



Family Hub

See Every Bite

Contact Info: (Note: For security purposes, you may be asked to verify your contact info, including your security answer, when you request help.)

Phone: 855.PAY-2-EAT - (855) 729-2328

Email: customer care@schoolcafe.com

Website: <https://www.family.schoolcafe.com>

REGISTRATION

1. Select **Create a new account**
2. Select I'm a Parent and select **Next**
3. Enter your name and contact information, and then select **Next**
4. Create a username and password you will easily remember, and confirm the password
5. Set up a security question and answer (in case you do forget your login credentials) and select **Next**
6. Read and accept the Terms & Conditions, and then select

MAKE A PAYMENT

1. At the top of your Dashboard, select **Make a payment**
2. Enter payment dollar amounts for each student as desired and select **Checkout >**
3. (Optional) If your district allows for purchasing of other types of school items (yearbooks, fees, etc.), you will see a **Shop Campus Store** button, where you can enter payment amounts for those items as well. If the district does not accept those kinds of payments through SchoolCafé, this button will not be visible.
4. On the Checkout screen, confirm the total and select an existing payment method, or choose **Add a new card** to add a new card.
 - a. When adding a new card, you can enter your card's details and either save the card (even making it your default payment card) or simply use it for a one-time payment.
5. When you have confirmed all details, select **Submit ✓** to complete the payment. Funds are typically available at the child(ren)'s school(s) within 20 minutes.



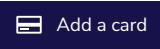

ADD STUDENT(S)

1. At the top of your Dashboard, select **Add a student**
2. Enter your student's information as requested
3. Select **Search and verify student**
4. Verify the student found is accurate and select **Add this student**






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SET UP AUTOMATIC PAYMENTS

1. From your Dashboard, locate an individual student on your account and select the blue text next to 'Automatic Payment' (the text will say either 'Not Set' or 'Set for ...')  
2. In the first field, enter a Payment Amount. This amount will be paid automatically.
3. In the next field, enter a balance threshold. This tells SchoolCafé how low the student's balance must be before the payment will be made.
4. Select a payment source or select  to add a new card.
5. In the last field, confirm the date that the Automatic Payment will expire. (Note: this date should be before your payment source expires, if possible!)
6. Select 

SET UP LOW BALANCE ALERTS

1. From your Dashboard, locate an individual student and select the blue text next to 'Low Balance Alert' (the text will say either 'Not Set' or 'Set for ...')  
2. In the first field, enter a balance threshold. This tells SchoolCafé how low the student's balance must be before a low balance alert is sent to you.
3. In the next field, enter how often you would like to receive a reminder that the student's balance is below the threshold. This is helpful in case you miss an email or alert.
4. Select 

For answers to frequently asked questions, and to get the most up-to-date help with this or any other information not covered here, please visit our website at <https://www.family.schoolcafe.com> and select

FAQs