My School Account
Parents! you can Pre-Pay Online for your child's meals

FOOD SERVICE SOLUTIONS, INC

www.myschoolaccount.com
Training Manual

© Food Service Solutions, Inc
1227 11th Avenue
Altoona, PA 16601

Food Service Solutions, Inc
www.foodserve.com
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**BEFORE YOU START**
THERE IS NEVER A REASON TO CREATE A NEW ACCOUNT AFTER ONE HAS BEEN SET UP. CREATING A NEW ACCOUNT WILL NOT FIX OR SOLVE ANY PROBLEMS!
Creating an Account with www.myschoolaccount.com

1.) Go to www.myschoolaccount.com (MSA)

2.) In order to use MSA, you will need to create an account. Do this by clicking on the link that says “here” as seen in picture below.

3.) After clicking on the link, the following screen will appear:

* You will need to fill in information for the boxes that are labeled in RED.

* Your email address must be valid. We will send a verification code to your email address to verify it and make sure that you can receive emails from MSA.

**NOTE: IF YOU ARE USING ANY TYPE OF EMAIL SPAM FILTERING, BE SURE TO ALLOW EMAILS FROM "MYCHOOLACCOUNT.COM"**
* Select your School District from the drop down box.

<table>
<thead>
<tr>
<th>School District</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select a School District</td>
</tr>
</tbody>
</table>

*UserID and Password must be 8 characters long and cannot be the same.

<table>
<thead>
<tr>
<th>User Id</th>
<th>davidclapper</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>************</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>************</td>
</tr>
</tbody>
</table>

*Click the check box next to “I accept the terms of the User Agreement”

I accept the terms of the User Agreement.

*Finally, click the Signup Button on the bottom right.

Signup

4.) You will receive a confirmation page stating that the signup was successful and the verification code was emailed to you.

Your Registration was successful!

You should receive an email with your verification code shortly.
This verification code will be needed the first time you login to verify your email address.

*** IMPORTANT ***
If you are using any type of email SPAM blocking, be sure to allow email from "myschoolaccount.com". You will NOT be able to login if you do not receive the verification code.

5.) Go to your email in box and you will have an email that resembles the one below. Copy the verification code.
6.) Go back to MSA and click on the “LOGIN” Button on the top right.

7.) Enter your UserID and Password that you created earlier and then click “Login”.

    UserID: davidclapper
    Password: 00000000

Forgot your password, click here

8.) Paste or type your verification code that you received earlier in the box.

    An email was sent to you containing your verification code, please enter your code here to verify that you are able to receive email from us and activate your account.

    Verification Code: 79139416

    Verify

9.) Click the “Verify” button.

10.) **If you lost your verification code, click on the link at the bottom to resend it to your email account.**

    Click here to resend the verification code to your email address.

11.) If you are successful, you will receive a window that looks like the one below.

    To add money to a your child’s account, simply enter the dollar amount you would like to pay. You may add an amount to as many accounts as you like at the same time. When finished, click the “Proceed” button.
## Adding Students to Your Account

1.) You will need to add your students to your account. Do this by clicking on “Add Student” on the top tool bar.

<table>
<thead>
<tr>
<th>VIEW STUDENTS</th>
<th>ADD STUDENT</th>
<th>REMOVE STUDENT</th>
<th>VIEW TRANSACTIONS</th>
<th>PERSONAL INFORMATION</th>
</tr>
</thead>
</table>

2.) After you click on “Add Student” the following screen will appear:

<table>
<thead>
<tr>
<th>Add Student to your account</th>
<th>Students attached to your account</th>
</tr>
</thead>
<tbody>
<tr>
<td>To add a student to your account, please enter the student ID (provided by your school district) then click ‘Add’ for each student you wish to add.</td>
<td></td>
</tr>
<tr>
<td><strong>Student ID</strong></td>
<td><strong>315702</strong></td>
</tr>
<tr>
<td><strong>Add</strong></td>
<td><strong>MATTHEW SMITH</strong></td>
</tr>
<tr>
<td><strong>Reset</strong></td>
<td><strong>315702</strong> has been added to your account.</td>
</tr>
</tbody>
</table>

3.) Type your student’s ID number (can be provided by the school district) into the box and click “Add”.

<table>
<thead>
<tr>
<th>Student ID</th>
<th>315702</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Add</strong></td>
<td><strong>Reset</strong></td>
</tr>
</tbody>
</table>

4.) You receive a confirmation that the student was added to your account and you will now see the student listed on the right hand side.

<table>
<thead>
<tr>
<th>Add Student to your account</th>
<th>Students attached to your account</th>
</tr>
</thead>
<tbody>
<tr>
<td>To add a student to your account, please enter the student ID (provided by your school district) then click ‘Add’ for each student you wish to add.</td>
<td></td>
</tr>
<tr>
<td><strong>Student ID</strong></td>
<td><strong>315702</strong></td>
</tr>
<tr>
<td><strong>Add</strong></td>
<td><strong>MATTHEW SMITH</strong></td>
</tr>
<tr>
<td><strong>Reset</strong></td>
<td></td>
</tr>
</tbody>
</table>

5.) If you have more than one child, you will need to repeat this procedure for each child. The child’s name will appear on the right as they are added.

<table>
<thead>
<tr>
<th>Add Student to your account</th>
<th>Students attached to your account</th>
</tr>
</thead>
<tbody>
<tr>
<td>To add a student to your account, please enter the student ID (provided by your school district) then click ‘Add’ for each student you wish to add.</td>
<td></td>
</tr>
<tr>
<td><strong>Student ID</strong></td>
<td><strong>317273</strong></td>
</tr>
<tr>
<td><strong>Add</strong></td>
<td><strong>ALEX WEAVER</strong></td>
</tr>
<tr>
<td><strong>Reset</strong></td>
<td><strong>318120</strong></td>
</tr>
<tr>
<td><strong>Add</strong></td>
<td><strong>BENJAMIN JEFFERSON</strong></td>
</tr>
<tr>
<td><strong>Reset</strong></td>
<td><strong>315702</strong></td>
</tr>
<tr>
<td><strong>Add</strong></td>
<td><strong>MATTHEW SMITH</strong></td>
</tr>
<tr>
<td><strong>Reset</strong></td>
<td><strong>317031</strong></td>
</tr>
<tr>
<td><strong>Add</strong></td>
<td><strong>RACHEL ROBERTS</strong></td>
</tr>
</tbody>
</table>

**IMPORTANT** - A PARENT CAN CLAIM MULTIPLE STUDENTS TO THEIR ACCOUNT BUT A STUDENT CAN ONLY BE ASSIGNED TO ONE PARENT ACCOUNT AT A TIME!
Removing Students from Your Account

1.) Click on “REMOVE STUDENT” from the top tool bar.

2.) Enter the student’s ID number in the box and click “Remove”

3.) You will be asked if you are sure that you wish to remove the student. Click “Remove”.

4.) You will be told that the student was removed from your account.

5.) Repeat this procedure if you would like to remove other students from your account.

6.) **IMPORTANT** - After you have assigned students to your account, DO NOT create a new account because the students will be attached to your previous account. Remember, a student can only be assigned to one parent account at a time!
Viewing Meals Your Student Has Eaten

1.) Click on “VIEW STUDENTS” on the top toolbar.

2.) Click on “View” under the “Meals Last 30 Days” column.

3.) This will open a window that displays all of the transactions that your child has made over the last 30 days. This report will also show any payments that have been made to the student’s account.
Making Payments with Your Credit Card

1.) If your school has this feature set up, you can place payments into your child’s account with your credit card. Enter the deposit amount that you wish to add for each student on the right hand side of the screen.

<table>
<thead>
<tr>
<th>Student ID</th>
<th>Name</th>
<th>Ala Carte Balance</th>
<th>Meal Plan Balance</th>
<th>Balance Total</th>
<th>Meals Last 30 Days</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>317273</td>
<td>ALEX WEAVER</td>
<td>$47.50</td>
<td>$0.00</td>
<td>$47.50</td>
<td>View</td>
<td>15.00</td>
</tr>
<tr>
<td>316120</td>
<td>BENJAMIN JEFFERSON</td>
<td>$41.45</td>
<td>$0.00</td>
<td>$41.45</td>
<td>View</td>
<td>10.00</td>
</tr>
<tr>
<td>317091</td>
<td>RACHEL ROBERTS</td>
<td>$45.55</td>
<td>$0.00</td>
<td>$45.55</td>
<td>View</td>
<td>16.00</td>
</tr>
</tbody>
</table>

Sub total  $41.60
Processing fees $2.50
Total $44.10

2.) Enter your credit card information in the boxes below and then click “Proceed”

**Firstname**: David
**Lastname**: Clapper
**Company**: Food Service Solutions, Inc
**Address**: 1227 11th Avenue
**City**: Altoona
**State**: PA
**Zip**: 16601
**Credit card number**: 1234567890123456
**Expiration date [mm - yy]**: 05 - 06

3.) Double check all of the information that you have entered and then click the “Pay Now” button.

<table>
<thead>
<tr>
<th>Student ID</th>
<th>Student Name</th>
<th>Amount posted</th>
</tr>
</thead>
<tbody>
<tr>
<td>317273</td>
<td>ALEX WEAVER</td>
<td>$15.00</td>
</tr>
<tr>
<td>316120</td>
<td>BENJAMIN JEFFERSON</td>
<td>$10.00</td>
</tr>
<tr>
<td>317091</td>
<td>RACHEL ROBERTS</td>
<td>$16.80</td>
</tr>
</tbody>
</table>

Subtotal $41.60
Processing fees $2.50
Total $44.10

4.) If the payment is successfully applied, you will be redirected to a confirmation page to let you know that the money has been transacted. **Money is then batch downloaded into student accounts every night after midnight. Money will be available to the student the morning following a payment.**
5.) If you receive the following message, your school district is not set up for online payments. Please send cash or a check to your school’s Food Service Department.

"Your School District is not setup to receive online payments. Please contact your school district for further information."

6.) If, for some reason, your payment does not process, there is no need to create a new account. Check your credit card information and try again.
Modifying Your Personal Information

1.) Click on “PERSONAL INFORMATION” on the top tool bar.

2.) Make any modifications to the information that you wish to change and then click “Save”.

- First Name: David
- Last Name: Clapper
- Address: 1227 11th Ave
- City: Altoona
- State: PA
- Zip: 16601
- Phone: 8004251425
- Email: david@biometricsolution.com
- Password: ***********
- Retype Password: ***********
Viewing Your Online Payment History

1.) Click on “VIEW TRANSACTIONS” on the top tool bar.

2.) You will see a transaction history of all payments that have been applied to your student’s account via online payments. (The screenshot below does not have any transaction history)