



For Parents

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

Phone: 855.PAY2EAT (855) 729-2328

Email: customer care@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

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.

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](#)


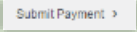
2 Add Your Student(s)

- 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 [Set](#)

Use this guide to navigate the School Menus page, view menus and menu items, and create a school tray with a complete meal

Menus & Nutrition

- School Menus
- My Trays
- Interact

Click date to show menu

Click to show menus for whole week

Click to change to previous or next week

Select to hide menu items with allergen

Meal Contribution

Shown below menu item name

- F Fruit
- G Grain
- M Milk
- P Protein
- V Vegetable

Click menu item name to show ingredients and nutritional information

Show menu item ratings & favorites

- Click **Menus & Nutrition** → **Interact**

*Your favorites and rated items are shown by default

Change a menu item rating or favorite

- Click a different ★ or ♥ for a menu item

Interactions

Rate and favorite items that are served in this cafeteria

Item	Average Rating	My Rating	My Favorites
Chicken Burrito	★★★★★ (11)	★★★★★	♥
Dinner Roll	★★★★★ (12)	★★★★★	♥
Blueberries	★★★★★ (10)	★★★★★	♥
Apple	★★★★★ (8)	★★★★★	♥

Rate a menu item

- Click the menu item name on the menu
- Click a ★ in the **Interact** group

"Favorite" a menu item

- Click the menu item name on the menu
- Click ♥ in the **Interact** group

To make a tray

- Click **Menus & Nutrition** → **School Menus**
- Click **Make a Tray**
- Click **Select** next to menu items to add to **My Tray** (dot turns blue like this ●)—following the listed rules
- Click **Save Meal**

Lists all selected menu items along with picture, meal contributions, calories, and carbohydrates for each

Provides quick summary of meal contributions, calories, and carbohydrates

Click to see Fat, Cholesterol, Sodium, and other nutrient values for the selected meal

Shows allergens present in the selected meal

✓ **Tip** To see all the trays that you have created, click **Menus & Nutrition** → **My Trays**

"Make a Tray" Rules

- ✓ Select a Minimum of 3 Colors
- ✓ Select at least one Food or Drink Item
- ✓ Select a minimum of 3 Menu Items

✓ This tray is a complete meal!

My Tray

Selected Items	Calories	Carbs
Dinner Roll	96	18.4g
Chicken Tetrazzini	336	27.73g
Milk, Chocolate	96	11.15g

3 Items 528 57.3g

View Full Nutrition Information

Allergens

Milk Soy

Finish

Save Meal Cancel