



FOOD SERVICE SOLUTIONS, INC

---

[www.myschoolaccount.com](http://www.myschoolaccount.com)  
Training Manual

© Food Service Solutions, Inc  
1227 11<sup>th</sup> Avenue  
Altoona, PA 16601



## Table of Contents

---

Creating an Account with www.myschoolaccount.com ..... 1

Adding Students to Your Account ..... 6

Removing Students from your Account ..... 7

Viewing Meals your Student Has Eaten ..... 8

Making Payments with Your Credit Card ..... 9

Modifying Your Personal Information ..... 11

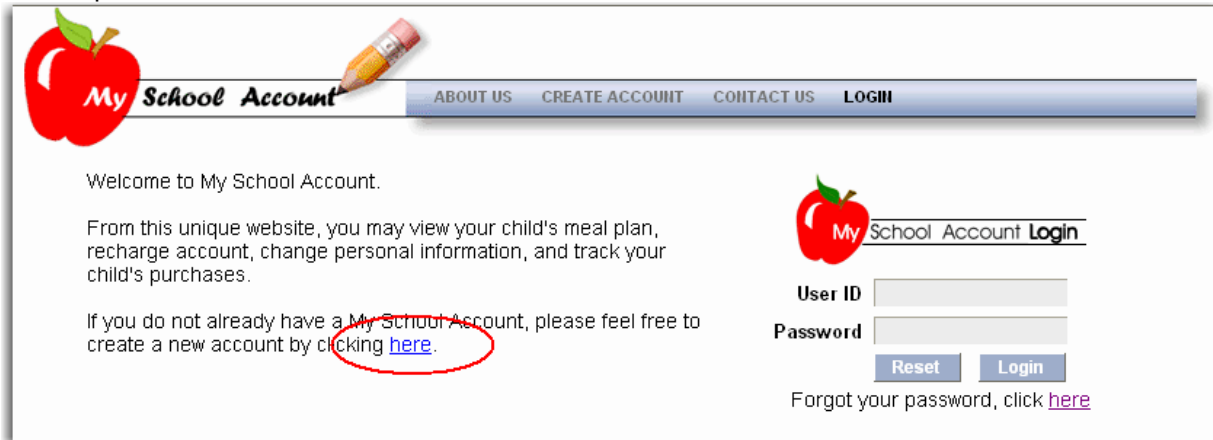
Viewing Online Payment History ..... 12

**\*\*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](http://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:

**Parent Account Sign Up**

<table style="width: 100%; border-collapse: collapse;"> <tr><td style="border-bottom: 1px solid #ccc;"><b>Parent First Name</b></td><td style="border-bottom: 1px solid #ccc;">David</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>Middle Initial</b></td><td style="border-bottom: 1px solid #ccc;">J</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>Parent Last Name</b></td><td style="border-bottom: 1px solid #ccc;">Clapper</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>Address</b></td><td style="border-bottom: 1px solid #ccc;">1227 11th Ave</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>City</b></td><td style="border-bottom: 1px solid #ccc;">Altoona</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>State</b></td><td style="border-bottom: 1px solid #ccc;">PA</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>Zip</b></td><td style="border-bottom: 1px solid #ccc;">16601</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>Phone</b></td><td style="border-bottom: 1px solid #ccc;">800-425-1425</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>Email</b></td><td style="border-bottom: 1px solid #ccc;">david@biometricsolution.com</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>School District</b></td><td style="border-bottom: 1px solid #ccc;">Demo School District <span style="float: right;">▼</span></td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>User Id</b></td><td style="border-bottom: 1px solid #ccc;">davidclapper</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>Password</b></td><td style="border-bottom: 1px solid #ccc;">●●●●●●●●</td></tr> <tr><td style="border-bottom: 1px solid #ccc;"><b>Confirm Password</b></td><td style="border-bottom: 1px solid #ccc;">●●●●●●●●</td></tr> </table> <p><input checked="" type="checkbox"/> I accept the terms of the <a href="#">User Agreement</a>.</p>	<b>Parent First Name</b>	David	<b>Middle Initial</b>	J	<b>Parent Last Name</b>	Clapper	<b>Address</b>	1227 11th Ave	<b>City</b>	Altoona	<b>State</b>	PA	<b>Zip</b>	16601	<b>Phone</b>	800-425-1425	<b>Email</b>	david@biometricsolution.com	<b>School District</b>	Demo School District <span style="float: right;">▼</span>	<b>User Id</b>	davidclapper	<b>Password</b>	●●●●●●●●	<b>Confirm Password</b>	●●●●●●●●	<p>Please enter your information in the form on the left, select your school district, accept the terms of the user agreement and click on "Signup".</p> <p>You must choose a UserID and Password to use the system. If you choose a UserID that is already being used, you will be asked to select a different one.</p> <p>UserID and Password must be at least eight (8) characters long and cannot be the same.</p> <p>After you press "Signup" an email will be sent to your email address containing a verification code. You will need this code the first time you login to verify your email address. If you are using any type of email SPAM blocking, be sure to allow emails from "myschoolaccount.com".</p> <p style="text-align: center;"><span style="color: red;">■</span> Indicates required information.</p>
<b>Parent First Name</b>	David																										
<b>Middle Initial</b>	J																										
<b>Parent Last Name</b>	Clapper																										
<b>Address</b>	1227 11th Ave																										
<b>City</b>	Altoona																										
<b>State</b>	PA																										
<b>Zip</b>	16601																										
<b>Phone</b>	800-425-1425																										
<b>Email</b>	david@biometricsolution.com																										
<b>School District</b>	Demo School District <span style="float: right;">▼</span>																										
<b>User Id</b>	davidclapper																										
<b>Password</b>	●●●●●●●●																										
<b>Confirm Password</b>	●●●●●●●●																										

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

■ Indicates required information.

\* 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 "MYSCHOOLACCOUNT.COM"\*\*\***

\* Select your School District from the drop down box.

School District Select a Schooldistrict

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

User Id davidclapper  
Password .....  
Confirm Password .....

\*Click the check box next to "I accept the terms of the User Agreement"

I accept the terms of the [User Agreement](#).

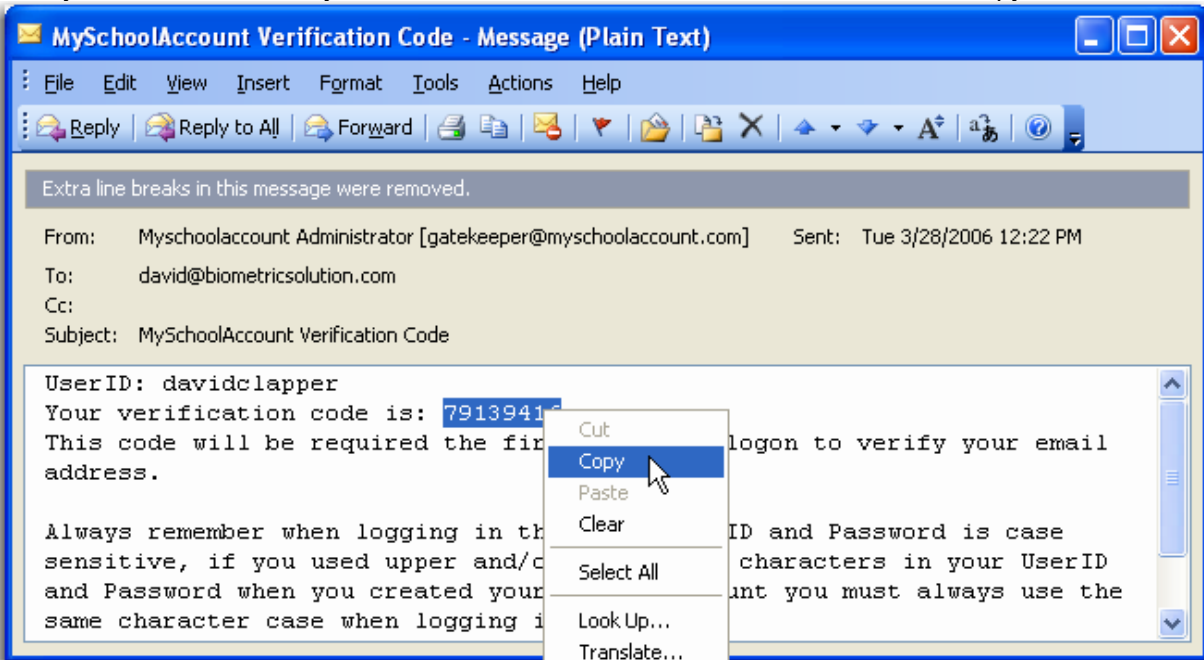
\*Finally, click the Signup Button on the bottom right.

Signup

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



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".

User ID   
Password   
   
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.

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.

Welcome David Clapper

**My School Account**

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.

Student Information						
Student ID	Name	Ala Carte Balance	Meal Plan Balance	Balance Total	Meals Last 30 Days	Payment Amount
No students assigned to your Account.						

## 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.



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

Add Student to your account	Students attached to your account
<p>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.</p>	
<p>Student ID <input type="text"/></p>	
<p><input type="button" value="Reset"/> <input type="button" value="Add"/></p>	

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

<p>Student ID <input type="text" value="315702"/></p>
<p><input type="button" value="Reset"/> <input type="button" value="Add"/></p>

- 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.

Add Student to your account	Students attached to your account
<p>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.</p>	
<p>Student ID <input type="text"/></p>	<p>315702                      MATTHEW SMITH</p>
<p><input type="button" value="Reset"/> <input type="button" value="Add"/></p>	
<p><b>Student ID 315702 has been added to your account.</b></p>	

- 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.

Add Student to your account	Students attached to your account
<p>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.</p>	
<p>Student ID <input type="text"/></p>	<p>317273                      ALEX WEAVER</p> <p>316120                      BENJAMIN JEFFERSON</p> <p>315702                      MATTHEW SMITH</p> <p>317091                      RACHEL ROBERTS</p>
<p><input type="button" value="Reset"/> <input type="button" value="Add"/></p>	

**\*\*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"

Remove Student from your account	Students attached to your account
In order to remove a student from your account, please enter the student id of the student you wish to remove in the form below.	317273 ALEX WEAVER
Student ID <input type="text" value="315702"/>	316120 BENJAMIN JEFFERSON
<input type="button" value="Reset"/> <input type="button" value="Remove"/>	315702 MATTHEW SMITH
	317091 RACHEL ROBERTS

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

**You are about to remove  
Student ID 315702 (MATTHEW SMITH)  
from your account.  
If you are sure click on "Remove" otherwise click on "Cancel".**

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

Remove Student from your account	Students attached to your account
In order to remove a student from your account, please enter the student id of the student you wish to remove in the form below.	317273 ALEX WEAVER
Student ID <input type="text"/>	316120 BENJAMIN JEFFERSON
<input type="button" value="Reset"/> <input type="button" value="Remove"/>	317091 RACHEL ROBERTS
<b>Student ID 315702 has been removed from your account.</b>	

- 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.

Student ID	Name	Ala Carte Balance	Meal Plan Balance	Balance Total	Meals Last 30 Days	Payment Amount
317273	ALEX WEAVER	\$47.50	\$0.00	\$47.50	<a href="#">View</a>	0.00
316120	BENJAMIN JEFFERSON	\$41.45	\$0.00	\$41.45	<a href="#">View</a>	0.00
317091	RACHEL ROBERTS	\$45.55	\$0.00	\$45.55	<a href="#">View</a>	0.00

- 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.

Items purchased by: ALEX WEAVER at WILSON SENIOR HIGH						
Date	Time	Menu Item	Qty	Price	Total	
03/22/2006	12:13	ALA 75	1	\$0.75	\$0.75	
03/22/2006	12:13	SECONDARY LUNCH	1	\$1.80	\$1.80	
03/21/2006	12:10	SECONDARY LUNCH	1	\$1.80	\$1.80	
03/21/2006	12:10	Turkey Sandwich	1	\$1.55	\$1.55	
03/20/2006	12:07	MEAL DEAL	1	\$2.40	\$2.40	
03/17/2006	12:06	SECONDARY LUNCH	1	\$1.80	\$1.80	
03/16/2006	12:06	MEAL DEAL	1	\$2.40	\$2.40	
03/15/2006	12:12	SECONDARY LUNCH	1	\$1.80	\$1.80	
03/14/2006	12:18	Muffins	1	\$1.25	\$1.25	
03/14/2006	12:08	ALA 1.30	1	\$1.30	\$1.30	
03/14/2006	12:08	Bagels	1	\$1.15	\$1.15	
03/14/2006	12:08	Milk Chocolate	1	\$0.50	\$0.50	
03/13/2006	12:07	MEAL DEAL	1	\$2.40	\$2.40	
03/09/2006	12:08	SECONDARY LUNCH	1	\$1.80	\$1.80	
03/09/2006	12:08	Turkey Sandwich	1	\$1.55	\$1.55	
03/06/2006	12:06	SECONDARY LUNCH	1	\$1.80	\$1.80	
03/01/2006	12:11	Bagels	1	\$1.15	\$1.15	
03/01/2006	12:11	SECONDARY LUNCH	1	\$1.80	\$1.80	
02/28/2006	12:05	SECONDARY LUNCH	1	\$1.80	\$1.80	
02/28/2006	11:58	Soft Pretzel	1	\$0.70	\$0.70	
02/27/2006	12:11	** PAYMENT **	1	\$80.00	\$80.00	
02/27/2006	12:06	MEAL DEAL	1	\$2.40	\$2.40	
02/24/2006	12:15	Soft Pretzel	1	\$0.70	\$0.70	
02/24/2006	12:07	SECONDARY LUNCH	1	\$1.80	\$1.80	

Close Window



## 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.

Student ID	Name	Ala Carte Balance	Meal Plan Balance	Balance Total	Meals Last 30 Days	Payment Amount
317273	ALEX WEAVER	\$47.50	\$0.00	\$47.50	<a href="#">View</a>	15.00
316120	BENJAMIN JEFFERSON	\$41.45	\$0.00	\$41.45	<a href="#">View</a>	10.00
317091	RACHEL ROBERTS	\$45.55	\$0.00	\$45.55	<a href="#">View</a>	16.60
<b>Sub total</b>						<b>41.60</b>
<b>Processing fees</b>						<b>2.50</b>
<b>Total</b>						<b>44.10</b>

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

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

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

Student ID	Student Name	Amount posted
317273	ALEX WEAVER	\$15.00
316120	BENJAMIN JEFFERSON	\$10.00
317091	RACHEL ROBERTS	\$16.60
<b>Subtotal</b>		<b>\$41.60</b>
<b>Processing fees</b>		<b>\$2.50</b>
<b>Total</b>		<b>\$44.10</b>

Cardholder : \_\_\_\_\_ Please double check the information you've entered.  
 Cardnumber : 1234567890123456 Click "Pay Now" to finalize the transaction.  
 Expiration Date [mm]-[yy] : 06 - 06 Click "Modify" if you want to modify the information you have entered.

- 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 recieve 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".

<b>First Name</b>	David
<b>Middle Initial</b>	J
<b>Last Name</b>	Clapper
<b>Address</b>	1227 11th Ave
<b>City</b>	Altoona
<b>State</b>	PA
<b>Zip</b>	16801
<b>Phone</b>	8004251425
<b>Email</b>	david@biometricsolution.com
<b>Password</b>	●●●●●●●●
<b>Retype Password</b>	●●●●●●●●

Edit your information in the form on the right. Click "Save" to store the changes you've made or "Reset" to discard them.

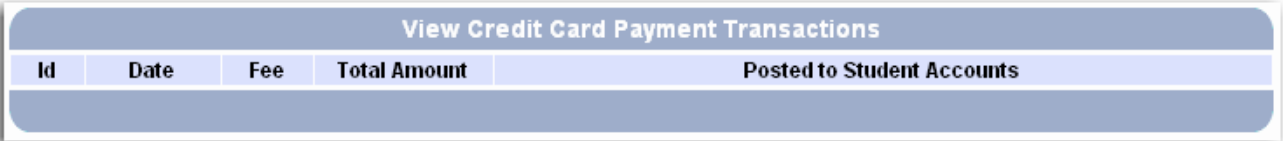
## Viewing Your Online Payment History

---

- 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)



A screenshot of a table titled "View Credit Card Payment Transactions". The table has a header row with columns: "Id", "Date", "Fee", "Total Amount", and "Posted to Student Accounts". The table body is currently empty.

View Credit Card Payment Transactions				
Id	Date	Fee	Total Amount	Posted to Student Accounts