

FAQ

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2. Add students to your household - you'll need the child's name and birth date and student ID (Note: student ID may be optional depending on the school).
3. Now you're ready to make payments!

What if I forgot my Login ID or password?

On the right side of the login page, click on "Forgot Your ID or Password?". The system will ask for your login name or your email address. If a match is found, you must answer your security question correctly before you'll be prompted to enter a new password. If you can't remember your security answer you may alternatively choose the option to receive a password reset request by email.

How do I know my information is secure?

Transaction information is encrypted and sent from your PC to the mySchoolBucks.com server via a secure gateway. Look for the "https" in the address field of your web browser window, and the closed lock in the bottom tray of the browser window.

How can I request notification via email when my child's balance is low?

In the left navigation panel, click the 'Email Preferences' link, then check the box to request low balance notifications and fill in the amount. When your child's balance goes below that amount, an email message will be automatically sent to the email address in your user profile.

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If your child's balance changes, the email notification is reset to send a new message. You should receive only one notification each time the balance goes below your selected minimum dollar amount. If your child has more than one account, you may receive messages for each account.

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Other adults can make payments on your child's account if they know the child's name and either birth date or student ID. Multiple users can have the same child added to their profile. Remember that mySchoolBucks.com is intended to be used by adults who can purchase with a credit card, and that you are responsible for protecting the confidentiality of your password and should not permit any other person to use your password.

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which types of payments they will accept. Please refer to your school district's website or literature. Once you have a user account, you can see which payment types are accepted by your district while placing your order.

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Is there a fee for using mySchoolBucks?

Your school district may require a service fee or membership fee for your use of mySchoolBucks.com. If you are required to pay a service fee, you will be notified on a screen prior to completing the payment transaction and any such service fee will be required for each payment you make using mySchoolBucks.com. For more information, please see our [Terms of Service](#).

Why does my online bank statement show a *pending* charge after my payment was declined?

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