

How To Use

PARENTONLINE

What is ParentOnline?

ParentOnline is a secure, online system that allows parents to make cafeteria meal payments to their child(ren)'s cafeteria accounts via credit or debit card. Parents can remotely monitor their child(ren)'s accounts anytime from any Internet-enabled computer.

- Remotely monitor your child(ren)'s cafeteria account balance and purchases.
- Make a one-time online payment anytime, anywhere.
- Set up hassle-free automatic payments for each child.
- Set up low balance e-mail message alerts.

How do I create an account?

Go to www.parentonline.net from any internet-enabled computer.

1. Click the blue arrow that says **CREATE AN ACCOUNT** or **Register** in the upper right of the screen.
2. **Step 1 - User Information**
 - Enter the security letters. If security image is unreadable, click the [Try a different Image](#) link.
 - Select **State** and **School District** by clicking the down arrows.
 - Enter your desired username. **Check Availability** allows you to see if the username is available.
 - Enter **Password** with a minimum of 6 characters. Enter **Password** again for confirmation.
 - Enter an **E-mail** address which will be able to receive ParentOnline emails.
 - Choose a **Security Question** for verification purposes.
 - Enter your **Answer** to the security question.
 - Click the **Next Step** button.
3. **Step 2 - Personal Information**
 - Enter **First Name** and **Last Name (of the account holder)**, **Address**, **City**, **State** and **Zip Code**.
 - Enter a **Phone number** at which the user can be contacted.
 - Click the **Next Step** button.
4. **Step 3 - Review and Register**
 - Click the **Terms & Conditions and Privacy Policy** box to accept. Click the [link](#) to read.
 - If the information is not correct, click the **Edit Registration Info** button and make corrections.
 - If the information is correct, click the **Register** button.
5. **Step 4 - Registration Confirmation**
 - You should see the following: "Congratulations! Your Registration was Successful!"
 - A confirmation email will be sent to the email address you entered.

How do I add my child(ren)?

1. Click **Add Student** from the "My Student Account" section.
2. Enter the **Student ID** number. The school should provide this number.
3. Select your child's **School** by clicking the dropdown arrow.
4. When your child's Name and Balance populates, select **Add**.
5. Continue Steps 1 to 4 for each child you wish to add.

How do I make a payment/add money to my child's account?

You can continue to send money to school with your child or you can add money via **Make a Payment**.

1. Click **Make a Payment**.
2. Check the box(es) for the child(ren) for which you want to add money.
3. Enter the **Amount** you want to pay for each child then click the **Next** button.
4. Enter the **Billing Information** to include **Card Number**, **Card Type**, and **Expiration Date**.
5. Enter the **Card Billing Address Information**. **This address must match the address that is on file with your credit/debit card company.**

I made an online payment. How long before it is available for my child(ren) at school?

The student's cafeteria account is updated at the school within 24-48 hours (may update as quickly as 2 hours).

Is there a fee or service charge when I make an online payment?

A per-transaction convenience fee** of 5% is charged for each online payment. For example, if you make a \$20.00 payment, the total debited from your debit/credit card is \$21.00. The available funds for your child(ren) will be \$20.00.

**This percentage varies from school district to school district.

Is there a way to be notified when my child(ren)'s account is low?

Yes! Follow these steps:

1. Login to ParentOnline; the My Student Account is the default page.
2. From the **My Student Account** section on the left, click the "**Low Balance Alert**".
3. Set the balance level at which you would like to be alerted for each child's account.
4. Select the box if you would like to receive repeat low balance alert emails. Enter a number as the frequency in which you would like to receive repeat low balance alert emails.
5. Double check the email address to which alerts will be sent.
 - a. If the email is not correct - click the **Edit** button.
 - b. Change the email address.
 - c. Click the **Update** button to save changes or **Cancel** to exit without saving changes.

What happens to the money in my child(ren)'s account at the end of the school year?

For your convenience, your child(ren)'s account balance will move with them from grade to grade and school to school within the district.

I was trying to make a payment and it locked my account.

For security purposes, after three failed payment attempts, a user's payment function is locked. You will need to contact ParentOnline Support to have the lock removed.

Is there a Joint Account option?

You can use the **Add Student** button to manage all of your children's accounts from one ParentOnline account. When you make an online payment simply enter how much of that payment should go to each child.

Can I transfer money from one child to another?

No. Contact the school district to inquire about transferring funds.

Additional Options available online at www.parentonline.net:

- | | |
|----------------------|------------------------------|
| ➤ Payment History | ➤ Change Password |
| ➤ Account History | ➤ Change Email |
| ➤ Automatic Payments | ➤ Frequently Asked Questions |
| ➤ Change Username | ➤ Terms and Conditions |

If you have additional questions or issues:

Email Support: customercare@parentonline.net

URL: www.parentonline.net

Phone Support: (866) 442-6030

ParentOnline Support Hours of Operation: 7:00am - 6:00pm CST