MyNutriKids.com

Parent Quick Reference Guide

LEARN HOW TO:

- REGISTER AN ACCOUNT
- ADD A CHILD
- MAKE DEPOSITS
- SETUP BALANCE ALERTS
- AND MORE...

You've Gotta Eat... Make it Good!

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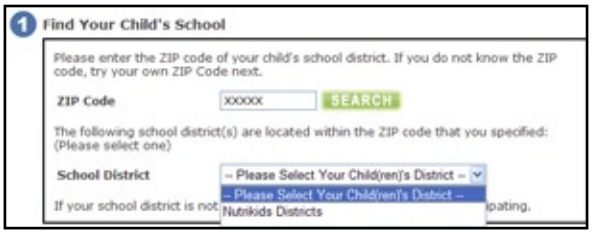
MYNUTRIKIDS.COM ONLINE INTERFACE

Parent Account Registration

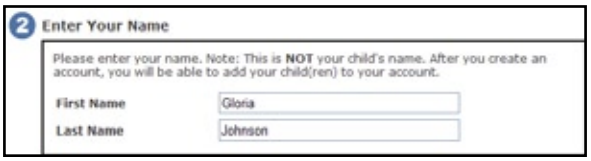
Parents, guardians, and users must create an account on their first visit to the site.

1. Go to **www.mynutrikids.com**
2. Click **SIGN UP NOW** to create an Account.

3. On the Registration Page, enter the **ZIP CODE** for your school district under STEP 1. Enter the ZIP code of your child's school district. If you do not know the ZIP code, try your own ZIP Code next.
4. Click **SEARCH**. From the resulting drop-down, highlight and click to select your district.



5. Under STEP 2, enter your name. *NOTE THAT THIS IS NOT YOUR CHILD'S NAME*. After you create an account, you will be able to add your child(ren) to your account.

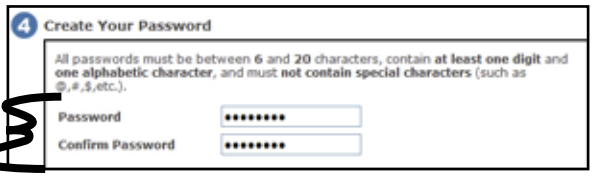


6. Your email address becomes your USERNAME. You will need to enter your email address in order to login. Do this under STEP 3. This email address is used to contact you if you reset your password or request technical support.

YOUR EMAIL ADDRESS WILL BECOME YOUR USER NAME FOR THIS SITE

7. Under STEP 4, create a password. All passwords must be between 6 and 20 characters, contain at least one digit and one alphabetic character, and must <u>not</u> contain special characters (such as @, #, $, and others).

PASSWORDS MUST BE AT LEAST 6 CHARACTERS



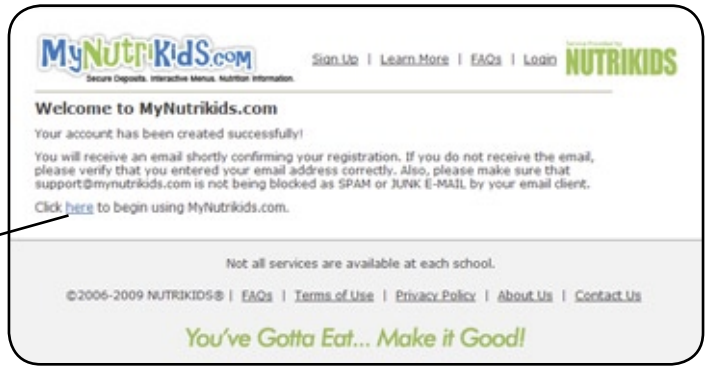
DO NOT USE THE BROWSER'S BACK BUTTON!

8. If you need to make any changes to your information click the **BACK** button on the page.
9. If your information is correct, click **CREATE ACCOUNT**.
10. At the Verification screen, verify that the account information looks correct. Click **BACK** to edit or click **CREATE ACCOUNT** to complete the registration process. (You will receive a confirmation email of your successful registration at the email address entered.)

USE THIS BACK BUTTON IF CHANGES TO THE INFORMATION ARE REQUIRED

CLICK CREATE ACCOUNT TO COMPLETE SITE REGISTRATION

11. Click the link on the WELCOME screen to log into your new account.



CLICK HERE TO BEGIN USING MYNUTRIKIDS.COM

12. After logging in, your personalized Home Page appears.

Options and links from the Home Page:

- **MyKids**—Add students, make deposits, view balances and transaction history
- **Profile**—Change account password and remove students
- **Help**—Read up on Frequently Asked Questions (FAQs) and contact Support via email
- **Logout**—Log off MyNutrikids.com

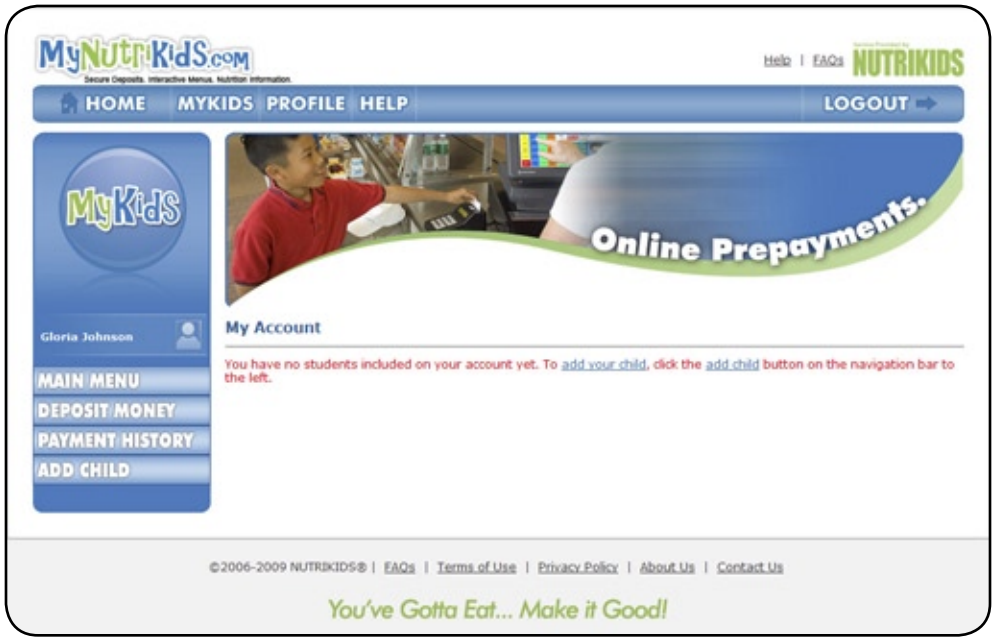
13. Click **ONLINE PREPAYMENTS**.

CLICK HERE TO ACCESS ONLINE PREPAYMENTS

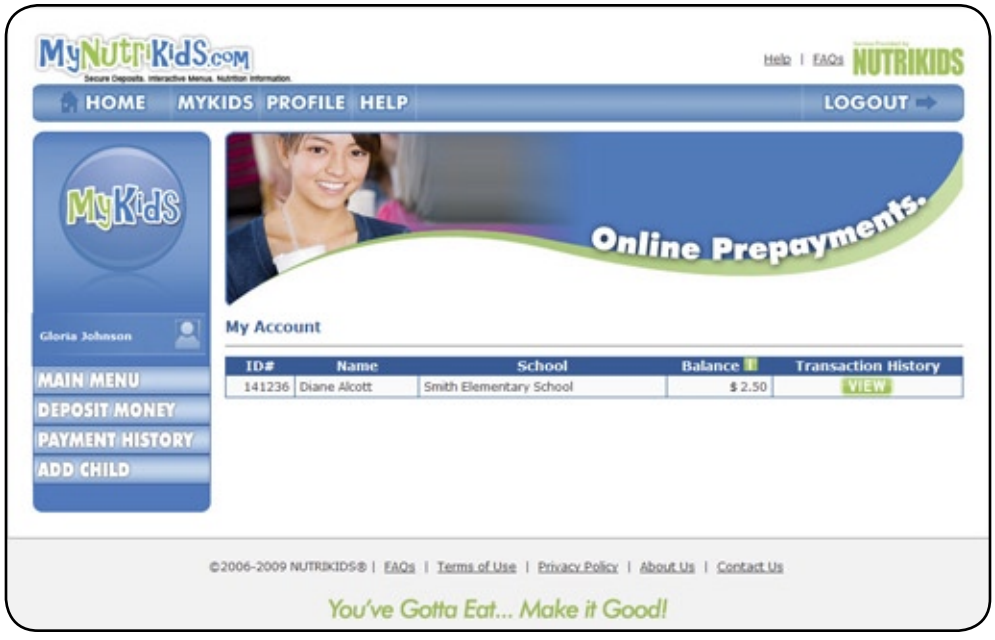
14. Read the *MyKids Terms of Use*. Click **I ACCEPT** to continue.

MyKids: Adding a Child to an Account

1. Click **ADD YOUR CHILD** to add students to your new account.



(If you are returning to the site and have already added a child(ren), existing accounts display in your account.)

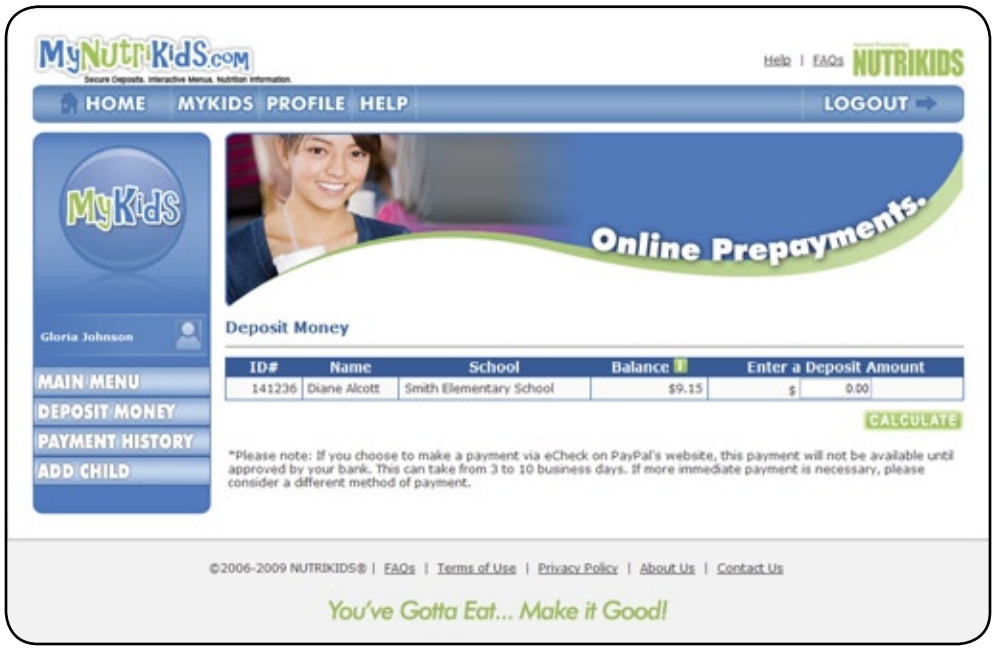


2. Enter the student's personal information to find the account. The Student ID # from the NUTRIKIDS POS system, first letter of the student's first name and the first letter of the student's last name are required. If you do not have the student ID #, contact your school district's Food Service Office.
3. Click **SEARCH**.
4. If the student record shown is correct, click **ADD**.

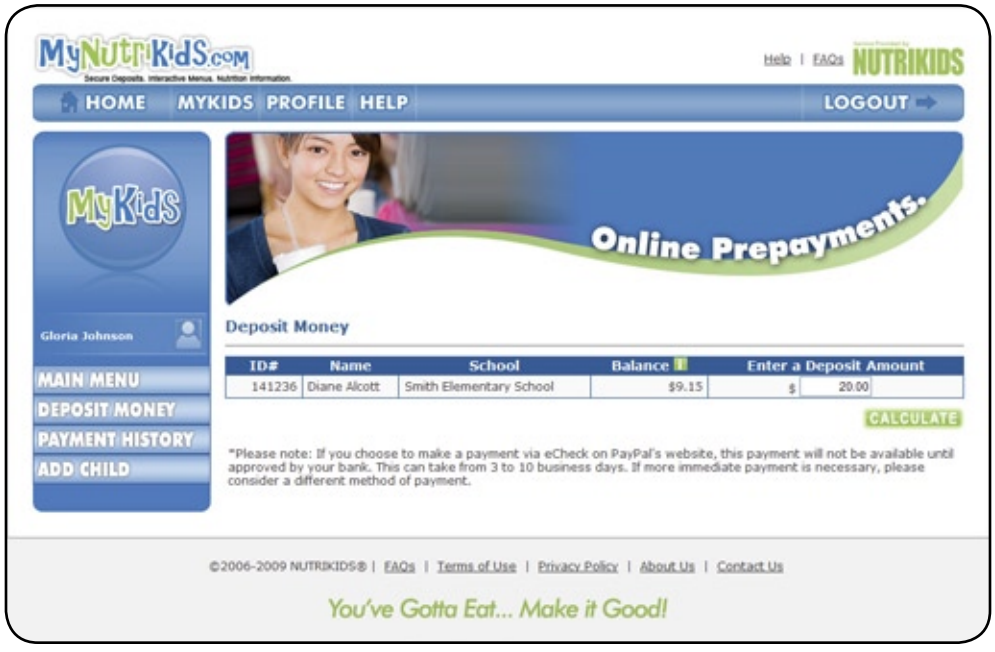
If the student information is incorrect, try again. You will see a message stating, "No students matched your search criteria."

Depositing Money to an Account

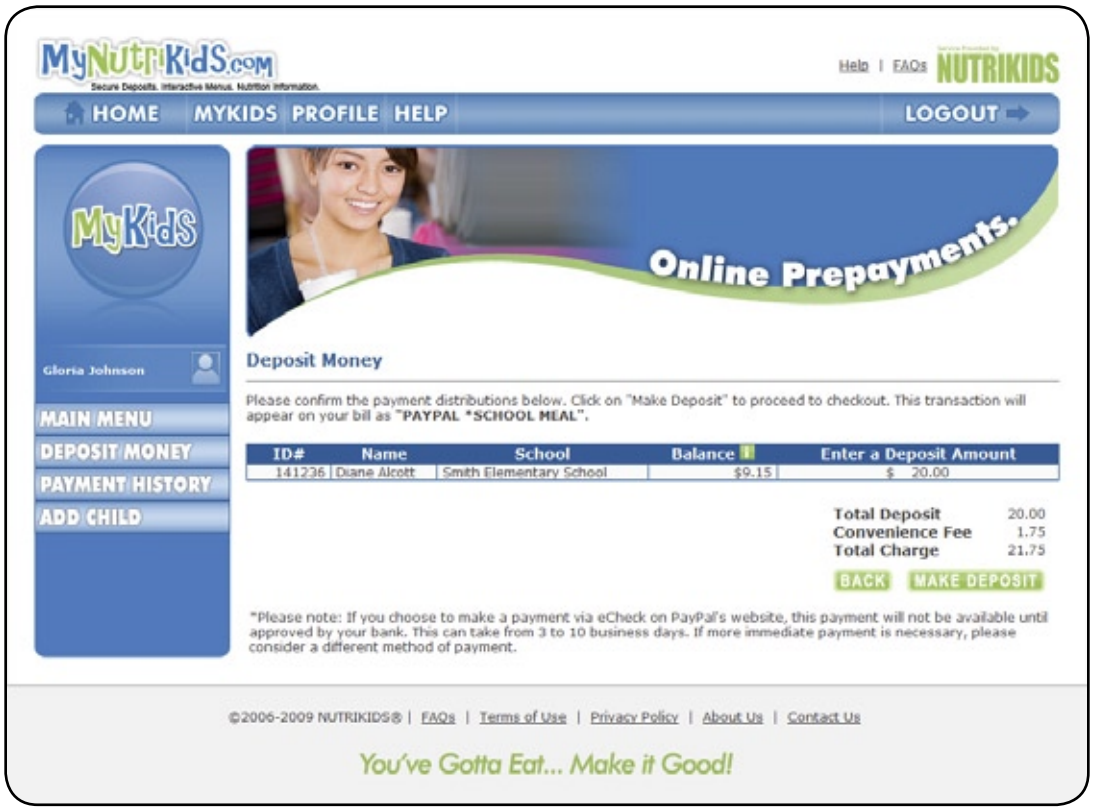
1. Click **DEPOSIT MONEY** to make a prepayment.



2. Click in the deposit column next to the student to add funds to that student's account.
3. Enter the amount to be deposited for that student.
4. Click **CALCULATE**.
5. The total deposit being made to the student account(s) appears.



6. The $1.75 convenience fee (if applicable) appears and the total charge is calculated.
7. Click **MAKE DEPOSIT**. You will be redirected to PayPal™ to complete the transaction and print your receipt.



PayPal™ - Making Deposits

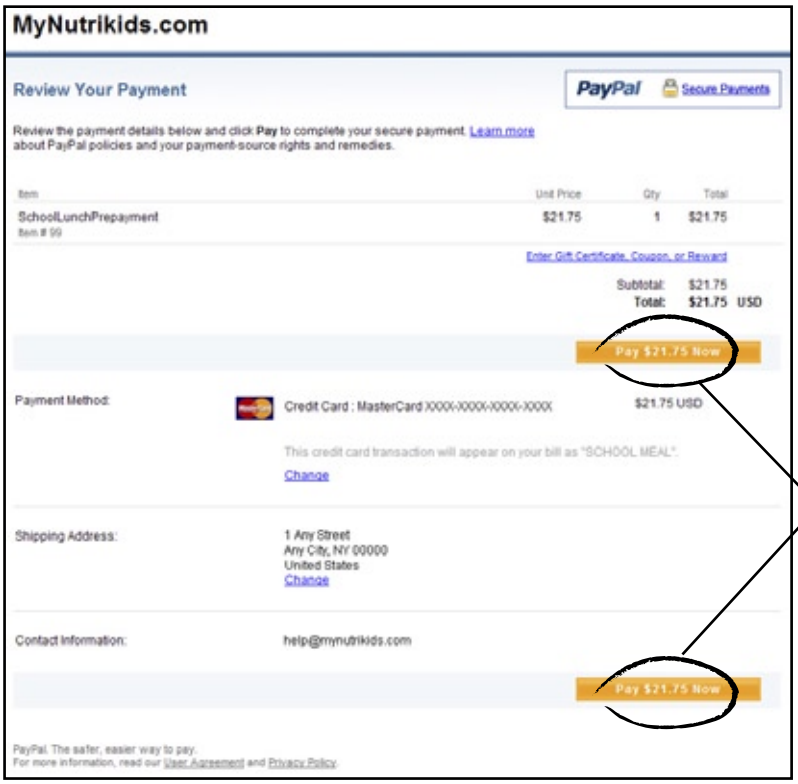
Upon clicking **MAKE DEPOSIT** at ***MyNutrikids.com***, you are directed automatically to the PayPal™ website. In order to successfully deposit money in your child's account, you must complete the transaction here, paying with a credit or debit card or an e-Check.

Making a Payment Without a PayPal™ Account

If you are making a payment without using a PayPal™ account, after clicking **CONTINUE** at the first PayPal™ web page, you are directed to a payment page where you can enter in your payment information.

1. Enter in all information in the fields provided.
2. Click **REVIEW ORDER AND CONTINUE**.

3. On the Order Confirmation screen, review your payment.
4. Click **PAY NOW**. *NOTE: Failing to click PAY NOW will result in an INCOMPLETE PAYMENT. No money will be transferred to your child's account, nor will any money be deducted from your bank account or credit card.*
5. You will be redirected to a receipt screen. **PRINT THIS RECEIPT FOR YOUR RECORDS. You will also receive a payment confirmation email from PayPal™.**
6. Close the browser window to end the payment session.



CLICK EITHER PAY NOW BUTTON TO COMPLETE THE TRANSACTION

DO NOT USE THE BROWSER'S BACK BUTTON!

Why isn't my payment showing up?

*Incomplete payments can be frustrating. If this happens, you'll have to start the transaction at **MyNutrikids.com** again before returning to **PayPal™**. Make sure to click **PAY NOW** at **PayPal™** to avoid this! Until you click **PAY NOW**, no money is transferred to your child's account.*

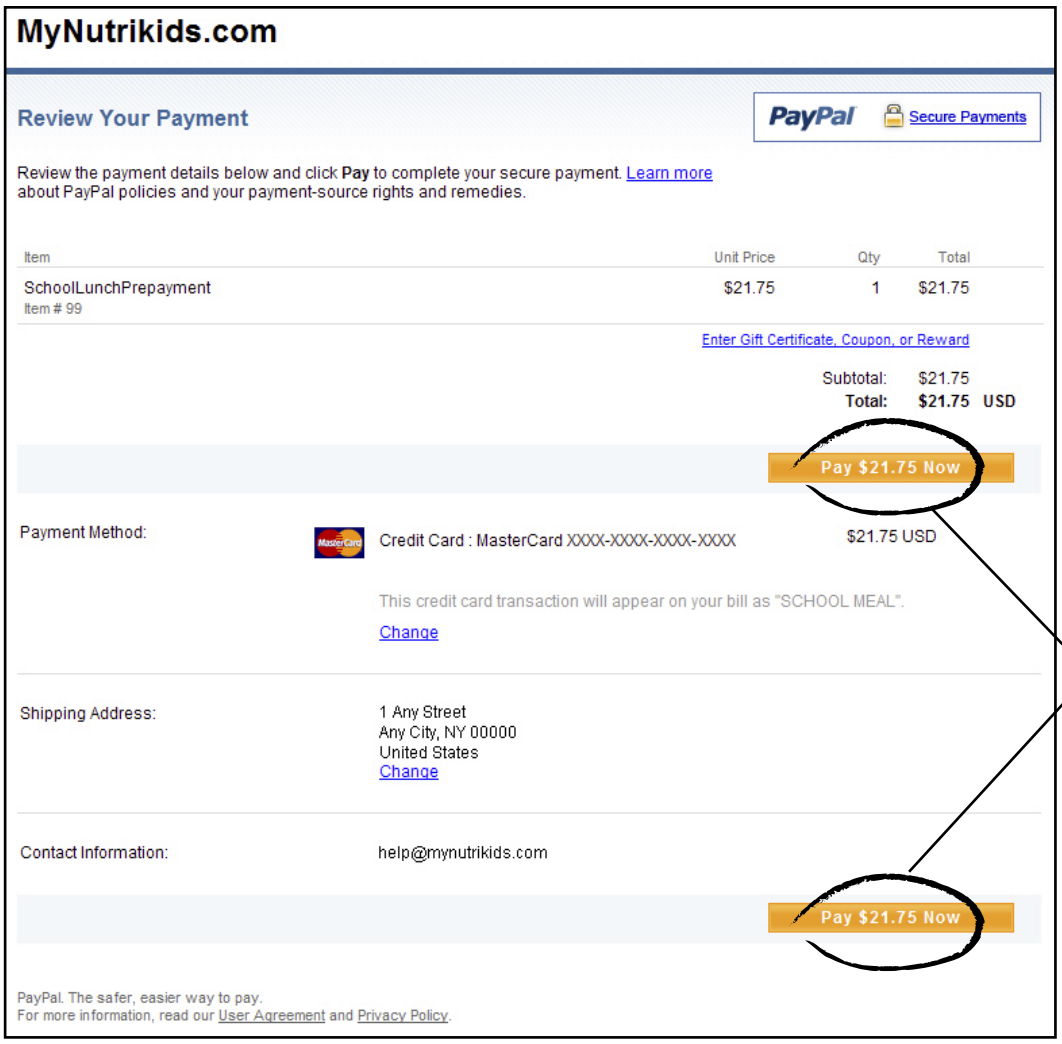
***Think of it like this:** Let's say you go to the grocery store to pick up a few items. You fill up your cart with what you plan to buy and then head to the register. When you get to the register, however, you leave your cart in line in front of the cashier and simply walk out. You don't have your items, and you didn't pay for them.*

You realize your mistake and return to the store, only to find that the stockboy has returned everything in your cart to the shelves! If you still want your items, you'll have to start shopping all over again.

Making a Payment Through a PayPal™ Account

If you are making a payment via a PayPal™ account, log in with your account name and password. Once you have logged in, you will be directed to the Order Confirmation screen.

1. On the Order Confirmation screen, review your payment.
2. Click **PAY NOW**. *NOTE: Failing to click PAY NOW will result in an INCOMPLETE PAYMENT. No money will be transferred to your child's account, nor will any money be deducted from your bank account or credit card.*
3. You will be redirected to a receipt screen. **PRINT THIS RECEIPT FOR YOUR RECORDS.**
4. Close the browser window to end the payment session.



Click either PAY NOW button to complete the transaction

PROFILE

1. Click **PROFILE** to change your account settings.

BALANCE ALERTS

In order to stay on top of your child's current balance, and to prevent charges, you can set up a ***Balance Alert***. The ***Balance Alert*** is an email that is automatically generated and sent to the email account that you used to set up your MyNutrikids.com account.

You can activate and specify the amount of money on your child's account to act as a low-balance threshold. Once your child's account reaches this established limit, an email is sent, notifying you of this low balance. These emails are sent out each day.

1. Click **PROFILE**.
2. Click **BALANCE ALERTS**.
3. At the Balance Alerts screen, next to your child's name, click the drop-down field and select **ON** to activate the Balance Notification.

4. Enter a dollar amount in the **AMOUNT** field to set the low balance threshold.
5. Click **UPDATE** to confirm your changes.

Why do I keep getting so many emails regarding my child's low balance?

If you feel that the frequency of emails regarding Low Balance Notifications is too high, change the low balance threshold amount under Amount to a lower number. For instance, if $10.00 is too high, try lowering the amount to $5.00.

Update Profile Information

If you wish to update or change your Profile information, you can do this from **PROFILE**, **MAIN MENU**.

1. Click **EDIT** next to any of the fields.
2. Type your updated information in the provided fields.
3. Click **UPDATE** to accept your changes.

Change Password

If you wish to change your password, you can do this from **PROFILE**.

- ► Click **EDIT** next to PASSWORD.
- ► Type your new password in both the **NEW PASSWORD** and **CONFIRM PASSWORD** fields.
- ► Click **UPDATE** to accept your password change.

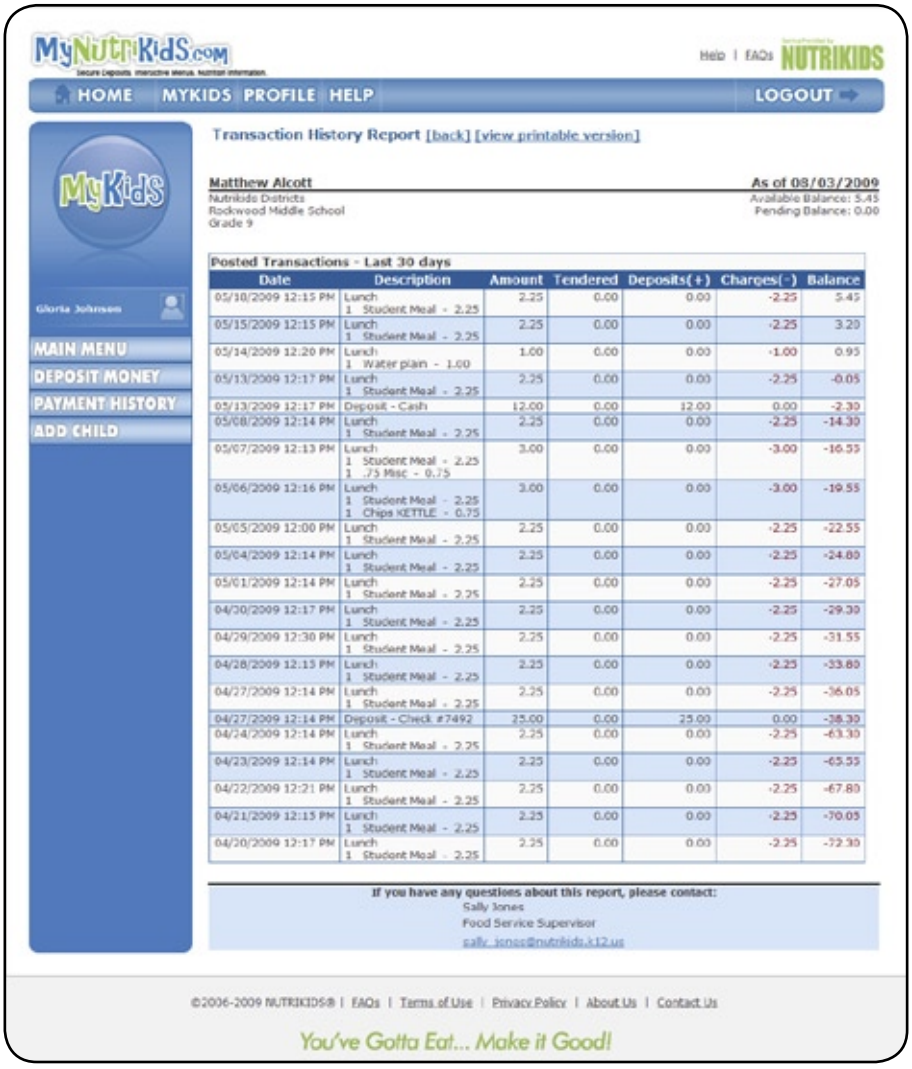
EDIT FAMILY LIST

If you wish to remove family members from your account, you can do this from **PROFILE**.

1. Click **EDIT FAMILY LIST**.
2. Next to the child whom you wish to delete, click **REMOVE**.

Student Transaction History

1. Click **MYKIDS**.
2. Next to the account name, click **VIEW** and the Student Transaction Report appears. This may be viewed or printed.
3. This report shows all deposits and purchases for the selected student for the past 30 days and reflects the date and time of the transaction.
4. This report also includes Student name, district, building, and date range.
5. The ***Available Balance*** is the amount of funds **currently available at the district**.
6. The ***Pending Balance*** includes deposits that **have not yet cleared**.



What are Pending Transactions?

Once the school district receives a deposit notification, your child's balance will be updated at the district. This typically occurs within 24 hours or less from the time that the deposit was made at MyNutrikids.com. ***Please note that e-Checks take 4 to 7 business days to clear (refer to the site's FAQ section).***

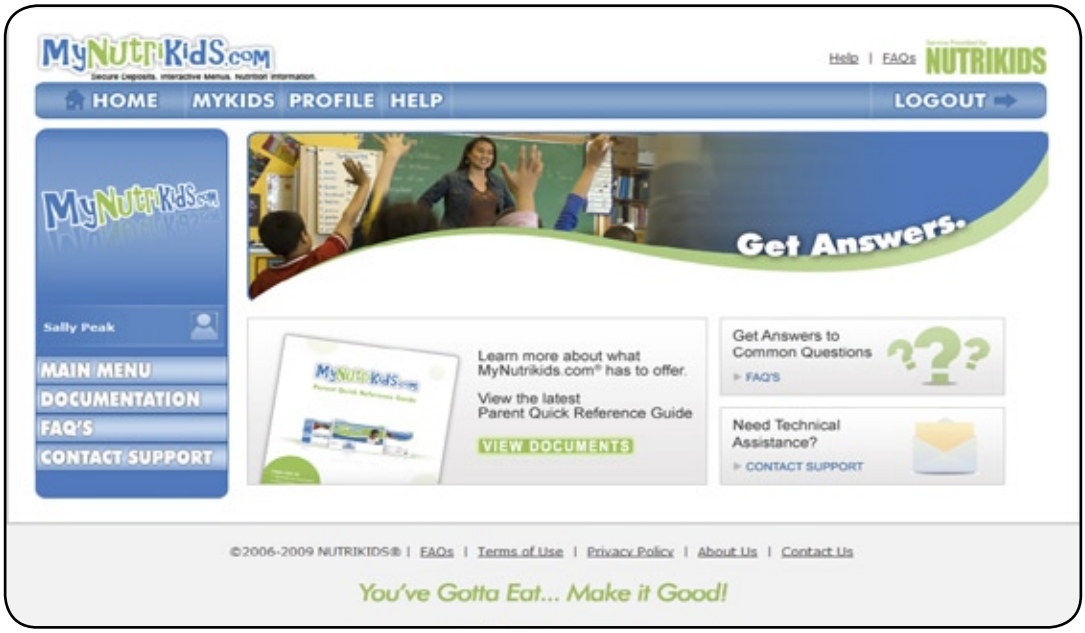
HELP

If you need assistance with MyNutrikids.com, you can use the HELP link provided.

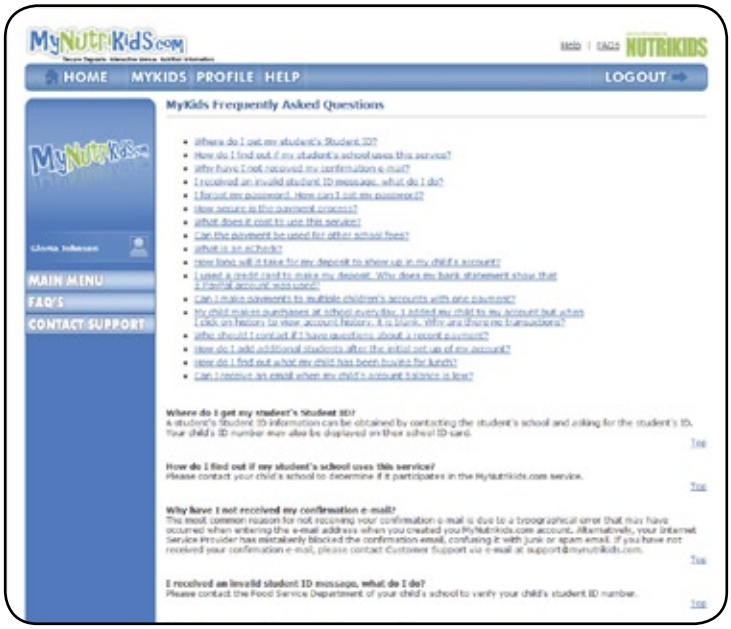
FAQs

If you have questions about the site and its features, sometimes the best place to look first is our Frequently Asked Questions (FAQs) section (this is also located in the *APPENDIX* of this guide.)

1. Click **HELP**.



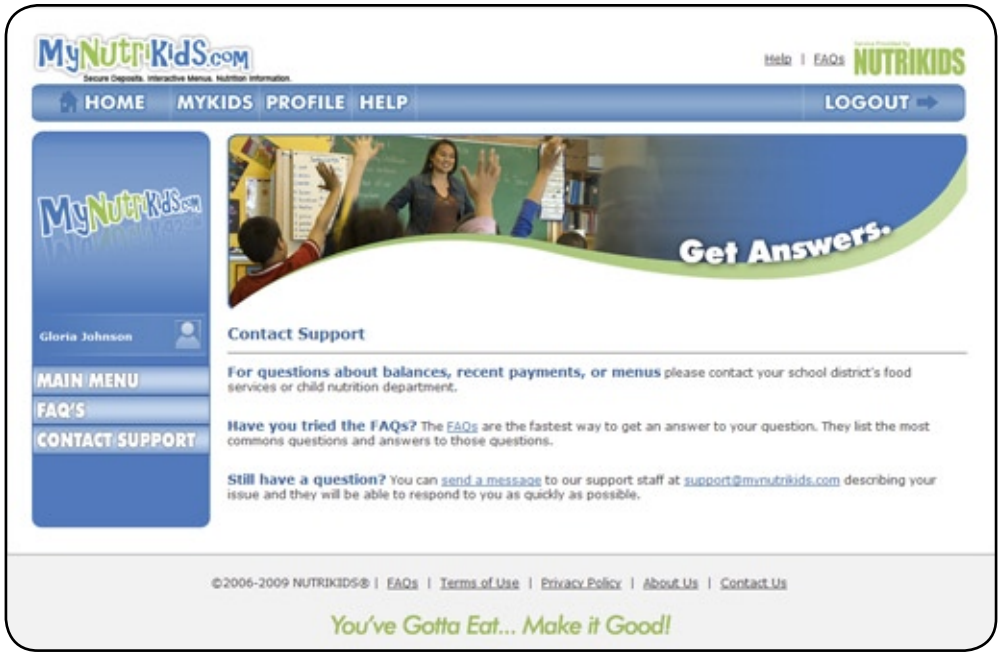
2. Click **FAQs**.



Contact Support

If you have questions that are not covered by our FAQs, you can contact us directly from MyNutrikids.com.

1. Click **HELP**.
2. Click **CONTACT SUPPORT**.
   - ► For questions about balances, recent payments, or menus, please contact your school district's food services or child nutrition department.
   - ► For other issues, you can send a message to our support staff at ***support@mynutrikids.com*** describing your issue. Support will be able to respond to you as quickly as possible. (Clicking either link on this page launches your email client on the computer. This is typically a program like *Microsoft Outlook*.)



View Documents

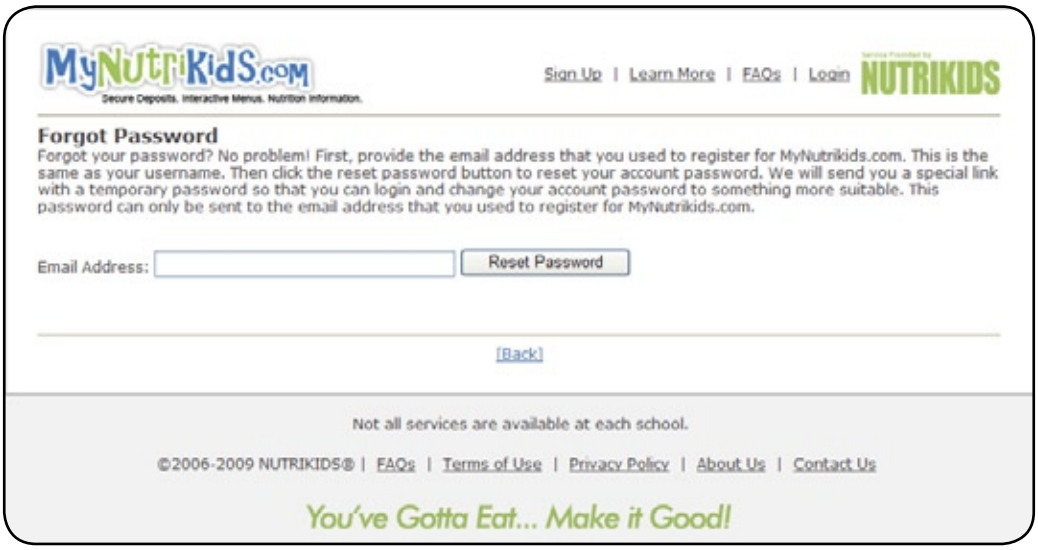
Click this link in order to download a PDF copy of this manual to your computer.

FORGOTTEN PASSWORD

If you have forgotten your Password, you can use the link provided on MyNutrikids.com to retrieve this information.

From the Log In screen at MyNutrikids.com:

1. Click either the lost **PASSWORD** link.
2. For a new *PASSWORD*, provide the email address that you used to register for MyNutrikids.com. This is the same as your username. Click **RESET PASSWORD** to reset your account password. We will send you a link so that you can login and change your account password to something more suitable. This password can only be sent to the email address that you used to register for MyNutrikids.com.



APPENDIX

Please refer to the following sections within this Appendix for information that goes beyond the basics of MyNutrikids.com.

BROWSER SETTINGS

If you are experiencing technical problems when using ***MyNutrikids.com***, such as error messages or difficulty registering, the problems are usually due to web browser security settings. The technologies that are used to provide the functions within ***MyNutrikids.com*** may be blocked if your web browser has stringent security settings.

Below are some web browser configuration recommendations that are meant to address technical issues you may experience when attempting to use or enter our website. Because some of these settings are associated with your web browser's security configuration, you should decide for yourself if you choose to implement them.

COOKIES

MyNutrikids.com uses browser cookies to keep track of your session settings as you navigate from one web page to the next. Cookies store pieces of information generated by a website for future access. Cookies are necessary for the website to keep track of which account is logged in. Cookies used by ***MyNutrikids.com*** are only valid during your session and are deleted once you close your web browser. The exception to this is the permanent cookie that is created if you select **REMEMBER ME** at the login screen.

JAVASCRIPT

JavaScript is a programming language that runs on web pages, and is necessary to perform certain functions, such as calculating the convenience fee. Without JavaScript enabled, you will not be able to make online prepayment deposits to your child's school lunch account. You will also be unable to correctly log in or click any relevant links at ***MyNutrikids.com***. This behavior results in the browser returning to the Log In page repeatedly after logging in, or when clicking any links.

Settings

Enabling Cookies for Internet Explorer 8.0 or 7.0

1. Open **INTERNET EXPLORER**.
2. Choose **TOOLS**.
3. Choose **INTERNET OPTIONS**.
4. Click the **PRIVACY** tab.
5. Click **SITES**.
6. In the **ADDRESS OF WEBSITE** field, type ***mynutrikids.com***
7. Click **ALLOW**.
8. Click **OK** to close the Internet Options window.

Enabling JavaScript for Internet Explorer 8.0 or 7.0

1. Open **INTERNET EXPLORER**.
2. Choose **TOOLS**.
3. Choose **INTERNET OPTIONS**.
4. Click the **SECURITY** tab.
5. Click **CUSTOM LEVEL**.
6. In the **SETTINGS** window pane, scroll down to the section labeled **SCRIPTING**.
7. Under **ACTIVE SCRIPTING**, select **ENABLE** and click **OK**.
8. Click **OK** to close the Internet Options window.

Enabling Cookies and JavaScript for Mozilla Firefox 3.5

1. Open **FIREFOX**.
2. Choose **TOOLS**.
3. Choose **OPTIONS**.
4. Select the **CONTENT** tab.
5. Make sure that **ENABLE JAVASCRIPT** and **ENABLE JAVA** are checked.
6. Select the **PRIVACY** tab.
7. Check the **ACCEPT COOKIES FROM SITES** option (or ensure this is checked).
8. Click the **EXCEPTIONS** button.
9. In the **ADDRESS OF WEB SITE** field, type ***mynutrikids.com***
10. Click **ALLOW**.
11. Click **CLOSE**.
12. Click **OK**.

For questions about these settings or usage of the MyNutrikids.com website, please contact us via email at ***support@mynutrikids.com***.

Common Issues

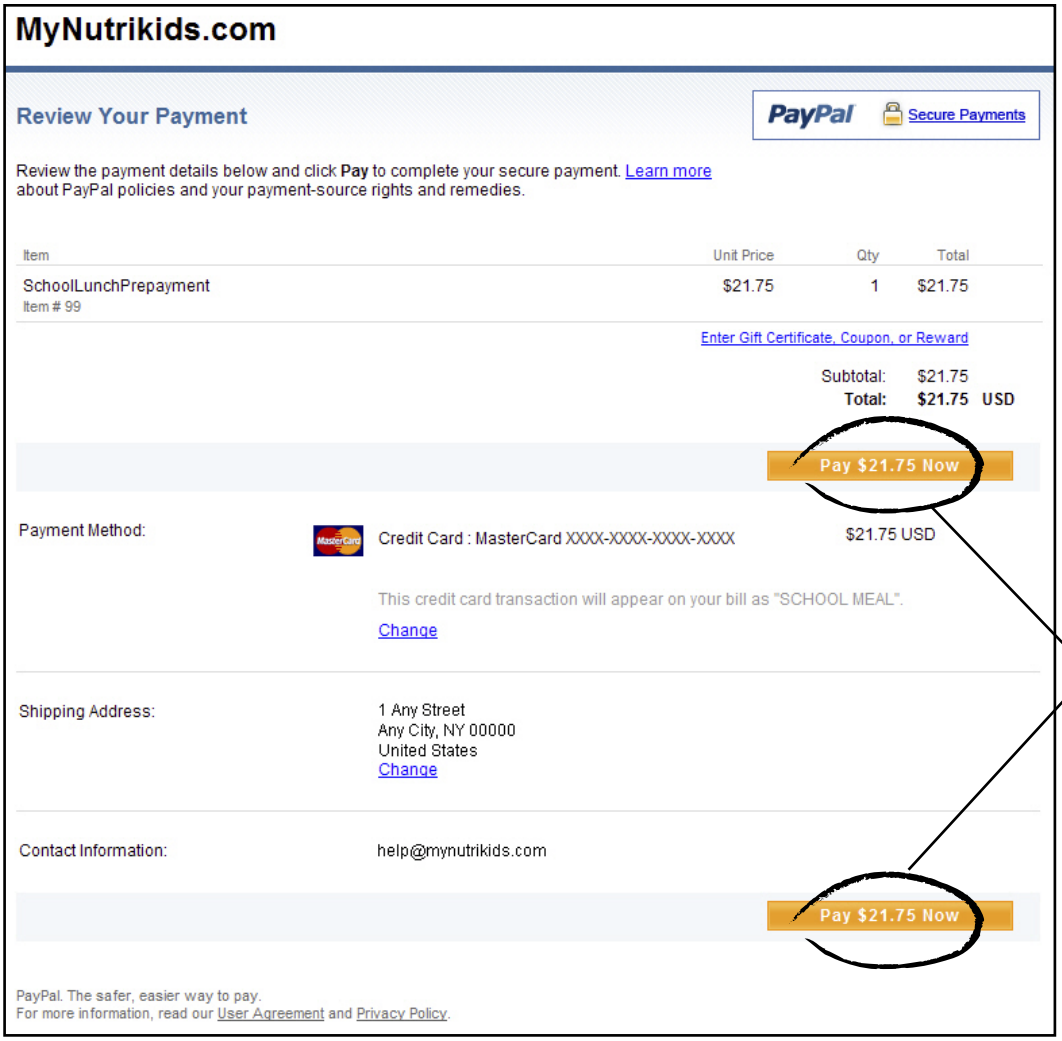
Incomplete Payments

Whether you have a PayPal™ account or not, you must ensure that you click **PAY NOW** at the last step on the PayPal™ website in order to receive a confirmation of payment and a receipt. Failing to perform this step when making a deposit results in an Incomplete Payment: no funds are transferred from you to your child's account.

If you fail to complete the transaction, you will have to start over again at ***MyNutrikids.com***.

Think of it like this: Let's say you go to the grocery store to pick up a few items. You fill up your cart with what you plan to buy and then head to the register. When you get to the register, however, you leave your cart in line in front of the cashier and simply walk out. You don't have your items, and you didn't pay for them.

You realize your mistake and return to the store, only to find that the stockboy has returned everything in your cart to the shelves! If you still want your items, you'll have to start shopping all over again.



Frequently Asked Questions

Where do I get my child's Student ID?

Your child's Student ID information can be obtained by contacting the school's Food Service Department and asking for your child's ID. Your child's ID number may also be displayed on their school ID card.

How do I find out if my student's school uses this service?

Please contact your child's school to determine if it participates in the MyNutrikids.com service.

Why have I not received my deposit confirmation email?

The most common reason for not receiving your deposit confirmation email is due to a typographical error that may have occurred when entering the email address when you created your MyNutrikids.com account. Alternatively, your Internet Service Provider may have mistakenly blocked the confirmation email, confusing it with junk or spam email. If you have not received your confirmation email, please contact Customer Support via email at support@mynutrikids.com.

I received an invalid student ID message, what do I do?

Please contact the Food Service Department of your child's school to verify your child's student ID number.

I forgot my password. How can I get my password?

Click the Forgot Password? link in the MyNutrikids.com login page. Enter the email address you used when you created your MyNutrikids.com account and click Reset Password. A temporary password will be emailed to you. If you don't receive it, it most likely is for the same reasons you may not receive a deposit confirmation email.

How secure is the payment process?

MyNutrikids.com partners with PayPal™ for online payment processing. The PayPal™ website utilizes Secure Sockets Layer (SSL) technology to encrypt data transmissions and to provide website authentication. PayPal™ has quickly become a global leader in online payment solutions with 100 million account members worldwide. Available in 55 countries and regions around the world, buyers and sellers on eBay, online retailers, online businesses, as well as traditional offline businesses are transacting with PayPal™. PayPal™ has received close to 20 awards for technical excellence from the internet industry and the business community. PayPal™ is certified by VISA for its CISP/Cardholder Information Security program. This certification is VISA's highest security protocol. MyNutrikids.com NEVER receives your personal payment information.

What does it cost to use this service?

A convenience fee of $1.75 is assessed for each deposit transaction. Parents placing money into multiple meal accounts simultaneously will be assessed the $1.75 fee only once per deposit transaction.

Can the payment be used for other school fees?

As of this moment, MyNutrikids.com online prepayments are for school meal programs only.

How long after I make my payment will the money be available in my account(s)?

Payments are generally processed by PayPal within 24 hours. However, if the payment option selected is

an e-Check, the processing will take anywhere from 4 to 7 business days. If you opt to pay via e-Check, please allow a minimum of one week's lead time before the funds will be made available on your child's account. Other external factors may also delay the processing of a payment.

What is an e-Check?

An e-Check is an electronic representation of a paper check. It is a debit transaction from your bank account. e-Checks take anywhere from 4 to 7 business days to complete processing by PayPal. The funds will not be available to your child's account until the processing is complete.

My deposit has come out of my bank account. Why does it not show anywhere on my child's account?

If you paid via e-Check, your bank may place a hold on the funds while it is being processed. While this may appear as a withdrawal, the funds are not removed until PayPal has completed processing the payment. Once processing has completed, the payment will be made available for the school to apply to your child's account balance.

Can I make payments to multiple children's accounts with one payment?

Yes. You will need to enter a specific payment amount for each child. You are charged the $1.75 convenience fee only once.

My child makes purchases at school every day. I added my child to my account, but when I click VIEW to display the Account History, it is blank. Why are there no transactions?

Please allow up to 24 hours for the new account's Transaction History to be transferred online.

Who should I contact if I have questions about a recent payment?

All questions concerning online payments should be directed to your school's Food Service Department.

How do I add additional students after the initial set up of my account?

Students can be added from the Add Child button located on the MyKids page. Students can also be removed at the Profile page by selecting Edit Family List.

How do I find out what my child has been buying for lunch?

To view purchases for the previous 30 days, login to MyNutrikids.com and click the VIEW link next to your student's name on the MyKids page.

Can I receive an email when my child's account balance is low?

Yes. You can establish an account balance notification threshold for each child. Once the account balance falls below the established amount, MyNutrikids.com will automatically send you an email notice. To activate, go to Profile and choose Balance Alerts. Set your desired threshold in the Amount field and, from the drop-down, select ON to activate Low Balance Notifications. To ensure that you receive this email, note that your Internet Service Provider may have mistakenly blocked it, confusing it with junk or spam email. Set the email account that is sending you these messages as a trusted sender.

How do I change the email address on my account?

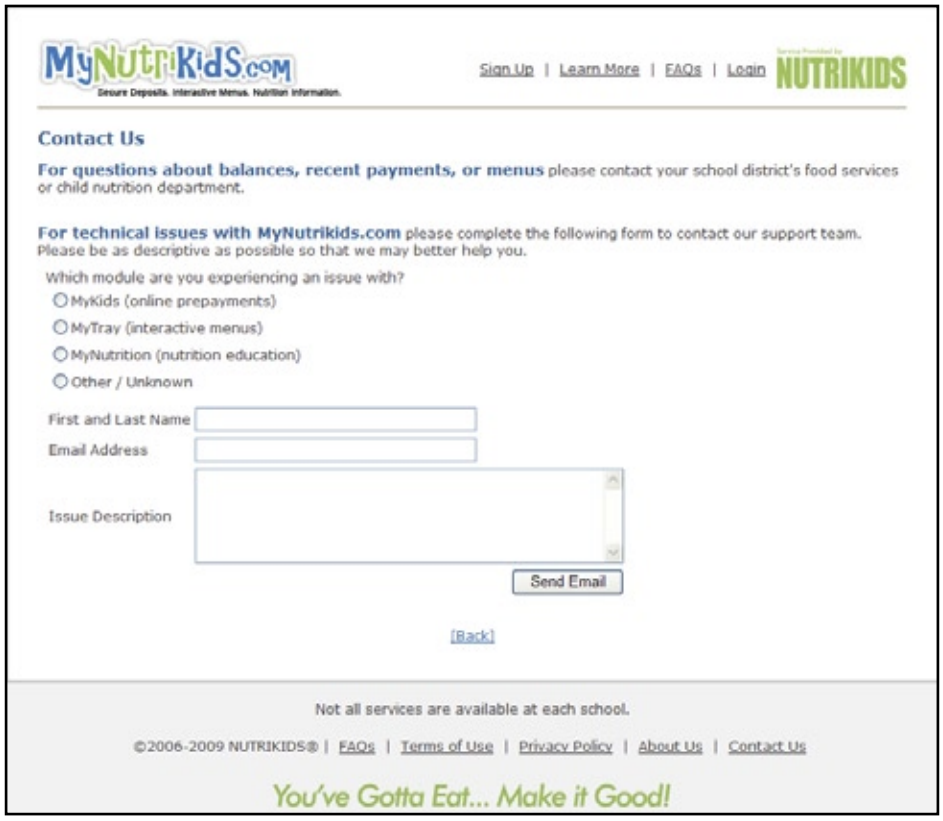
You can change the email address on your account by going to Profile and click EDIT next to USERNAME/EMAIL.

TECHNICAL ASSISTANCE

Technical assistance is available from ***MyNutrikids.com*** via email. General inquiries from parents regarding the website can be sent to ***support@mynutrikids.com***.

The estimated response time for all inquiries relating to ***MyNutrikids.com*** is 24 hours, Monday through Friday.

If you are encountering issues with PayPal™, balances, and/or recent payments, please contact your school district's Food Service Department.

If you are encountering technical problems with ***MyNutrikids.com***:

1. From ***MyNutrikids.com***, click **HELP**.
2. Click **CONTACT US**.
3. In the Contact Support window, click the **SEND A MESSAGE** or the **support@mynutrikids.com** links. Your email client program (such as *Microsoft Outlook*) opens.
4. Compose your message. Please be as specific as possible with regard to your issue. If you are receiving an error message, please include the entire error message.
5. Click **SEND**.