



**MySchoolBucks**  
**Parent User Guide**

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## MySchoolBucks Parent User Guide

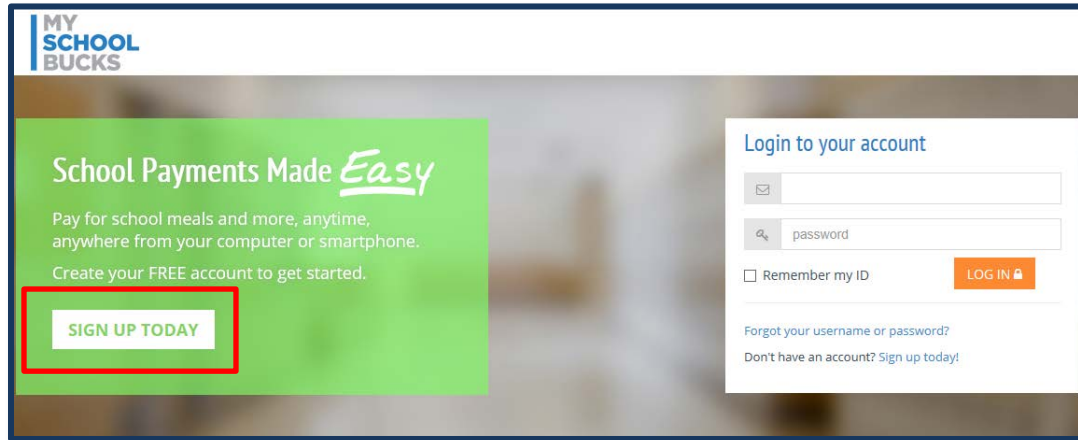
MySchoolBucks is an award-winning service offered by Heartland Payment Systems, Inc. Heartland Payment Systems is known for fair, fully disclosed pricing and empowering our customers to take control of their payment processing costs.

Since being introduced a number of years ago, MySchoolBucks has become the product of choice for thousands of schools throughout the United States. Whether paying for chemistry lab fees, purchasing books, buying athletic tickets, or simply paying for school lunch, MySchoolBucks gives parents the peace of mind when it comes to their children's school purchases. **Bedford CSD is only offering the use of this service for its food service at this time.**

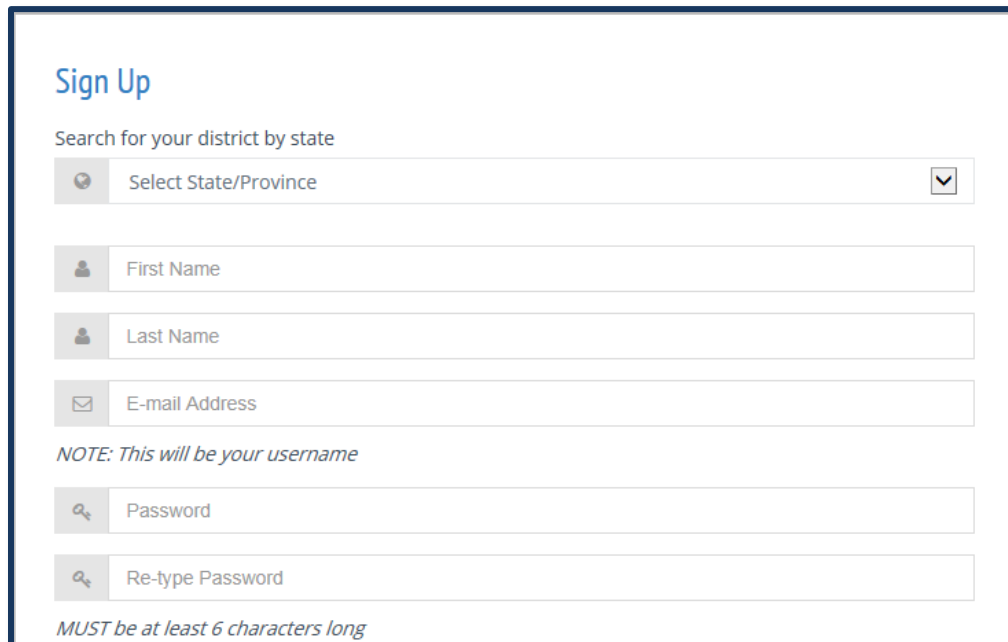
With MySchoolBucks, parents are able to register for an account and view information for free. Parents are also able to view account balances or recent purchases in the school cafeteria, add money to their student's account, and set up low balance alerts through this award-winning, parent friendly system.

## Creating a Parent Account in MySchoolBucks

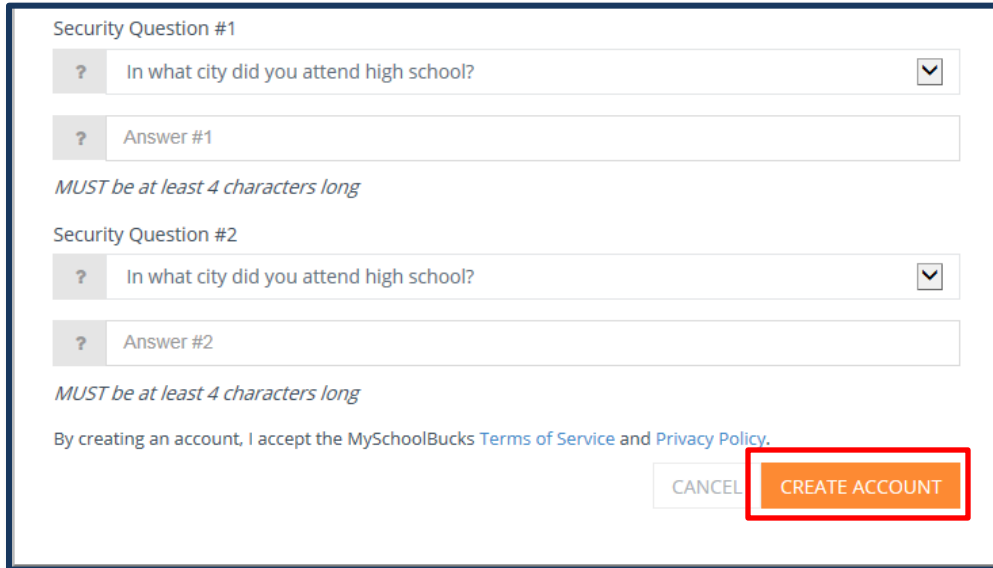
All new parent users must click **SIGN UP TODAY** and follow the on-screen instructions to establish their account.



The registration process will require you to select the state, followed by the district, in which your students attend, your first and last name, email address, and password. Your email address will be your username when logging in.

A screenshot of the "Sign Up" form. The title "Sign Up" is at the top left. Below it is a search prompt "Search for your district by state" and a dropdown menu labeled "Select State/Province". The form includes input fields for "First Name", "Last Name", and "E-mail Address". A note below the email field states "NOTE: This will be your username". There are also input fields for "Password" and "Re-type Password". A note at the bottom of the form says "MUST be at least 6 characters long".

You are also required to select two security questions and fill out the answers. Once all information is entered, click **CREATE ACCOUNT**. A welcome email will be sent to the email address confirming that your profile was created.



Security Question #1

? In what city did you attend high school?

? Answer #1

*MUST be at least 4 characters long*

Security Question #2

? In what city did you attend high school?

? Answer #2

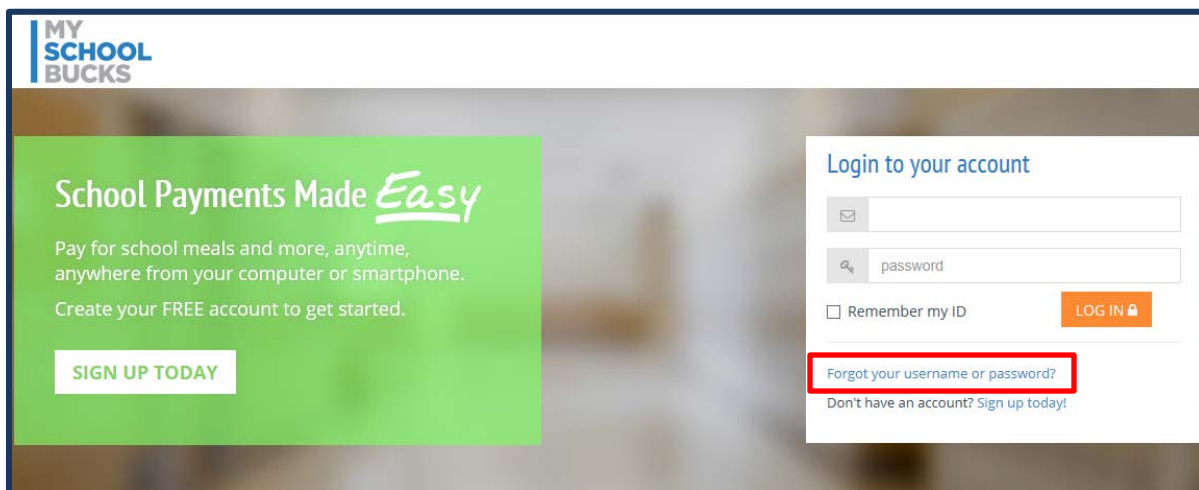
*MUST be at least 4 characters long*

By creating an account, I accept the MySchoolBucks [Terms of Service](#) and [Privacy Policy](#).

CANCEL CREATE ACCOUNT

## Profile Recovery

If you have already created an account but have forgotten your login credentials, you can recover your profile either by entering the email address associated with your account or the mobile phone number associated with the account. To recover your profile, first click **Forgot your username or password?**



MY SCHOOL BUCKS

School Payments Made *Easy*

Pay for school meals and more, anytime, anywhere from your computer or smartphone.

Create your FREE account to get started.

SIGN UP TODAY

Login to your account

password

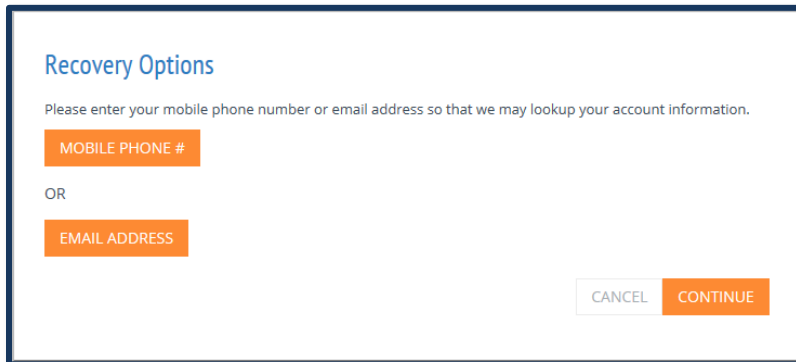
Remember my ID LOG IN

Forgot your username or password?

Don't have an account? Sign up today!

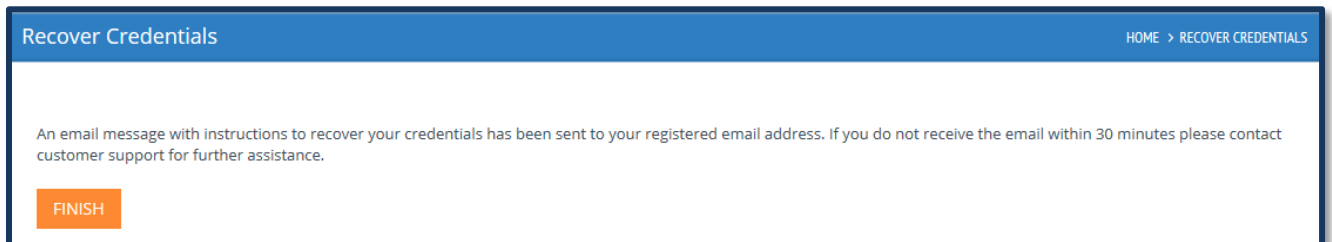
If you would like your information sent to you via text message, click **Mobile Phone #**, enter the phone number associated with the account, and click **Continue**. If you would like your information sent to you via email, click **Email Address**, enter the email address associated with the account, and click **Continue**.

**Note:** You must validate your mobile number before it may be used for password recovery.



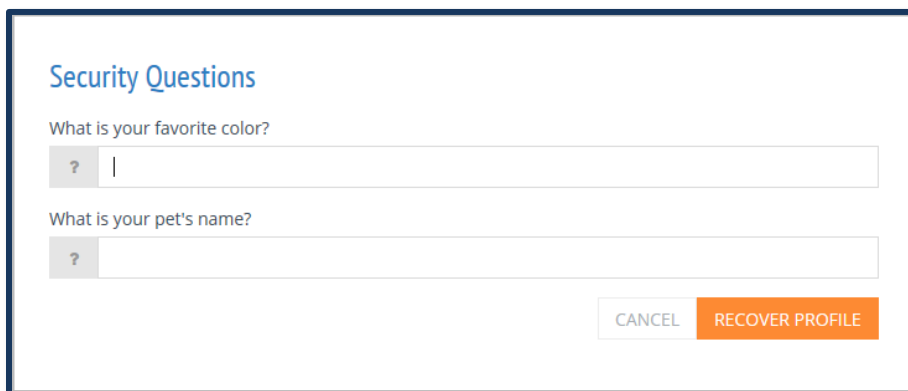
The screenshot shows a 'Recovery Options' screen. At the top, it says 'Recovery Options' in blue. Below that, a message reads: 'Please enter your mobile phone number or email address so that we may lookup your account information.' There are two orange buttons: 'MOBILE PHONE #' and 'EMAIL ADDRESS'. Below these is the text 'OR'. At the bottom right, there are two buttons: 'CANCEL' (grey) and 'CONTINUE' (orange).

A text message or email will be sent to you. Click **Finish** to return to the login screen.



The screenshot shows a 'Recover Credentials' screen. The title 'Recover Credentials' is in a blue header bar on the left, and 'HOME > RECOVER CREDENTIALS' is on the right. The main content area has a message: 'An email message with instructions to recover your credentials has been sent to your registered email address. If you do not receive the email within 30 minutes please contact customer support for further assistance.' At the bottom left, there is an orange 'FINISH' button.

The email will contain a link. Click the link to begin recovering your profile. You may be presented with the security questions set up during your account creation. Enter the answers to the questions and click **Recover Profile**.



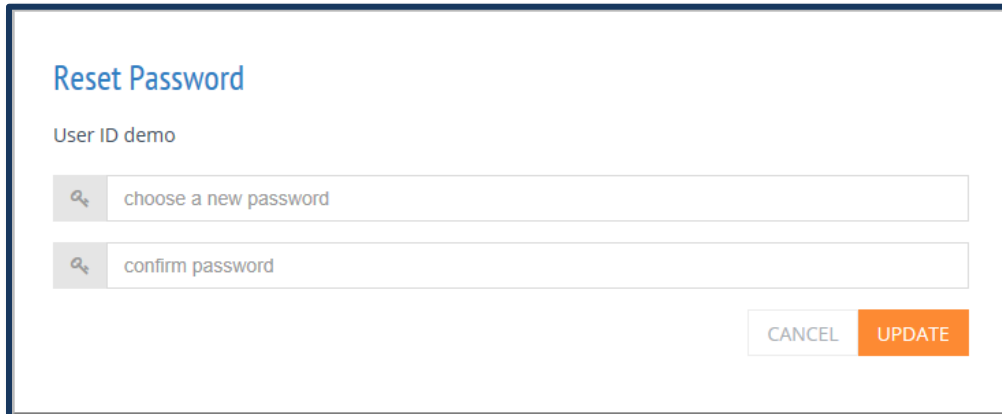
The screenshot shows a 'Security Questions' screen. The title 'Security Questions' is in blue. There are two questions: 'What is your favorite color?' and 'What is your pet's name?'. Each question has a text input field with a grey question mark icon on the left. At the bottom right, there are two buttons: 'CANCEL' (grey) and 'RECOVER PROFILE' (orange).

After correctly answering the security questions, you will be provided with your username. If you remember your password, click **Login** and enter your password. If you do not remember your password, click **Reset Password**.



The form displays the title "User Information" in blue. Below it, the text "Username: demo" is shown. At the bottom right, there are two buttons: "LOGIN" in a light grey box and "RESET PASSWORD" in an orange box.

To reset your password, enter a new password in the top field and re-enter it in the field below. Then, click **Update**. Note that the password must be at least 6 characters

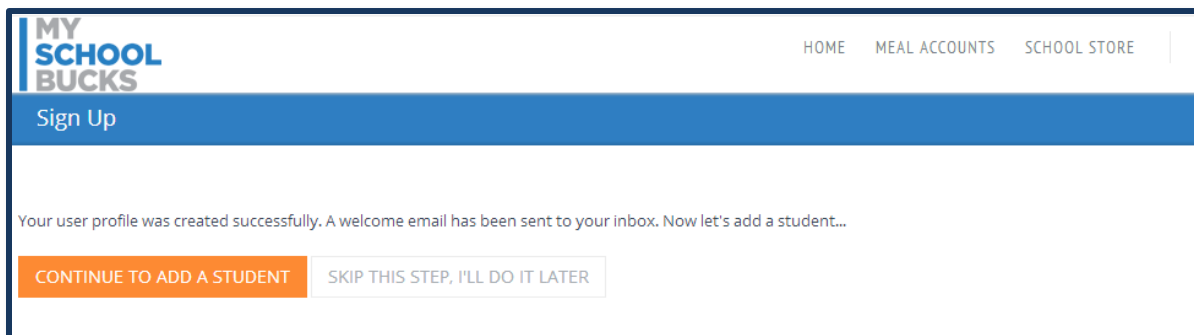


The form displays the title "Reset Password" in blue. Below it, the text "User ID demo" is shown. There are two password input fields: the top one is labeled "choose a new password" and the bottom one is labeled "confirm password". At the bottom right, there are two buttons: "CANCEL" in a light grey box and "UPDATE" in an orange box.

## Adding a Student

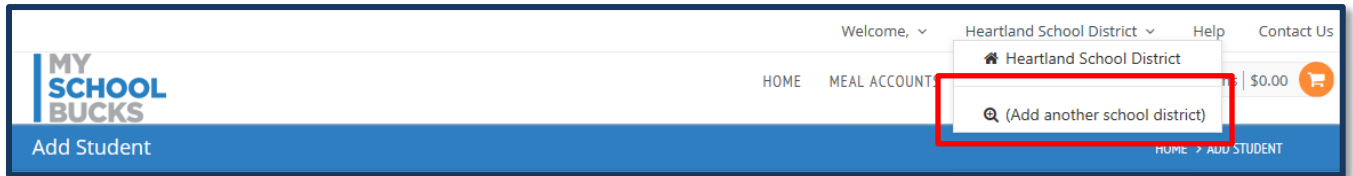
### Adding a Student on a New Account

After creating your account, you will then have an opportunity to add a student. You can choose to skip this step until a later time.



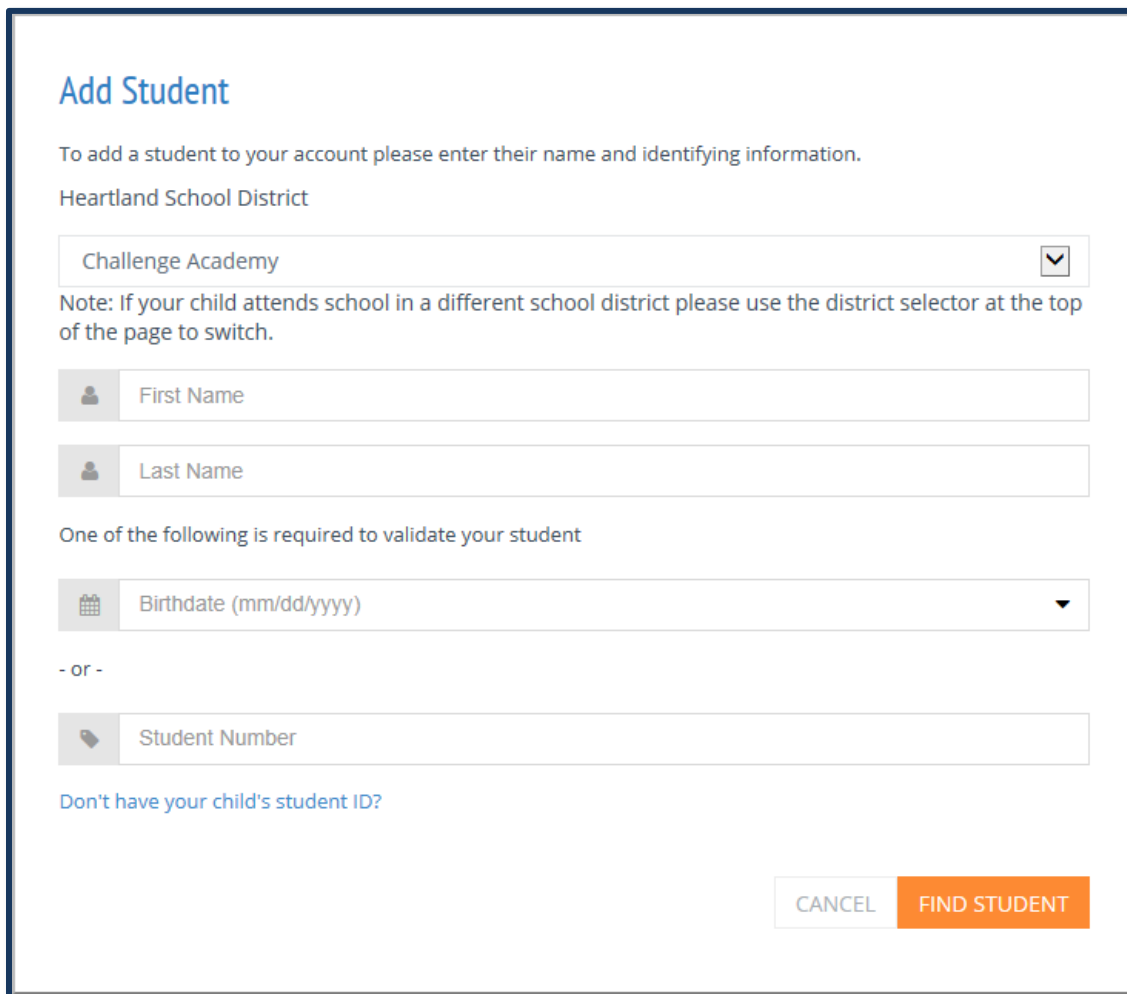
The screen shows the "MY SCHOOL BUCKS" logo in the top left. In the top right, there are navigation links for "HOME", "MEAL ACCOUNTS", and "SCHOOL STORE". Below the logo, the text "Sign Up" is displayed in a blue bar. The main content area contains the message: "Your user profile was created successfully. A welcome email has been sent to your inbox. Now let's add a student...". At the bottom, there are two buttons: "CONTINUE TO ADD A STUDENT" in an orange box and "SKIP THIS STEP, I'LL DO IT LATER" in a light grey box.

The student's district will automatically be populated. If a new District needs to be added, click the down arrow at the top of the screen to add the new district.



To add a student, enter the student's school along with their first and last name, date of birth, or student number and click **FIND STUDENT**.

**Note:** The information required to locate the student is dependent upon the individual district's settings. Some districts may require both the birthdate AND the student ID, while others may only require the birthdate OR the student ID.

A screenshot of the 'Add Student' form. The title 'Add Student' is in blue. Below it, a message says 'To add a student to your account please enter their name and identifying information.' The form is for 'Heartland School District'. There is a dropdown menu for the school district, currently showing 'Challenge Academy'. A note states: 'Note: If your child attends school in a different school district please use the district selector at the top of the page to switch.' There are two input fields for 'First Name' and 'Last Name'. Below these, a message says 'One of the following is required to validate your student'. There are two options: 'Birthdate (mm/dd/yyyy)' with a calendar icon and a dropdown arrow, and 'Student Number' with a key icon. A link 'Don't have your child's student ID?' is below the 'Student Number' field. At the bottom right, there are two buttons: 'CANCEL' and 'FIND STUDENT'.



If the student is not able to be found, you will see the below message.

MY SCHOOL BUCKS

HOME MEAL ACCOUNTS SCHOOL STORE

Add Student

### Add Student

To add a student to your account please enter their name and identifying information.

EccoGen Test

Heartland School of Music

Note: If your child attends school in a different school district please use the district selector at the top of the page to switch.

Macee

We were unable to identify a student with the information provided

Moo

One of the following is required to validate your student

2000-01-01

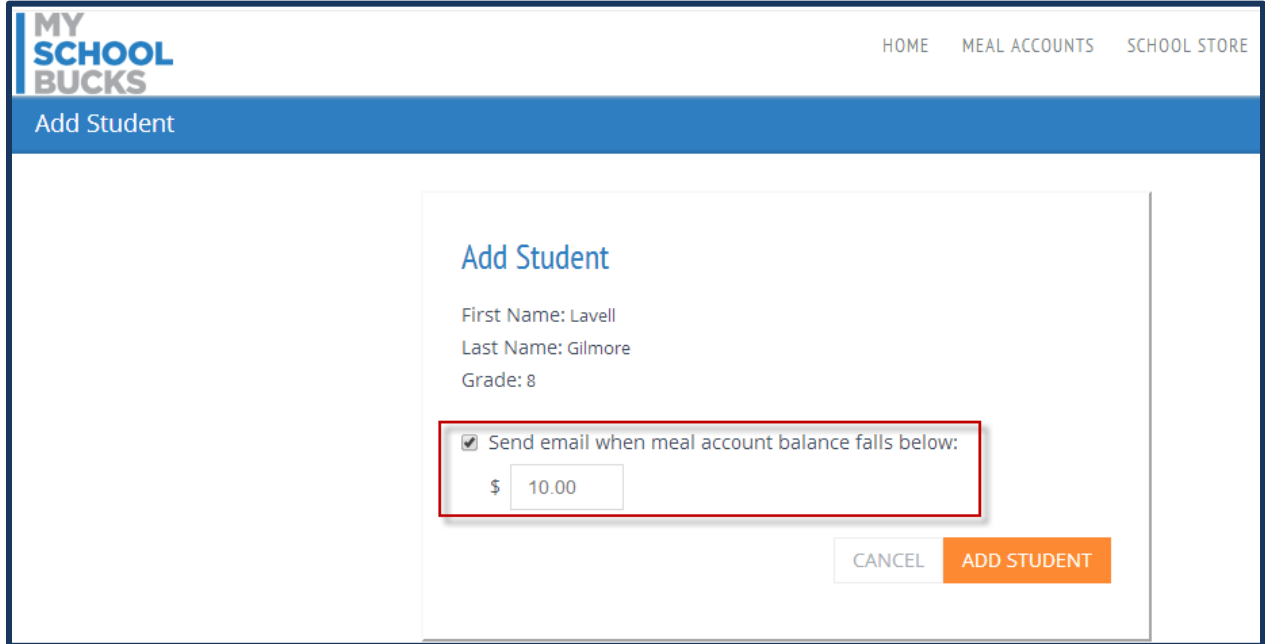
- or -

175261

CANCEL FIND STUDENT

If you received this message, it likely means that some information was entered incorrectly. If there are no errors in the student information and the student is still not found, you will need to contact the school to verify your student is in their records.

Once the student is found, you will have the option to request a “low balance” email be sent to your email once the student’s balance falls below a dollar amount that you choose. If you do not want a low balance email, simply un-check the box and click **ADD STUDENT**.



MY SCHOOL BUCKS

HOME MEAL ACCOUNTS SCHOOL STORE

Add Student

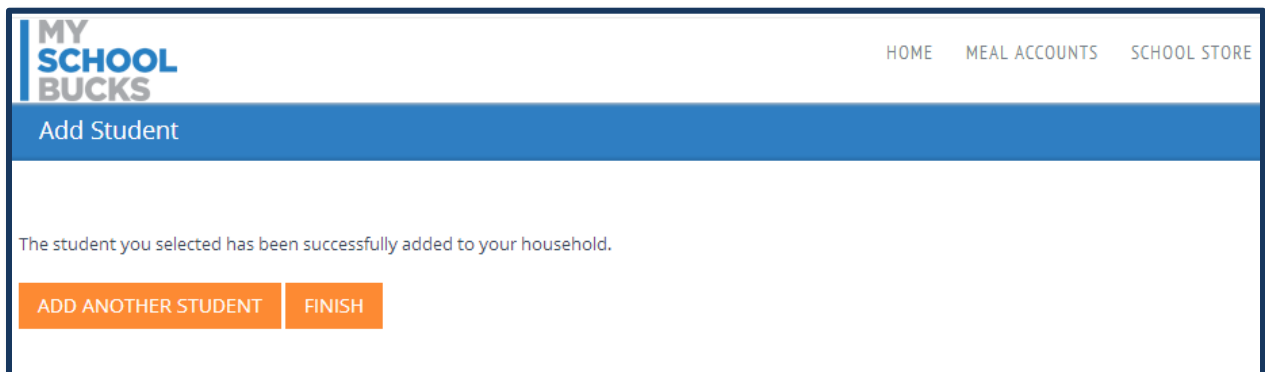
**Add Student**

First Name: Lavell  
Last Name: Gilmore  
Grade: 8

Send email when meal account balance falls below:  
\$ 10.00

CANCEL ADD STUDENT

Once the student is added, you will see the below confirmation. You can click **ADD ANOTHER STUDENT** to add another student or **FINISH** to complete the process.



MY SCHOOL BUCKS

HOME MEAL ACCOUNTS SCHOOL STORE

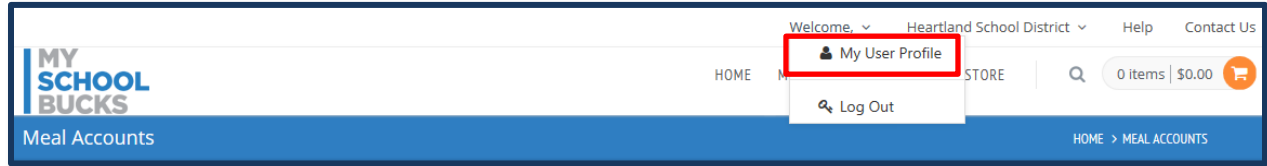
Add Student

The student you selected has been successfully added to your household.

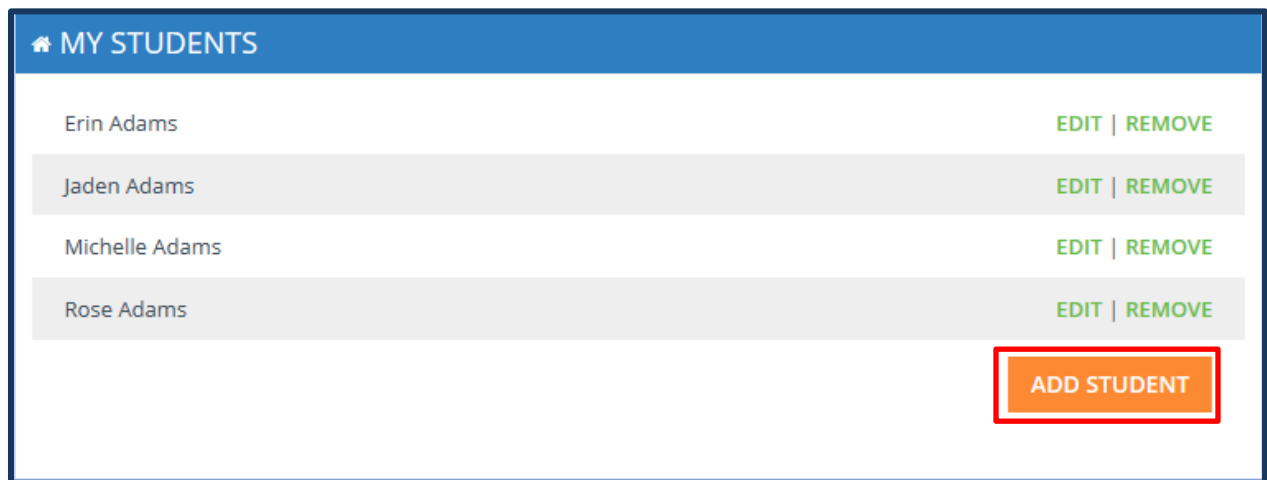
ADD ANOTHER STUDENT FINISH

## Adding a Student to an Existing Account

To add a student to an existing account, under the Welcome drop-down menu, click **My User Profile**.



Under My Students, click **ADD STUDENT**.

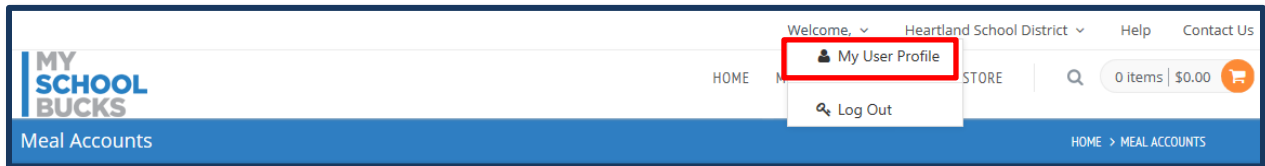


From here, the process is identical to [adding a student on a new account](#).

## Parent Resources

### User Profile

To review or change account information such as contact information or membership settings, from the Welcome drop-down menu, click **My User Profile**. You will also be able to click **Log Out** from here.



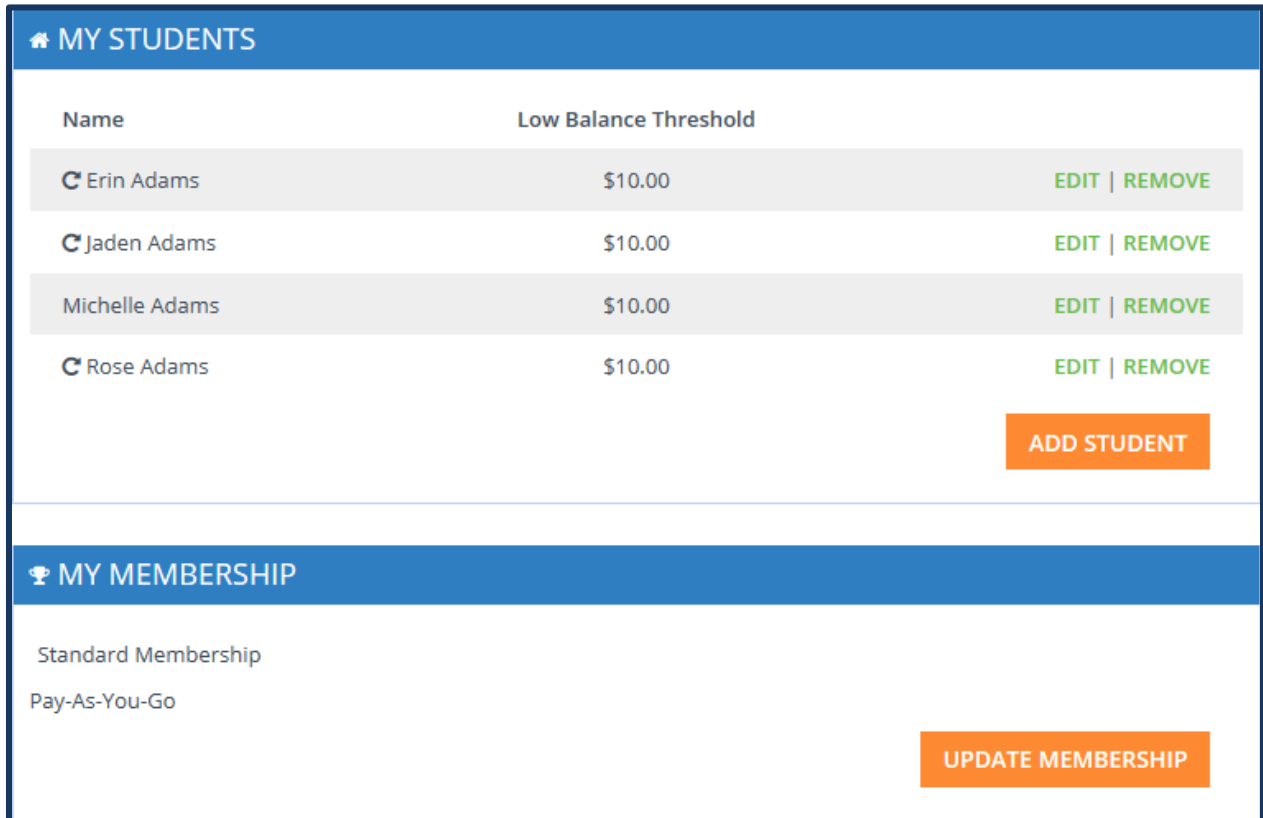
To edit information on this page, click **EDIT** next to the information you would like to update. For example, if you would like to change your password, click **EDIT** in the Password row under My Login. To edit the security questions used in case you forget your password, click **EDIT** next to Security Question #1 or Security Question #2.

To associate an account with a name and an email address, click **EDIT** next to Name and Email Address, respectively. In addition to having the option to send low balance emails, parents may also receive emails associated with their student store orders, such as receipts and refund confirmations. **Bedford CSD is only offering the use of this service for its food service at this time.**

MY LOGIN		
Username:	demo40parent	<a href="#">EDIT</a>
Password:	*****	<a href="#">EDIT</a>
Security Question #1:	In what city did you attend high school?	<a href="#">EDIT</a>
Security Question #2:		<a href="#">EDIT</a>
MY CONTACT INFO		
Name:	Demo Account	<a href="#">EDIT</a>
Email Address:	nate.schunk@e-hps.com	<a href="#">EDIT</a>
Send confirmation of payment?	No	<a href="#">EDIT</a>

Under My Students, in addition to editing, there are options to remove and add entries. To remove a student, click **REMOVE** next to the account you would like to delete. To add a student, click **ADD STUDENT**.

Under My Membership, your current membership is displayed. A membership allows you to make purchases without having to pay the Program Fee each time. Click **Update Membership** to join or decline a membership.



The screenshot displays two sections of a web interface. The top section, titled "MY STUDENTS", features a table with columns for "Name" and "Low Balance Threshold". It lists four students: Erin Adams, Jaden Adams, Michelle Adams, and Rose Adams, each with a "\$10.00" threshold and "EDIT | REMOVE" options. An "ADD STUDENT" button is located at the bottom right of this section. The bottom section, titled "MY MEMBERSHIP", shows "Standard Membership" and "Pay-As-You-Go" with an "UPDATE MEMBERSHIP" button at the bottom right.

Name	Low Balance Threshold	
Erin Adams	\$10.00	EDIT   REMOVE
Jaden Adams	\$10.00	EDIT   REMOVE
Michelle Adams	\$10.00	EDIT   REMOVE
Rose Adams	\$10.00	EDIT   REMOVE

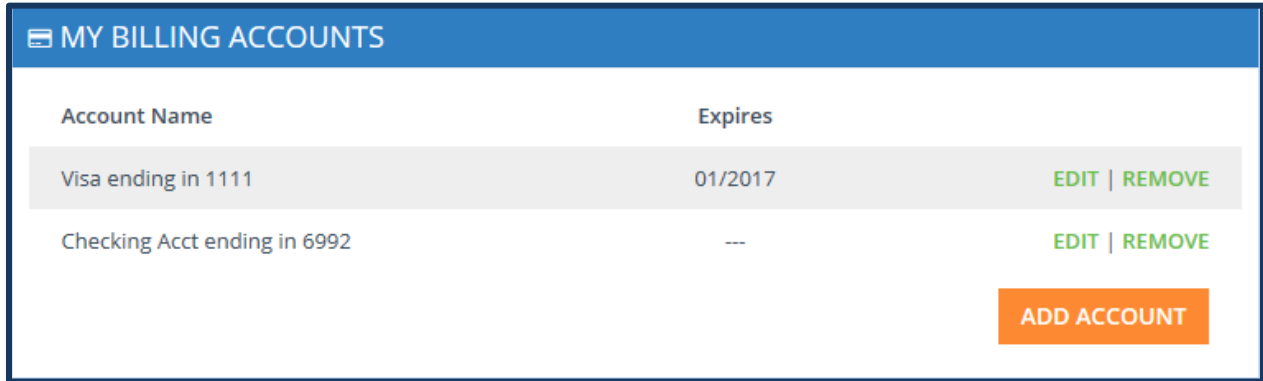
ADD STUDENT

MY MEMBERSHIP

Standard Membership  
Pay-As-You-Go

UPDATE MEMBERSHIP

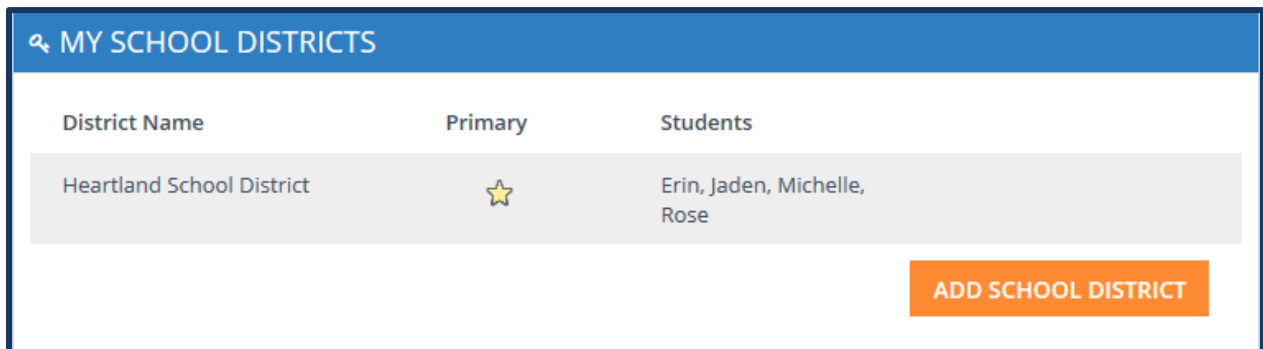
Under My Billing Accounts, in addition to editing, there are options to remove and add entries. To remove a billing account, click **REMOVE** next to the account you would like to delete. To add a billing account, click or **ADD ACCOUNT**.



Account Name	Expires	
Visa ending in 1111	01/2017	EDIT   REMOVE
Checking Acct ending in 6992	---	EDIT   REMOVE

ADD ACCOUNT

Under My School Districts, the school districts associated with your students' accounts are displayed. Your primary school district is indicated by whichever district has a yellow star under Primary. The students under your account associated with the district are listed under Students. Click Add School District if you need to add another school district. Even if all students associated with your account go to the same district, you may need to add a district in order to access another district's student store, for example.

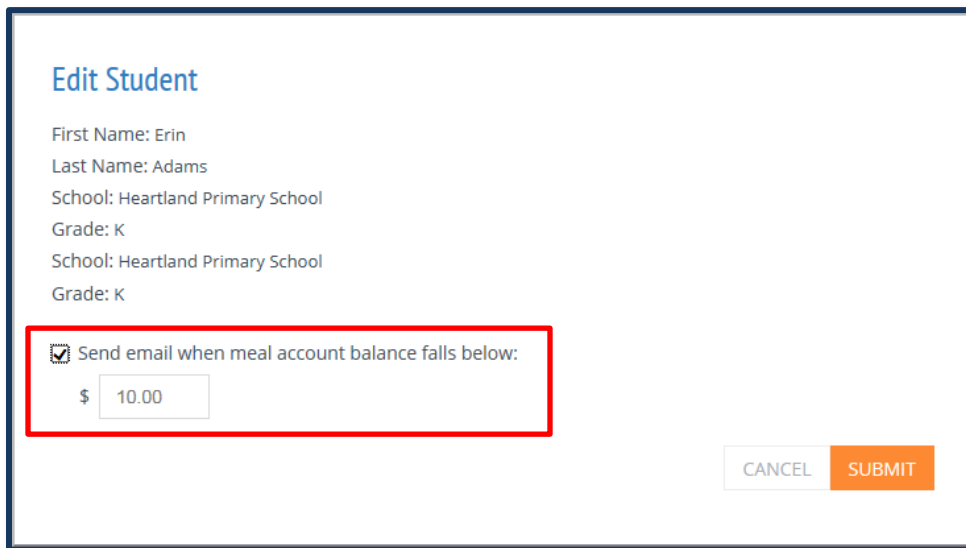


District Name	Primary	Students
Heartland School District	★	Erin, Jaden, Michelle, Rose

ADD SCHOOL DISTRICT

## Email Preferences

You can sign up for email notifications to inform them when your student's balance falls below a designated amount or after an order is placed. To sign up for low balance emails, click **EDIT** under My Students next to a student account, select **Send email when meal account falls below**, and enter a low balance amount. Click **SUBMIT** to confirm the changes.



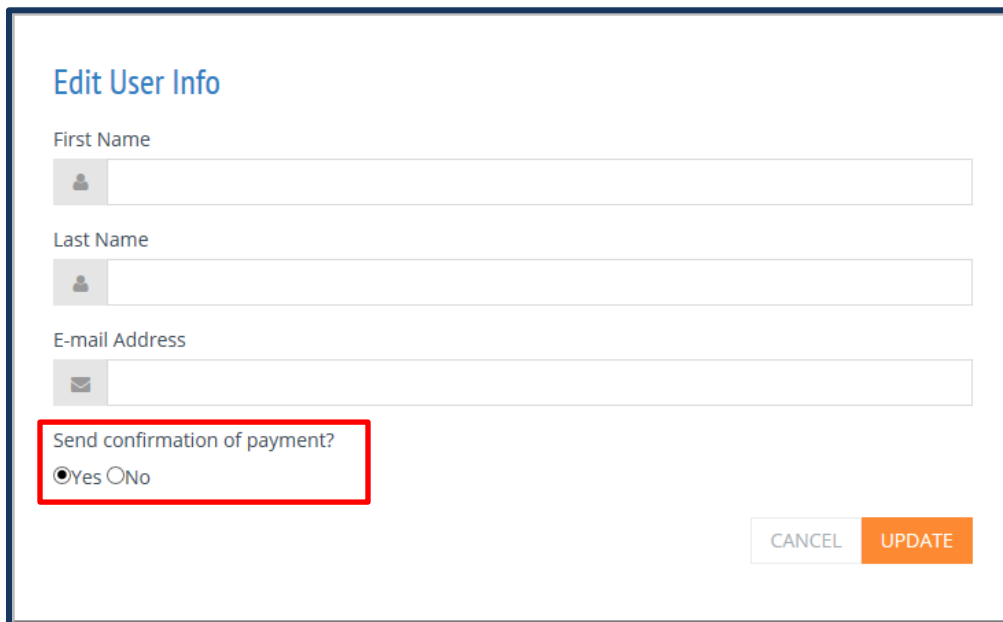
**Edit Student**

First Name: Erin  
Last Name: Adams  
School: Heartland Primary School  
Grade: K  
School: Heartland Primary School  
Grade: K

Send email when meal account balance falls below:  
\$ 10.00

CANCEL SUBMIT

To sign up for notifications for when a payment has been made, click **EDIT** under My Contact Info next to Send Confirmation of Payment. Then, under Send confirmation of payment, click **Yes**. Click **Update** to confirm the changes.



**Edit User Info**

First Name

Last Name

E-mail Address

Send confirmation of payment?  
 Yes  No

CANCEL UPDATE

## Downloads

You can access MySchoolBucks digital applications by scrolling to the bottom of the page. Currently, mobile applications for iOS, Windows Phones, and Google Play are available to download. These resources provide you with fast and easy access to your account.

**Heartland**  
Payment Systems

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**ABOUT MYSCHOOLBUCKS**  
[About Us](#)  
[Contact Us](#)  
[Help](#)  
[Privacy Policy](#)  
[Terms of Service](#)

**MOBILE APPS**  
 Download on the App Store  
 GET IT ON Google play  
 Windows Phone Store

**GET SOCIAL**

## Meal Accounts

The Meal Accounts page is the landing page for parents every time they log in to their accounts. Here, you can view student balances, active scheduled payments, and recent payments.

All students that have been added to your account will be displayed here. Some students will have an icon next to their name. A rounded arrow icon indicates that the student is set up on an automatic payment plan. A trophy icon indicates the student is part of a membership program.

Also displayed is the district announcement. District administrators can enter custom announcements or notes for parents in their district to view after logging in to their accounts.

Meal Accounts HOME > MEAL ACCOUNTS

Welcome to the Heartland School District Payments Portal  
Welcome to MySchoolBucks!

MY STUDENTS		MEAL PAYMENT OPTIONS	
<a href="#">Adams, Erin</a>	\$3033.00		<b>REPEAT LAST PAYMENT</b> \$100.00 for 4 students
<a href="#">Adams, Jaden</a>	\$1810.24		
<a href="#">Adams, Michelle</a>	\$1700.00		<b>ADD MONEY</b> to your meal account
<a href="#">Adams, Rose</a>	\$1825.00		
<a href="#">+ Add a Student</a>			

[VIEW SCHEDULED PAYMENTS](#)
[MAKE A MEAL PAYMENT](#)



## Cafeteria Meal History

The Cafeteria Meal History page displays a list of purchases and account activity for students. Some districts utilize software that is compatible with the running balances feature in MySchoolBucks. However, many district cafeteria purchases will only display activity such as purchases and deposits.

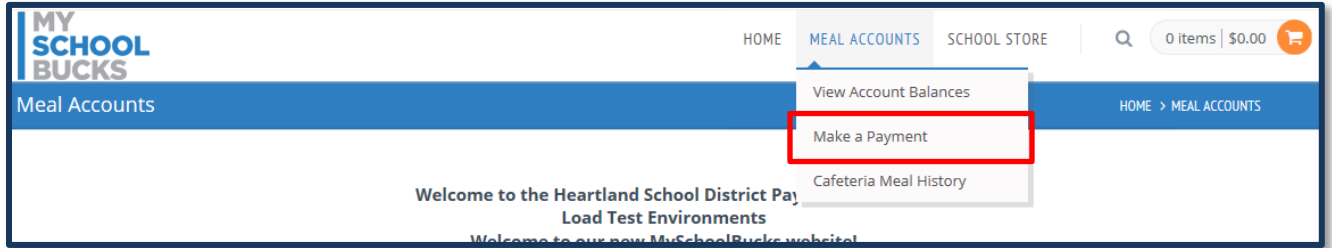
In addition to cafeteria purchases, this page also has tabs that display recent payments and scheduled payments. Click the **Recent Payments** tab to view payments made recently to your students' accounts. Click **Scheduled Payments** to view payments that are pending.

Prepayments should display in cafeteria purchases and increase the student's balance within 2 business days after the date of the prepayment.

CAFETERIA PURCHASES							RECENT PAYMENTS	SCHEDULED PAYMENTS
Cafeteria purchase history is displayed for up to three months								
<b>Adams, Erin</b>								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								
<b>Adams, Jaden</b>								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								
<b>Adams, Michelle</b>								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								
<b>Adams, Rose</b>								
Date	Account	Item	Serving Period	Payment Type	Amount	Balance		
<i>(No purchases found)</i>								

## Make a Payment

To process a prepayment, select the “Make a Payment” option in the Meal Accounts drop-down menu. This will navigate you to the Place Order page.



You will be able to select a store such as Cafeteria Meal Payments or School Supplies. This will depend on the stores that have been set up for the school district that the student attends. If there are only cafeteria payments available, you will automatically be directed to the cafeteria payment options.

To make a payment, you will need to first select an amount to pay within the individual school districts’ maximum payment limits. This is typically a range of \$1 to \$120. However, this limit may vary depending on the district’s agreement with MySchoolBucks.

**Note:** On this screen, amounts in red have fallen below their “low balance” amount. Once the balance is funded, the box will turn gray.

Place Order						HOME > MEAL ACCOUNTS > PLACE ORDER	
STUDENT	BALANCE	SELECT AMOUNT				TOTAL	
Erin Adams	\$2.00	\$0	\$25	\$35	\$45	OTHER	\$0.00
Jaden Adams	\$9.00	\$0	\$25	\$35	\$45	OTHER	\$0.00
Michelle Adams	\$0.00	\$0	\$25	\$35	\$45	OTHER	\$0.00
Rose Adams	\$0.00	\$0	\$25	\$35	\$45	OTHER	\$0.00

Next, select a payment method, either **eCheck** or **Credit Card**. When writing an eCheck, select the checking account from the drop-down menu. When using a credit card, select a credit card from the drop-down menu. If the preferred payment method does not appear in the menu, click **Enter a new checking account** to enter a new eCheck account or **Enter a new credit card** to enter a new credit card.

Subtotal	\$0.00
Program Fee	\$0.00
Total	\$0.00

When making a payment to a lunch account, you have the option to make the current payment an automatic one. The selection is defaulted to **No**. This means that the current payment is made one time at the time of purchase. If you click **Yes**, you can set the current payment to recur either when the account falls below a certain balance or at set timed intervals, such as every week after the payment. Payments can be made to stop on a certain date or continue going unless you manually cancel the payment.

When finished making the order, click **Place Meal Order** to place the order.

Make this automatic?  
YES NO

Send a payment when account balance is below \$

Send payments until  I cancel the order.  
 Stop on  
12/19/2014

Individual payments are made for each qualifying student, when their balance falls below the amount specified. A program fee may apply to each payment.

Send multiple payments on a recurring weekly or monthly basis...

Send first payment on 10/29/2014

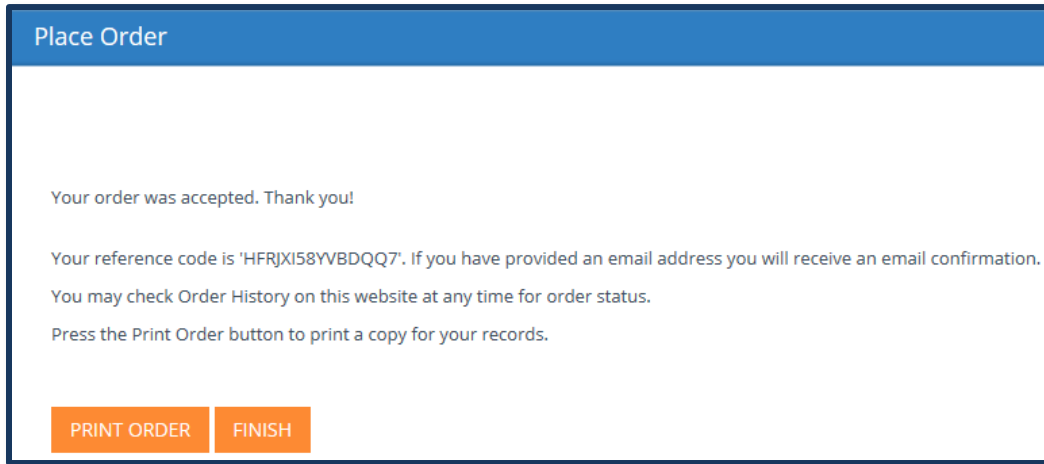
Payment frequency Every Week

Send payments until  I cancel the order.  
 Stop on  
end date (mm/dd/yyyy)

**PLACE MEAL ORDER**

By clicking Confirm Payment, you agree to our Terms of Service.

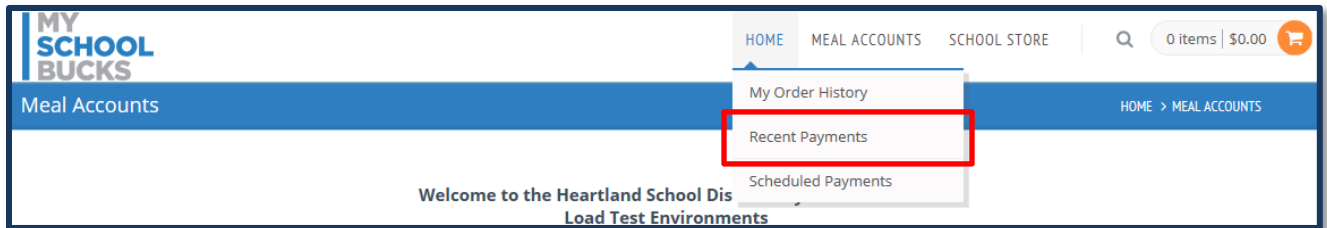
At this point, the order will be placed. If you selected the option to receive an email notification when an order is placed, the notification will be sent at this time.



The screenshot shows a confirmation page titled "Place Order" with a blue header. The main content area contains the following text: "Your order was accepted. Thank you!", "Your reference code is 'HFRJX158YVBDQQ7'. If you have provided an email address you will receive an email confirmation.", "You may check Order History on this website at any time for order status.", and "Press the Print Order button to print a copy for your records." At the bottom, there are two orange buttons: "PRINT ORDER" and "FINISH".

### Recent Payments History

To view all payments processed from your account through MySchoolBucks, select **Recent Payments** from the Home drop-down menu.



The screenshot shows the top navigation bar of the MySchoolBucks website. The "HOME" menu item is highlighted with a blue arrow, and a dropdown menu is open below it. The dropdown menu contains three items: "My Order History", "Recent Payments" (which is highlighted with a red box), and "Scheduled Payments". The page header also includes the MySchoolBucks logo, "Meal Accounts", and a shopping cart icon showing "0 items | \$0.00".

The Recent Payments page will display the most recent payments made to the school. To view all available payment records for a student's account, click View All under their account name.

**Note:** Payments made directly to the school or through any other service will *not* display here.

CAFETERIA PURCHASES
RECENT PAYMENTS
SCHEDULED PAYMENTS

Your recent online payments are displayed below. Any payments made directly to the school office will not appear here.

**Adams, Erin**

Date	Item	Billed To	Charge Amount	Payment On Account
Jun 20, 2014 5:58:14 AM	Cafeteria	Checking Acct ending in 6992	\$122.40	\$120.00
Jun 19, 2014 5:32:37 PM	Cafeteria	Checking Acct ending in 6992	\$45.90	\$45.00
Jun 19, 2014 5:26:25 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 19, 2014 5:25:06 PM	Library Fees	Checking Acct ending in 6992	\$51.00	\$50.00
Jun 18, 2014 3:23:01 PM	Cafeteria	Checking Acct ending in 6992	\$5.10	\$5.00
Jun 18, 2014 1:50:37 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00

VIEW ALL >

**Adams, Jaden**

Date	Item	Billed To	Charge Amount	Payment On Account
Jun 21, 2014 4:10:02 PM	Cafeteria	Checking Acct ending in 6992	-\$45.90	-\$45.00

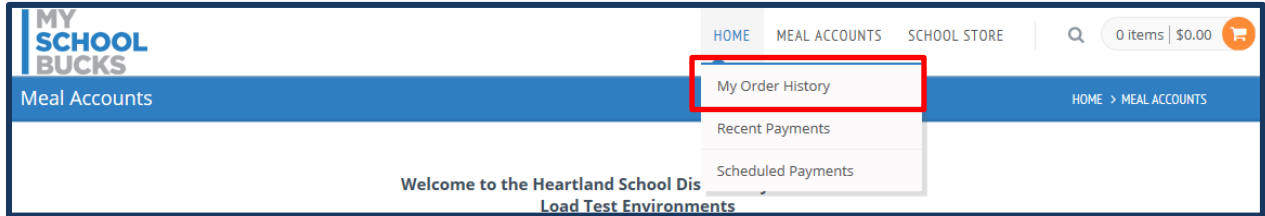
To collapse the payment list back to only recent payments, click **View Less**.

Jun 20, 2014 5:58:14 AM	Cafeteria	Checking Acct ending in 6992	\$122.40	\$120.00
Jun 19, 2014 5:32:37 PM	Cafeteria	Checking Acct ending in 6992	\$45.90	\$45.00
Jun 19, 2014 5:26:25 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 19, 2014 5:25:06 PM	Library Fees	Checking Acct ending in 6992	\$51.00	\$50.00
Jun 18, 2014 3:23:01 PM	Cafeteria	Checking Acct ending in 6992	\$5.10	\$5.00
Jun 18, 2014 1:50:37 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 11, 2014 1:33:34 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 10, 2014 5:41:10 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 6, 2014 10:32:42 AM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 3, 2014 12:54:41 PM	Cafeteria	Checking Acct ending in 6992	\$28.56	\$28.00
Jun 3, 2014 12:54:31 PM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 3, 2014 12:54:16 PM	Cafeteria	Visa ending in 1111	\$25.67	\$25.00
Jun 3, 2014 10:49:06 AM	Cafeteria	Checking Acct ending in 6992	\$25.50	\$25.00
Jun 3, 2014 10:43:32 AM	Cafeteria	Visa ending in 1111	\$25.67	\$25.00
<b>Totals</b>			<b>\$482.80</b>	<b>\$473.00</b>

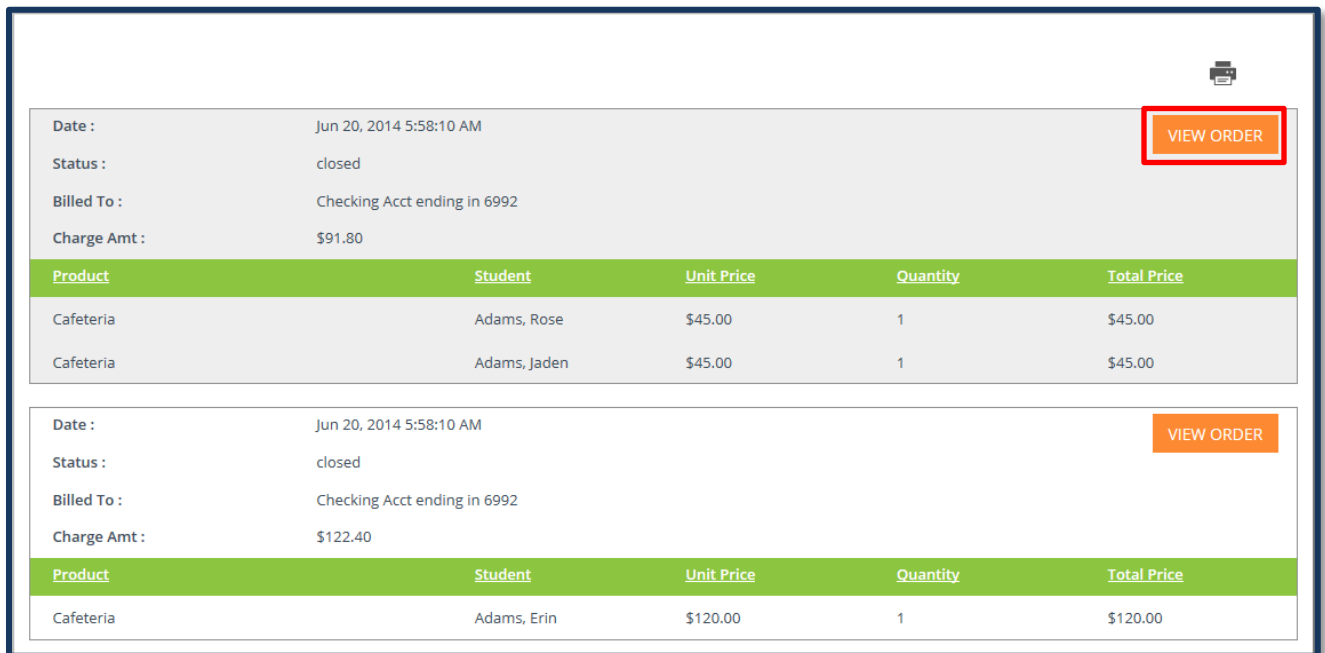
VIEW LESS >

## My Order History

My Order History contains all orders placed through MySchoolBucks. To open the My Order History page, click **My Order History** under the Home drop-down menu.



My Order History includes both one-time prepayments and scheduled prepayments. From this location, you can view the details of scheduled payments such as the date that the order was placed, the frequency of the order, and the billing account that the order is being billed to. You can cancel scheduled prepayments or change the billing account being used by clicking **View Order**. You can also print orders by clicking the printer icon.



One-time prepayments with the status of “Closed” cannot be cancelled or voided. If you are requesting a refund and the order has already been closed, you will need to obtain the refund directly from the school.

ID : L9YG2FL55CTNOTH  
 Date : Jun 20, 2014 5:58:10 AM  
 Status : closed  
 School District : Heartland School District  
 Store : Food Services Store  
 Name :  
 Address :

Name	Student	Unit Price	Quantity	Total Price
Cafeteria	Adams, Rose	\$45.00	1	\$45.00
Cafeteria	Adams, Jaden	\$45.00	1	\$45.00

Subtotal : \$90.00  
 Program Fee : \$1.80  
**Grand Total:** \$91.80  
 Bill to : Checking Acct ending in 6992

## FAQ and Contacting Support

Users have access to the Frequently Asked Questions as well as the parent support phone number at the bottom of every page in MySchoolBucks by clicking **Help**. You may also send Support Requests and submit User Feedback through the **Contact Us** option in the top right corner or at the bottom of the page.

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MOBILE APPS

GET SOCIAL

## Support

For additional support, please contact Technical Support between the hours of 7 AM EST and 7 PM EST at 1-855-832-5226.

You may also contact customer technical support by using our [support request form](#).

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