PARENTONLINE
Quick Card

ParentOnline is a secure, online system that allows parents to:
- Make cafeteria meal payments to their child(ren)'s account.
- Remotely monitor their child(ren)'s account.
- Set up automatic payments.
- Set up low balance e-mail message alerts.

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 child or you can add money in ParentOnline. Follow the steps in **Make a Payment for a Student** on page 2 of this guide.

- *I made an online payment. How long will it be before my student can use the payment?*
  Your student's cafeteria account at the school is credited within 24 hours – but sometimes 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 account balances are low?*
  Yes! Follow the steps in **Set Up a Low Balance Alert** which are on page 2 of this guide.

- *Why was my account locked when making a payment?*
  After three failed payment attempts, payment function is locked. Contact ParentOnline Support 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.

- *How do I ensure my child's food restrictions are enforced?*
  Contact the Child Nutrition Services office at your school district about setting up a Food Restrictions Lock.

1 Create a ParentOnline Account

On the ParentOnline home page
- Click **CREATE AN ACCOUNT** .

Step 1: User Information
- Enter the displayed security code.
- Select your state and school district.
- Create a username and check its availability.
- Create a password.
- Enter your email address.
- Select a security question and enter an answer*.

- Click **Next Step →** to continue.

* This information is required by ParentOnline Support to verify you are the account holder if you request help with username, password, or personal information on your account.

Step 2: Personal Information
- Enter your personal information in all areas marked with an "*****".
- Click **Next Step →** to continue.

Step 3: Review & Register
- Review the information you provided.
- Click the "I agree to the Terms & Conditions and Privacy Policy" box.
- Click **Register →** to continue.

Step 4: Registration Confirmation
- Congratulations! You have successfully created your ParentOnline account.

You are ready to login — click the Login link and go to step 2 on page 2.

Balance Date/Time

Funds Available
Enrollment Status
Needs Payment
Menus
Students
Quick Functions

2 Log In to ParentOnline

On the ParentOnline home page

- In **Username**, enter the username that you created.
- In **Password**, enter the password that you created for your Username.
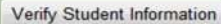- Click [LOGIN] .

You're in!

You are now ready to add a student to your account — go to step 3.

3 Add a Student

In the My Student Account menu:

- Click [Add Student] .
- In **Student ID**, enter the student ID provided by the school.
- In **School**, select the student's school.
- Enter the student's birth date and/or PIN, based on the fields displayed.
- Click [Verify Student Information] .
- In the student listing, click [Add] .
- In the confirmation message, click [Yes] .

You can now make a payment — go to step 4.

Note – Contact the Child Nutrition Services office at the school district if a message displays for student data not found.

EXTRAS:

Set Up a Low Balance Alert

In the My Student Account menu:

- In the menu, click [Low Balance Alert] .
- Review the email address that receives alerts when an automatic payment is made. If needed, click Edit next to the email address to make changes.
- Enter an amount in **Alert Me If Balance Falls Below** for one or more students.
- To set up continual alerts, click the **Repeat Every** box (a check mark appears) and enter a number in **days** to specify how often to send the alerts.
- Click [Save Settings] . ✔ *appears in the student line.*

✪ *Recommendation: Set the* **Alert Me If Balance Falls Below** *amount for at least $10.*

4 Make a Payment for a Student

In the My Student Account menu:

- Click [Make a Payment] .

Step 1: Food Service Payments

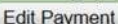- Enter a payment amount for one or more students' food service(s).
- Click [➡ Next] .

Step 2: Non Food Service Payments**

- Enter a payment amount for one or more students' non-food service(s) items. Some items have entered amounts (set fees) that cannot be changed.
- Click [➡ Next] .

Step 3: Billing Information

- Select an existing credit card, or to set up a new card, enter card information.
- Click [➡ Next] .

Step 4: Verify Payment

- Review card information and click [Edit Card] to make changes, if needed.
- Review payment information and click [Edit Payment] to make changes, if needed.
- Click [Authorize Payment →] .

Step 5: Confirmation
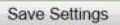
- Congratulations! You have successfully posted a payment to your account!
- To print a copy of your transaction, click **Print** ([Print]).

**This tab is shown only if your district participates in accepting payments for non-food service items. Please check with your school district for more information.

Set Up an Automatic Payment

**In the My Student Account menu:**

- Click [Automatic Payment] .
- Review the email address that receives alerts when an automatic payment is made. If needed, click Edit next to the email address to make changes.
- In a student line, click [➕] .
- Select an existing credit/debit card, or to set up a new card, enter card information.
- Click the "I agree to the Terms & Conditions and Privacy Policy" box.
- Click [Save] . ✏ *appears in the student line.*

✪ *Recommendation: Set the* **Pay $__ whenever Amount Owed exceeds $__** *amount for at least $10.*

Additional options available at www.parentonline.net:

- Payment History
- Account History
- Change Username
- Change Password
- Close Your Account
- Change Email
- Frequently Asked Questions
- Terms and Conditions