the **Recent Payments** tab to view payments made recently to your students' accounts. Click **Scheduled Payments** to view payments that are pending.

Prepayments should display in cafeteria purchases and increase the student's balance within 2 business days after the date of the prepayment.

CAFETERIA PURCHASES							RECENT PAYMENTS	SCHEDULED PAYMENTS
Cafeteria purchase history is displayed for up to three months								
Adams, Erin								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								
Adams, Jaden								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								
Adams, Michelle								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								
Adams, Rose								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								

Make a Payment

To process a prepayment, select the “Make a Payment” option in the Meal Accounts drop-down menu. This will navigate you to the Place Order page.



You will be able to select a store such as Cafeteria Meal Payments or School Supplies. This will depend on the stores that have been set up for the school district that the student attends. If there are only cafeteria payments available, you will automatically be directed to the cafeteria payment options.

To make a payment, you will need to first select an amount to pay within the individual school districts’ maximum payment limits. This is typically a range of \$1 to \$120. However, this limit may vary depending on the district’s agreement with MySchoolBucks.

Note: On this screen, amounts in red have fallen below their “low balance” amount. Once the balance is funded, the box will turn gray.

Place Order						HOME > MEAL ACCOUNTS > PLACE ORDER	
STUDENT	BALANCE	SELECT AMOUNT				TOTAL	
Erin Adams	\$2.00	\$0	\$25	\$35	\$45	OTHER	\$0.00
Jaden Adams	\$9.00	\$0	\$25	\$35	\$45	OTHER	\$0.00
Michelle Adams	\$0.00	\$0	\$25	\$35	\$45	OTHER	\$0.00
Rose Adams	\$0.00	\$0	\$25	\$35	\$45	OTHER	\$0.00

Next, select a payment method, either **eCheck** or **Credit Card**. When writing an eCheck, select the checking account from the drop-down menu. When using a credit card, select a credit card from the drop-down menu. If the preferred payment method does not appear in the menu, click **Enter a new checking account** to enter a new eCheck account or **Enter a new credit card** to enter a new credit card.

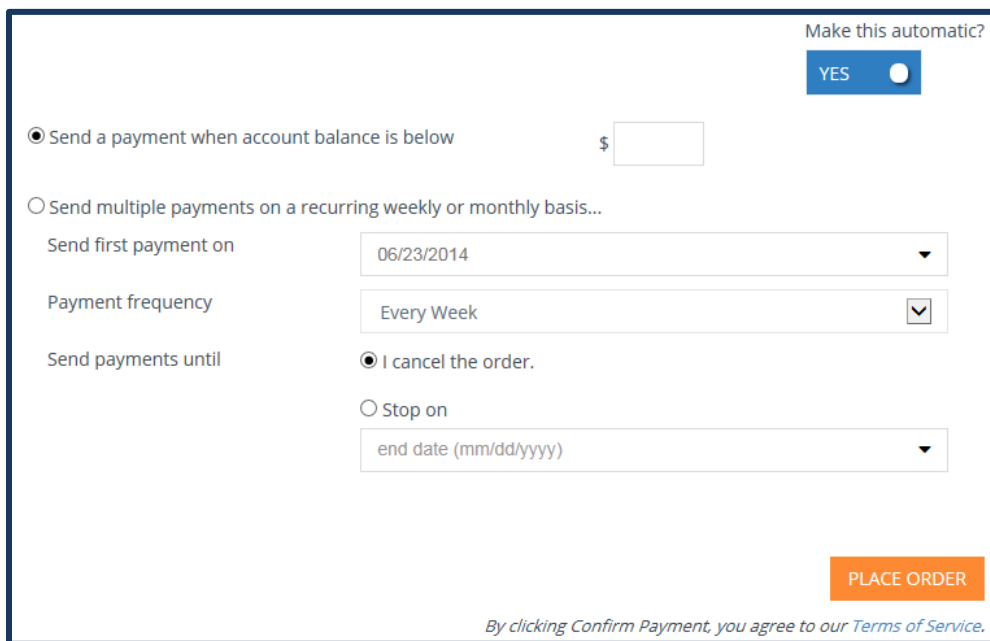


Choose a payment method	
<input type="radio"/> E-CHECK	<input type="radio"/> CREDIT CARD
<input type="text" value="--select--"/>	Enter a new credit card

Subtotal	\$0.00
Program Fee	\$0.00
Total	\$0.00

When making a payment to a lunch account, you have the option to make the current payment an automatic one. The selection is defaulted to **No**. This means that the current payment is made one time at the time of purchase. If you click **No** and change it to **Yes**, you can set the current payment to recur either when the account falls below a certain balance or at set timed intervals, such as every week after the payment. This recurring payment can be made to stop on a certain date or continue going unless you manually cancel the payment.

When finished making the order, click **Place Order** to place the order.



Make this automatic? YES

Send a payment when account balance is below \$

Send multiple payments on a recurring weekly or monthly basis...

Send first payment on

Payment frequency

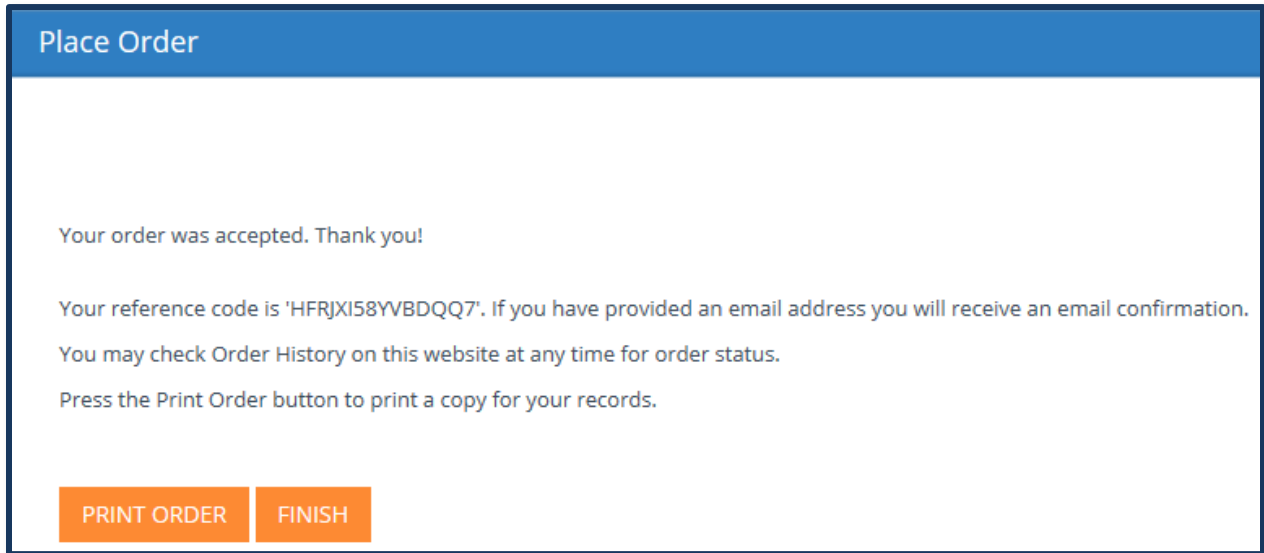
Send payments until I cancel the order.

Stop on

[PLACE ORDER](#)

By clicking Confirm Payment, you agree to our Terms of Service.

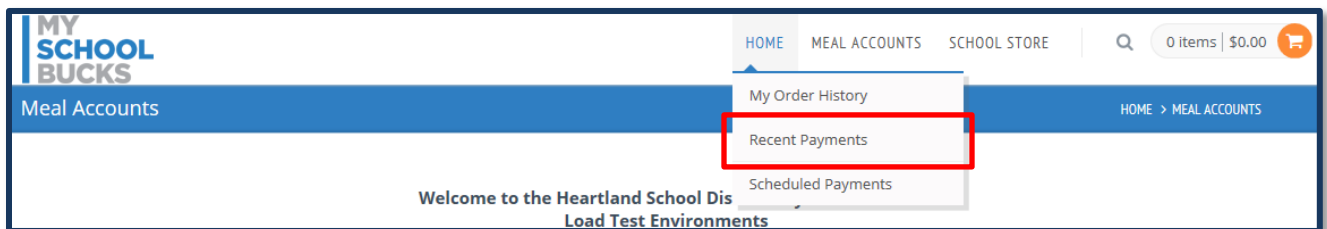
At this point, the order will be placed. If you selected the option to receive an email notification when an order is placed, the notification will be sent at this time.



The screenshot shows a confirmation page titled "Place Order" with a blue header. The main content area is white and contains the following text: "Your order was accepted. Thank you!", "Your reference code is 'HFRJXI58YVBDQQ7'. If you have provided an email address you will receive an email confirmation. You may check Order History on this website at any time for order status.", and "Press the Print Order button to print a copy for your records." At the bottom, there are two orange buttons: "PRINT ORDER" and "FINISH".

Recent Payments History

To view all payments processed from your account through MySchoolBucks, select **Recent Payments** from the Home drop-down menu.



The screenshot shows the top navigation bar of the MySchoolBucks website. The "HOME" menu item is highlighted with a blue underline, and a dropdown menu is open. The dropdown menu contains three items: "My Order History", "Recent Payments" (which is highlighted with a red box), and "Scheduled Payments". The main navigation bar also includes "MEAL ACCOUNTS" and "SCHOOL STORE" on the left, and a search icon, "0 items | \$0.00", and a shopping cart icon on the right. Below the navigation bar, the text "Meal Accounts" is visible on the left, and "HOME > MEAL ACCOUNTS" is visible on the right. At the bottom of the screenshot, the text "Welcome to the Heartland School Dis" and "Load Test Environments" is visible.

The Recent Payments page will display the most recent payments made to the school. To view all available payment records for a student's account, click View All under their account name.

Note: Payments made directly to the school or through any other service will *not* display here.

CAFETERIA PURCHASES
RECENT PAYMENTS
SCHEDULED PAYMENTS

Your recent online payments are displayed below. Any payments made directly to the school office will not appear here.

Adams, Erin

Date	Item	Billed To	Charge Amount	Payment On Account
Jun 20, 2014 5:58:14 AM	Cafeteria	Checking Acct ending in 6992	\$122.40	\$120.00
Jun 19, 2014 5:32:37 PM	Cafeteria	Checking Acct ending in 6992	\$45.90	\$45.00
Jun 19, 2014 5:26:25 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 19, 2014 5:25:06 PM	Library Fees	Checking Acct ending in 6992	\$51.00	\$50.00
Jun 18, 2014 3:23:01 PM	Cafeteria	Checking Acct ending in 6992	\$5.10	\$5.00
Jun 18, 2014 1:50:37 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00

VIEW ALL >

Adams, Jaden

Date	Item	Billed To	Charge Amount	Payment On Account
Jun 21, 2014 4:10:02 PM	Cafeteria	Checking Acct ending in 6992	-\$45.90	-\$45.00

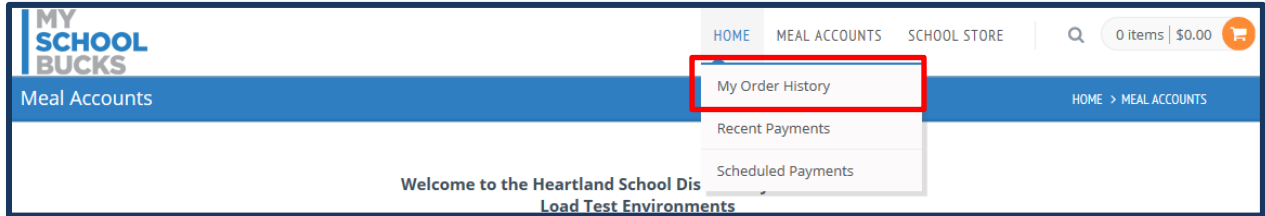
To collapse the payment list back to only recent payments, click **View Less**.

Jun 20, 2014 5:58:14 AM	Cafeteria	Checking Acct ending in 6992	\$122.40	\$120.00
Jun 19, 2014 5:32:37 PM	Cafeteria	Checking Acct ending in 6992	\$45.90	\$45.00
Jun 19, 2014 5:26:25 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 19, 2014 5:25:06 PM	Library Fees	Checking Acct ending in 6992	\$51.00	\$50.00
Jun 18, 2014 3:23:01 PM	Cafeteria	Checking Acct ending in 6992	\$5.10	\$5.00
Jun 18, 2014 1:50:37 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 11, 2014 1:33:34 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 10, 2014 5:41:10 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 6, 2014 10:32:42 AM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 3, 2014 12:54:41 PM	Cafeteria	Checking Acct ending in 6992	\$28.56	\$28.00
Jun 3, 2014 12:54:31 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 3, 2014 12:54:16 PM	Cafeteria	Visa ending in 1111	\$25.67	\$25.00
Jun 3, 2014 10:49:06 AM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 3, 2014 10:43:32 AM	Cafeteria	Visa ending in 1111	\$25.67	\$25.00
Totals			\$482.80	\$473.00

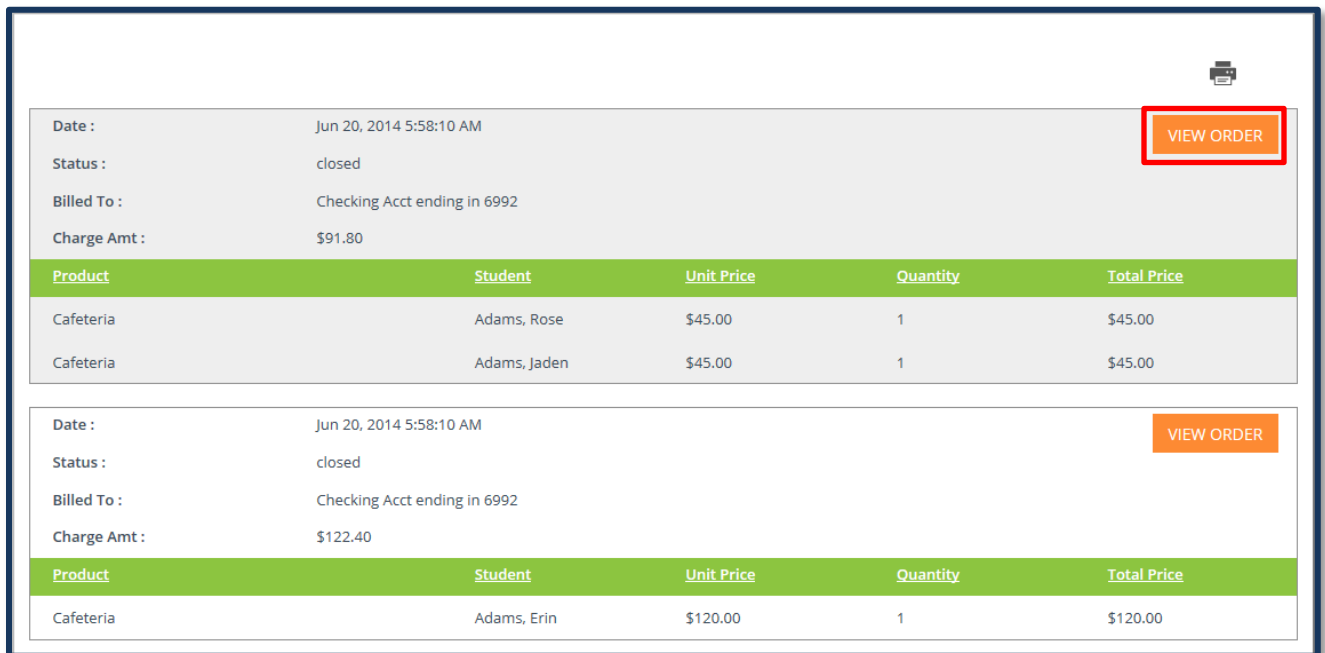
VIEW LESS >

My Order History


My Order History contains all orders placed through MySchoolBucks. To open the My Order History page, click **My Order History** under the Home drop-down menu.



My Order History includes both one-time prepayments and scheduled prepayments. From this location, you can view the details of scheduled payments such as the date that the order was placed, the frequency of the order, and the billing account that the order is being billed to. You can cancel scheduled prepayments or change the billing account being used by clicking **View Order**. You can also print orders by clicking the printer icon.



One-time prepayments with the status of “Closed” cannot be cancelled or voided. If you are requesting a refund and the order has already been closed, you will need to obtain the refund directly from the school.




ID : L9YG2FL55CTNOTH
 Date : Jun 20, 2014 5:58:10 AM
 Status : closed
 School District : Heartland School District
 Store : Food Services Store
 Name :
 Address :

Name	Student	Unit Price	Quantity	Total Price
Cafeteria	Adams, Rose	\$45.00	1	\$45.00
Cafeteria	Adams, Jaden	\$45.00	1	\$45.00

Subtotal : \$90.00
 Program Fee : \$1.80
Grand Total: \$91.80
 Bill to : Checking Acct ending in 6992

FAQ and Contacting Support

Users have access to the Frequently Asked Questions as well as the parent support phone number at the bottom of every page in MySchoolBucks by clicking **Help**. You may also send Support Requests and submit User Feedback through the **Contact Us** option in the top right corner or at the bottom of the page.






© 2014 Heartland School Solutions, a division of Heartland Payment Systems, Inc.
All Rights Reserved.



ABOUT MYSCHOOLBUCKS

- [About Us](#)
- [Contact Us](#)
- [Help](#)
- [Privacy Policy](#)
- [Terms of Service](#)

MOBILE APPS

GET SOCIAL

Support

For additional support, please contact Technical Support between the hours of 7 AM EST and 7 PM EST at 1-855-832-5226.

You may also contact customer technical support by using our [support request form](#).

This confidential document is issued pursuant to non-disclosure agreements in place and subject to the terms and conditions contained therein. Reproduction or use, without the express permission from Heartland School Solutions of any portion of this manual is prohibited. Copyright 2014, Heartland School Solutions.