

My School Bucks

FAQ's

- **How much does it cost?**

Signing up with MySchoolBucks is free.

- You will be required to pay a program fee of \$1.95 each transaction or membership fee once a year.

Membership:

As a member, no program fees are added for e-check payments regardless of the number of transactions/payments you make or the dollar amount. Memberships are available for a period of 12 months (Example: March 2018 to March 2019) for individual members of your household or the entire household.

- Family Plan will cost \$26.95 a year.
- Individual Student Plan will cost \$12.95 a year.

If you pay the membership fee, your student(s) will receive one free meal per month.

- **How do I get started?**

- 1- Download the app or visit the MySchoolBucks homepage and click "Sign Up Today".
- 2- Create user profile with your email, established password, and set up your security questions.
- 3- Add a student to your account using the students name and date of birth. The student ID # is NOT the student's lunch number. You can add more than one student to your account.
 - You should NOT make separate accounts if you have more than one child.
- 4- To Add an Adult (teacher or staff) you will do just like a student but instead of date of birth put in 4 digit lunch number in student ID. Do not add in your date of birth, it will not work.

- **Unable to locate my Student, what should I do?**

Check to make sure that the students name is spelled exactly as Walker County Schools has it on file. Verify that the student's date of birth has been entered correctly. For security and confidential reasons, if you need further assistance with finding your student, you will need to contact your school or district office.

Walker County School Nutrition
706-638-7970

- **Do you have a mobile app I can use to add funds and manage meal payments?**

MySchoolBucks has a FREE mobile app that is available for both Iphone and Andriod users in the App Store or Play Store!

- With the app you can quickly and securely add money to your student's school meal account using credit card, debit card or electronic check. Login is the same you use on MySchoolBucks.com.

- **Can I get an email notification when my student's balance is low?**

Yes! This is a great way to monitor your student's account to know when to add more funds. You can set different low balance amounts for each student on your account.

- Email notifications are managed through your account settings. To enable, click "edit" next to the student's name in the low balance box in the account settings section, enter in the desired low balance amount and click "update" to save.

- **What credit cards/methods of payments are accepted?**

MySchoolBucks accepts Visa, Discover, and MasterCard. We also accept Electronic Checks.

- Electronic checks require your banks routing number and your account number. Please see example below.

The diagram shows a check form with the following fields and labels:

- YOUR NAME:** 1234 Main Street, Anywhere, OH 00000
- DATE:** _____
- PAY TO THE ORDER OF:** _____
- AMOUNT:** \$ _____ DOLLARS
- ROUTING NUMBER:** 044072324 (highlighted in orange)
- ACCOUNT NUMBER:** 000123456789 (highlighted in green)
- CHECK NUMBER:** 123 (highlighted in blue)

- **How do I know my information is secure?**

MySchoolBucks takes the security of your information – for you, your student, and your payments – very seriously. It is vital to the service we provide. The MySchoolBucks website and mobile app are fully compliant with the Payment Card Industry Data Security Standard, which is a set of security requirements set by Visa, MasterCard, and the other major payment brands, for card payments. This is the gold standard for payments security. All transactions are encrypted and transmitted securely.

- **How long does it take for funds to be added to my student’s meal account?**

Your credit card will be authorized as soon as you place your order.

- Electronic checks are typically processed within one business day.
- Payments might show as “pending” on your Meal Account page until they post to your student’s account at their school.
- Meal funds are generally available for your student to use within 1-3 business days.
- **Please remember to allow processing time for updated information when purchasing memberships and/or making a payment.**

- **What is AutoPay?**

Using AutoPay is a great way to make sure your student always has meal fund available. The MySchoolBucks AutoPay feature allows you to set up automatic (recurring) payments based on low balance threshold hold or schedule-based setting. This is a convenient option that allows you to set it up once and let MySchoolBucks handle the rest.

- **How to set up AutoPay?**

When setting up your student’s payment options, select “setup AutoPay” from the meal payments options page. When the payment settings have been entered, click “complete setup” to enable the settings.

- **How do I cancel or edit and existing schedule payment?**

To cancel or edit your AutoPay settings, click “Scheduled Payments” in the Home drop down menu and select “View/Edit” next to the payment description. From there you can either make changes by clicking on “change autopay settings” or click on “disable autopay”.

- **Who should I contact if I have made a payment but it has not yet been received by my student's school?**

If your Order History shows that your payment has been completed and approved, this generally means it has been received by your student's school. Funds are available for your student to use within 1-2 business days. If funds are still not available for your student after 2 business days, please contact: Walker County School Nutrition 706-638-7970.

- **How can I see what my student(s) has purchased in the school cafeteria?**

You can view transaction history for around the last 90 days by clicking "Cafeteria Meal History" on the home page in the "Meal Account" drop down menu.

- **What happens to my student(s) balance at the end of year?**

Any balance remaining rolls with the student(s) each year.

- **What happens when my student(s) transfers schools within Walker County?**

When transferring to any Walker County School, balances remain and roll with student to the new school.

- If they move to another system you must request a refund if you have a positive balance. You will need to ask the cafeteria manager for the form. Checks are issued within 30 days.

- **If you need further assistances please call MySchoolBucks at 855-832-5226.**