

eFunds for Schools & MyOnline LunchBox FAQ's

Where do I find my Student's ID Number?

When using the Internet Parent Partnership you will need your student's permanent district student ID number (which is commonly 6 to 11 digits). This number is unique to your student and is commonly found on report cards, class schedules or student ID cards. A student's ID information can be obtained by contacting the student's school and asking for the student's ID # or by emailing the request to the Food & Nutrition office.

Note: The permanent School District Student ID number does not change each year, by grade or even if your student transfers to another school within the district. IT MAY NOT BE THE SHORTER 3, 4 or 5 DIGIT NUMBER THAT YOUR STUDENT USES AT THE PIN PAD IN THE LUNCHLINE, COMPUTER ROOM SIGN-IN OR LIBRARY.

How long after I make my payment will the money be available in my student's account(s)?

Funds are transferred to your student's accounts at the school and are available in most cases within two minutes of making a payment. This is dependent on your internet connection, the district's network and if the terminal at the school is connected to the network at the time you make the deposit. (Note: In some cases, during serving times, the POS terminal may be disconnected from the school's network and rolled out on a serving cart to a remote serving location. Funds would not be available until the cart was rolled back and reconnected to the network.)

How long after I make my payment will I be able to view new balance in *eFunds for Schools*?

Student balances are updated each night and viewable the following day. If you make a payment and the deposit balance is not reflected in the update, please contact the Food and Nutrition office to report it.

Can I use an Internet Browser other than Internet Explorer?

Yes. You can use any internet browser to go directly to *eFunds for Schools* to view balances and make payments. However, at this time for *MyOnline LunchBox* (to view transaction reports) Windows users must use Internet Explorer and MAC users must use Opera to view what your student has eaten through "View Transaction History".

Do I have to log in every time I want to make a payment?

No. You have several automatic options available to you.

You can set up an automatic payment of a specific dollar amount to replenish your account whenever the balance reaches an "Low Balance" amount that you determine. For example, you can set your account to automatically replenish to \$50 every time it goes below \$5.

You can also set up reoccurring payments by dollar amount, on a specific date for a designated date range. For example, you could deposit \$50 every month on the 1st and have it stop on June 1st.

I may not remember to check my student's balance. Is there a way to be notified when their balance is low?

Yes. You can set up an email notification to alert you when their balance is low. You can then log in and deposit the amount that you chose, or set it up to automatically replenish the account with a designated amount.

Are Online Payments available at my student's school?

If participating schools are not listed in this on-line payment section of the district Web site then you may inquire by sending an email to the Food & Nutrition office.

Why have I not received my confirmation e-mail?

The most common reason for not receiving your confirmation e-mail is due to a typographical error that may have occurred when entering the e-mail address when you created your Online account. Alternatively, your Internet Service Provider has mistakenly blocked the confirmation email, confusing it with junk or spam email. If you have not received your confirmation e-mail, please contact the Food and Nutrition department at your district.

I received an invalid Student ID message, what do I do?

Please verify that you are using the correct Student ID #. When using the Online Payment system you will need your student's permanent district student ID number (which is usually 6 to 11 digits). This number is unique to your student and is commonly found on report cards, class schedules or student ID cards. A student's ID information can be obtained by contacting the student's school and asking for the student's ID # or by emailing the request to the Food & Nutrition office.

Note: The permanent School District Student ID number does not change each year, by grade or even if your student transfers to another school within the district. IT MAY NOT BE THE SHORTER 3, 4 or 5 DIGIT NUMBER THAT YOUR STUDENT USES WITH A LUNCH PIN PAD, COMPUTER ROOM SIGN-IN OR LIBRARY.

I forgot my password for eFunds for Schools (to Check Account Balance and Make Payments). How can I get my password?

Click on the eFunds for Schools link, and then click "[Forgot Password](#)". Enter your User Name and email address and your password will be emailed to you.

I forgot my password for MyOnline LunchBox (to View Transaction History). How can I get my password?

When you first sign-up for the Internet Parent Partnership your email address that you enter is assigned as your password. You have the ability to change it when you log in, if you have not changed it, then it should be your email address. If you have changed it and do not remember it, please email a request to your district's Food Service Department by clicking on "[Forgot Password](#)" under the MyOnline LunchBox link.

How secure is the payment process?

Our district partners with eFunds for Schools for online payment processing. [e-Funds for Schools](#) is part of the VeriSign Secure Site Program. That means that all information sent to this site during a Secure Socket Layer session (a common security protocol) is encrypted, protecting

against disclosure to third parties. Secure Sockets Layer (SSL) technology is used to encrypt data transmissions and to provide website authentication. eFunds for Schools is certified by VISA for its CISP/Cardholder Information Security program. This certification is VISA's highest security protocol.

Why do I have to pay a transaction fee?

The transaction fee is the cost to process online transaction. Public school districts are non-profit organizations funded by tax dollars. The transaction fee paid by parents goes directly to the payment processor to cover the cost of processing the transaction and not to the school district. We offer online payments as an additional pre-payment option and convenience for parents. You may still send a check or cash to the school with your student without incurring a transaction fee.

How are transaction fees calculated?

Electronic checking transactions (ACH) are a flat \$1.00 transaction fee, regardless of the amount or number of students in the transaction.

The Credit Card transaction fee is a flat \$1.99 with a maximum total payment of \$250 per family per day.

Why do I have log-in two times to make payments and view transaction history?

Security. There are two areas within the our Internet Parent Partnership. The first is **eFunds for Schools**, a VeriSign Secure Site, where deposits are made. You can also view balance information directly from the eFunds for Schools.

The second is **MyOnline LunchBox** where you can view transaction history (view what your student has eaten). You can also see your student's account balance, view transaction history by date range and set spending limits on Ala Carte purchases. You can also view deposits to your students account within a few minutes of making the deposit. You can also link to eFunds for Schools from **MyOnline LunchBox**.

Can eFunds for Schools be used for other school fees?

Yes. eFunds can be used to pay any school fees, such as; student photos, books, uniforms, athletic events, dances, plays, and other booster activities. Please check with your district to see what other types of online payments can be made using **eFunds for Schools**.

Can I make payments to multiple children's accounts with one payment?

Yes. You will need to enter a specific payment amount for each child. You may also pay other school fees such as student photo, books, uniforms, etc... in the same single transaction providing your district has those options set up.

Can I see what my student has been eating or check to see that they are depositing money that I send with them to school?

Yes. You can view transaction history by date range for your student that will show what they ate, when they ate, how they paid, any deposits that were (and how the deposit was made – check, cash or Internet Deposit) and their running account balance.

I want my student to only eat the balanced meal that is prepared each day. Can I block or limit their ability to purchase 'ala carte' items such as cookies, etc...?

Yes. If your district allows in this function, you can chose to allow 'ala carte' purchases or set spending limits by dollar amount by day, week or month.

Who should I contact if I have questions about my students transaction history, such as a recent payment?

All questions concerning online payments should be directed to your school food service department.

How do I add additional students after the initial set up of my account?

Students can be added from the from the [Add Student Button](#) within eFunds for Schools and from the [Add Participant Button](#) within MyOnline LunchBox. If your student is not found when entering their student ID number please contact the district's Food Service Department to verify you have the correct number.