schoolcafé For Parents

Support Hours: 6:00 a.m. to 6:00 p.m. CST
Phone: 855.PAY2EAT (855) 729 2328
Email: customercare@schoolcafe.com
Website: www.schoolcafe.com

SchoolCafé provides a secure, online system for parents to:

- Make payments to their student(s) cafeteria account(s)
- Set Low Balance Alerts for each account
- Review their student's buying history

Quick Answers

How do I add money/make a payment to my child's account?
Send money to school with your student, or add money through SchoolCafé. Follow the steps in the Make a Payment section.

When can my student use the online payment I made?
Your student's cafeteria account at the school is credited within 24 hours, but may be available as quickly as 2 hours.

Is there a fee/service charge for online payments?
Convenience fee amounts vary by school district and may be charged for each online payment transaction. For example, if you make a $20 payment and the convenience fee is $1, the total debited from your credit card is $21. The available funds for your child will be $20.

Can I receive notification when my student's account balance is low?
Yes! Follow the steps in Set Up a Low Balance Alert section.

Why was my account locked when making a payment?
After three failed payment attempts, the payment function is locked. Contact SchoolCafé to remove the lock.

What if I have several students in different schools?
Include as many students as needed 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? What if I need to receive a refund?
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.

*You will be asked to verify your security answer and contact information when you request help with your username, password, or other information on your Profile page.

1. Register

a. Click **Create A New Account**
b. Select **I'm a Parent** and click **Next**
c. Enter your school district name and click **Next**
d. Enter your name and contact information, and 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 (if they appear)
h. Check **I accept the Terms & Conditions** and click **Create My Account**

2. Add Your Student(s)

a. Click **Students → Student Accounts**
b. Click **Add a Student**
c. Enter your student's **Student ID**
d. Select your student's **School**
e. Click **Search & Verify Student**
f. Click **Add this Student**

**Your district may ask for different or additional information.*

3. Add Payment Source

a. Click **My Account → Payment Sources**
b. Click **Add a Card**
c. Enter a short **Friendly Card Name** to identify the card
d. Enter your **Card Number**
e. Enter **Card Expiration** date
f. Click **Add Card**

4. Make a Payment

a. Click **Students → Make a Payment**
b. Enter dollar amount in **Payment** for each student
c. If:
- You see the "Other District Payments" page, enter dollar amount(s) as needed
- You don't see the "Other District Payments" page, skip to the next step

d. Click **Next >**
e. Select a **Payment Source**, or enter card information for a one-time payment
f. Click **Submit Payment >**

Set Automatic Payment

1. Click Students → Automatic Payments
2. Click **Set** in a student listing
3. Enter dollar amount in **Payment Amount**
4. Enter dollar amount in **Balance Threshold** to trigger an automatic payment
5. Select a **Payment Source**, or enter information for a new card
6. Enter a date in **Expire Auto Pay On** to stop automatic payments
7. Click Save

Set Low Balance Alert

1. Click **Students → Student Accounts**
2. Click **(Low Balance Alert)** in a student listing
3. Enter dollar amount to trigger the alert in Threshold
4. Enter the number of days to expire before resending the alerts
5. Click Save