

# SchoolCafe Frequently Asked Questions for Saint Paul Public Schools

## Registration

### Q: What information do I need to have before registering with SchoolCafé?

1. A valid email address and phone number that we can reach you at if we have any questions.

### Q: Why didn't I receive a confirmation email?

Some common problems are:

1. Email sent may have automatically been removed or moved to your junk mail box because of your mail box settings. In this case, check your email settings.
2. The email address you provided during registration might not be correct. Please login and verify that the correct email address is listed on your **My Profile** page.
3. If both of the above reasons are not applicable, please contact PrimeroEdge using the **Support** page on your SchoolCafe account.

## Login - Forgot Username / Password

### Q: What should I do if the SchoolCafe doesn't accept my username and password?

If you do not remember your username:

1. On the **Sign In** screen, select the **Forgot Username?** link.
2. Enter your email address.
3. Select the **Retrieve Username** button. Your username will then be emailed to you.

### Q: What should I do if I forgot my password?

1. On the **Sign In** screen, select the **Forgot Password?** link.
2. Enter your username and email address, then select **Next**.
3. Answer your Security Question.
4. Enter your new password and re-enter your new password, then select **Login**.

### Q: What should I do if I forgot my security question and answer?

- If you have forgotten the answer to your security question, please use the **Contact Us!** link on SPPS's SchoolCafe homepage ([www.schoolcafe.com/spps](http://www.schoolcafe.com/spps)), or the **Support** link in the navigation menu of your account, and send a message providing us with your username and/or email address.

## Student Accounts

**Q: What information do I need to add students (or, in some cases, staff) to my account?**

First, it is important that you understand the Privacy Policy before you add a student or staff to your SchoolCafe account, in order to understand how data is shared between SPPS and SchoolCafé. In addition, you will need:

1. A SPPS Student ID for the student. This is the same six digit CFI number in Campus.
2. Name of the school in which your student is enrolled.
3. Your student's birth date or other information may be required.

**Q: I get an error message starting with 'No result found...' whenever I try to add a student. What should I do?**

1. Ensure that **all** information entered matches the information on file with SPPS.
2. If you are still unable to add a student, contact Nutrition Services at 651-603-4950 or NS@spps.org to verify student details. If you send us an email, please be sure to include your student(s) full names, their date of birth or their school name AND grade, and your full name.

## Payments

**Q: How do I transfer funds from one student to another or obtain unused funds?**

- Soon you'll be able to transfer funds from one account to another and request refunds in SchoolCafe. Until that feature is available, to transfer money, request a refund, or request unused funds to be donated to other students with negative balances, [click here](#).

**Q: How do I make an online payment?**

- On your SchoolCafe **Dashboard**, select **Make a Payment**, or expand the student/staff details of a person on your account and select **Automatic Payment**. You can save your payment source under the **Payment Info** menu.

**Q: Which online Payment Sources are accepted?**

- SchoolCafé accepts payments by credit/debit cards with the Visa or MasterCard logo.

**Q: What types of payments are available on SchoolCafé?**

- Payments can be set up as either One-Time or Automatic (triggered any time your student's account falls below your pre-determined limit).

**Q: When will my account be charged when I make a payment?**

- SchoolCafé charges the payment source you chose at the time of payment, and provides transaction information immediately. Depending on the payment source and your bank, there may be a delay of at least 1-2 days before the transaction appears on your bank statement.

**Q: When will the individuals on my account be able to use the monies from my online payment?**

- Payments made online will generally be available to your student at the school within 20 minutes, although sometimes they may take up to 24-48 hours under certain circumstances.

**Q: I just made an online payment. Why does the balance not reflect my payment?**

- Normally, the balance should reflect your payment immediately. SchoolCafé requires coordination and data transfer with SPPS for both payment and sales information in order to complete the process. All payment and sales data should be on the site within 20 minutes of your payments, and usually no more than 24-48 hours if there is an issue with the network at the school.

**Q: What is an 'Automatic Payment' and what do I need to set it up?**

- Automatic payment is designed for users who like to automatically replenish their student's cafeteria account whenever the balance falls below a specified amount.

To set up an automatic payment:

1. Add a valid payment source to your account either through the **Payment Info** menu (in the 'Payment Sources' tab), or on the **Automatic Payment** pop-up itself in the expanded details of individuals on your **Dashboard**.
2. On the **Automatic Payment** pop-up, select the payment amount to be replenished, the payment threshold, and the payment source.
3. Add an expiration date for the setting that ends before the payment source expires.

**Q: What if I set up an Automatic Payment and the credit/debit card I used has expired?**

- The payment will not be approved and you will receive an email specifying the reason. You will then need to update the credit/debit card so that payments can be approved.

**Q: Can my automatic payment be removed without my knowledge?**

1. When a payment is processed and fails, whether it is a One-Time or an Automatic Payment, we will remove all Automatic Payment settings associated with the failed payment source.
2. If any of your students' lunch accounts are combined by your school, and any automatic payments are affected as a result, some settings may be removed automatically. You will

be notified of this by email and may need to re-enter Automatic Payment settings for your students.

**Q: What are Minimum and Maximum payment amounts?**

### **Minimum and Maximum Amounts**

- The maximum amount able to charge on SchoolCafe is \$500.00 These amounts will also be shown in SchoolCafé.

**Q: What happens if my payment is declined due to a problem with my credit card?**

1. If the declined card is saved in your **Payment Sources**, it may be removed.
2. Any Automatic payments using this credit card may be removed.

## **Security**

**Q: How secure is SchoolCafé?**

- SchoolCafé follows industry best practices in maintaining security. We use 128-bit encryption to secure data transfer between your browser and our server. From the time you login until the time you logout, all data is encrypted.

**Q: How secure is my credit card information?**

1. All credit card information is encrypted. We make sure our systems are reliable and secure to thwart any attacks of identity theft.
2. We maintain very strict security features. Our employees do not have access to your credit card information, as this data is encrypted when it is stored in our system.

**Q: How secure is my account while processing payments?**

- SchoolCafé uses the highest level of internet security (128 bit encryption) to assure secure, reliable transactions. We use the same security encryption as many major e-commerce web sites. You can be certain that your payment is secure.

**Q: Why do I have to provide my password for certain transactions?**

- SchoolCafé uses the highest level of internet security for all transactions, but certain payment transactions may require us to verify your identity again before processing. If we need your password for the transaction, you will be asked to enter it directly on the screen where you are authorizing your payment. You can be certain that your payment is secure whether you are asked for your password or not.