Quick Answers

1. 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.

2. 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.

3. 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.

4. Can I transfer money from one child to another?
   Yes! Follow the steps in Transfer Money in this guide.

5. Why was my account locked when making a payment?
   After three failed payment attempts, payment function is locked. Contact Child Nutrition Services office at the school district to remove the lock.

6. 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.

7. 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.

8. 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.

9. Can I transfer money from one child to another?
   Yes! Follow the steps in Transfer Money in this guide.

10. 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.

11. Why was my account locked when making a payment?
    After three failed payment attempts, payment function is locked. Contact Child Nutrition Services office at the school district to remove the lock.

12. 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.

13. Can I transfer money from one child to another?
    Yes! Follow the steps in Transfer Money in this guide.

14. 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.

15. 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.

16. 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

17. Quick Answers:
    a. Click Register
    b. Verify "I'm registering as a Parent" is selected and click Next Step
    c. Enter your school district name and then click Next Step
    d. Enter your name and contact information, and then click Next Step
    e. Set up your username and password
    f. Select a Security Question and enter a Security Answer, and click Next Step
    g. Click I'm not a robot and follow the reCAPTCHA prompts
    h. Check I accept the Terms & Conditions and click Create My Account

18. Set Automatic Payment
    1. Click Students → Student Accounts
    2. Click Automatic Payment in a student listing
    3. Enter Payment Amount
    4. Enter amount in Balance Threshold to trigger payment
    5. Select a Payment Source
    6. Set Auto Pay Expiration Date for stop payment date
    7. Click Add Automatic Payment

19. Set Low Balance Alerts
    1. Click Students → Student Accounts
    2. Click Low Balance Alert in a student listing
    3. Enter Threshold amount
    4. Enter number of days to elapse between alerts
    5. Click Set

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

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

Rate a menu item
a Click the menu item name on the menu
b Click a ⭐ in the Interact group

“Favorite” a menu item
a Click the menu item name on the menu
b Click ❤️ in the Interact group

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

To make a tray
a Click Menus & Nutrition → School Menus
b Click

c Click Select next to menu items to add to My Tray (dot turns blue like this ☺️)—following the listed rules

When you see this, you have created a nutritionally balanced meal that meets current USDA guidelines.
d Click