

# Humble ISD Child Nutrition Services

## Creating a SchoolCafe Account and Applying for Free and Reduced Benefits.



### For Parents

SchoolCafé Support Hours: 6:00 am to 6:00 pm CST

Phone: 855.PAY2EAT (855) 729-2328

Email: [customer@schoolcafe.com](mailto:customer@schoolcafe.com)

Website: [www.schoolcafe.com](http://www.schoolcafe.com)

- SchoolCafé** provides a secure, online system for parents to
- Make payments to their student(s) cafeteria-meal account(s)
  - View school menus and menu item nutrition information
  - Review your student's buying history
  - Apply for Free or Reduced Benefits

#### Quick Answers

- ✓ **How do I add money/make a payment to my child's account?**  
You can continue to send money to school with your student or you can add money through SchoolCafé. Follow the steps in Make a Payment in this guide.
- ✓ **I made an online payment. When can my student use the payment?**  
Your student's cafeteria account at the school is credited within 24 hours but may become available as quickly as 2 hours.
- ✓ **Is there a fee or service charge for making online payments?**  
Online payments are offered as a convenience. For online deposits, the minimum deposit is \$10 and the maximum is \$100. SchoolCafé charges a \$1.95 convenience fee to accept an online deposit. Humble ISD does not receive the fee. The fee covers SchoolCafé's cost to process deposits. Online deposits may be made by debit or credit cards with the Visa or Mastercard logo.  
"A parent who chooses to send cash or a check in any amount to the school for deposit is not assessed the convenience fee from SchoolCafe  
Parents and students may deposit cash or checks into an account at any school during breakfast or lunch
- ✓ **Why was my account locked when making a payment?**  
After three failed payment attempts, payment function is locked. Contact SchoolCafé to remove the lock.
- ✓ **What if I have several students in different schools?**  
Include as many students as you need in your account. The students can attend any school within the same district. Payments for each student are made separately.
- ✓ **Can I transfer money from one child to another?**  
Contact the Child Nutrition Services office at the school district for assistance with a transfer.
- ✓ **What happens to the money in my account at the end of the school year?**  
Your account balance moves with your student(s) from grade to grade and school to school within the district. Contact the Child Nutrition Services office at the school district for assistance with a refund.
- ✓ **How do I receive a refund if my child changes school districts?**  
Contact the Child Nutrition Services office at the school district for assistance with a refund.

## 1 Register

\* You will be asked to verify your security answer and contact information when you request help with your username or password, or other information on your Profile page.

- Click Register
- Verify "I'm registering as a Parent" is selected and click Next Step
- Enter your school district name and then click Next Step
- Enter your name and contact information, and then click Next Step
- Set up your username and password
- Select a Security Question and enter a Security Answer, and click Next Step
- Click I'm not a robot and follow the reCAPTCHA prompts
- Check I accept the Terms & Conditions and click Create My Account

## 2 Add Your Student(s)

- Click Students → Student Accounts
- Click Add a Student
- Enter your Student's ID and select your student's School
- Click Search & Verify Student
- Click Add this Student

## To apply for Benefits

- Log into your School Cafe Account
- Click Eligibility Benefits and Click Apply
- Select Language
- Read Household Letter and click Next
- Certify your information is correct,
- Put a check in the box and click Next
- Select students from your SchoolCafe Account

## 3 Add Payment Source

- Click My Account → Payment Sources
- Click Add a Card
- Enter your Card Number and Card Expiration date
- Enter a name to associate with this card, if wanted
- Click Add Card

## 4 Make a Payment

- Click Students → Student Accounts
- Click Make a Payment
- Enter Payment dollar amount
- Click
- Select a Payment Method, or enter card information for a one-time payment
- Click

- Answer questions which are required, click Next
- Confirm Students Selection, then Yes please proceed
- Update Applicant (yourself) & answer question. This is where you may add an adult/non school attending household member and income if any.
- Review - Next - Select applicant signing the application click Sign and Submit.

**Please Note: You must create a Parent account and manually add your students to apply for benefits.**

**If you have any questions, please contact Julie Naldrett at 241-641-8471**