

## PARENT FAQ's

### **Why are you changing to mySchoolBucks?**

*This change allows greater capabilities for users including:*

- *Scheduled recurring payments*
- *Automatic deposits when your child's account balance runs low*
- *Extended purchase history for the past 90 days*
- *Low balance email notifications*
- *E-wallet to save credit card information for future use*
- *Mobile-friendly website*

*While MyNutrikids payments were processed through our third party vendor PayPal, mySchoolBucks is a single vendor that owns and operates the entire solution.*

*Additionally, mySchoolBucks has a web store option that your district may choose to utilize.*

### **What is the web address for mySchoolBucks?**

*<https://www.myschoolbucks.com>*

### **Is my login username and password still the same for mySchoolBucks?**

*Yes, once the transition is complete, your existing MyNutrikids.com username and password will remain the same when logging into the mySchoolbucks website.*

### **If I have an existing MyNutrikids account, are my children still associated with my mySchoolBucks account?**

*Yes. If you currently have an existing MyNutrikids.com account, your children will still be associated with your account after the transition to mySchoolBucks.*

### **Do I still have to use PayPal?**

*There is no need to use PayPal or any other third party service with mySchoolBucks. If you have already created an account through PayPal, it can still be used with other participating websites or canceled by going to the PayPal site. PayPal is no longer an accepted payment method.*

### **What payment methods does mySchoolBucks accept?**

*With mySchoolBucks you can make a payment using your Visa, MasterCard, and Discover credit card or debit card. You may also make payment using an e-check payment directly from your bank account.*

**Is mySchoolBucks secure?**

*Yes. The mySchoolBucks website is owned and operated by Heartland Payment Systems, which is one of the largest and most trusted payment processors in the country. The system is fully compliant with all security regulations and card industry requirements. MySchoolBucks has achieved and maintains the highest security certifications in the industry, and all transactions are secured by 128-bit encryption and other security measures.*