

# TOUCHBASE | ONLINE PAYMENTS

## TIPS AND TRICKS FOR NEW PARENTS / CUSTOMERS

### WELCOME!

Thank you for using our online payments portal: TouchBase. Our online payments portal is a bit more than a place to make payments – we trust you'll find it a key tool when managing your account or your students account!

As a parent/customer, you'll be able to:

1. Purchase items online
2. Pay for fines and/or fees online
3. Deposit money into Hot Lunch accounts
4. Pay for all items for all of your students in one transaction
5. View/print/save your receipts

*And much more!*

### WHAT IS THIS NEW APPLICATION?

InTouch Receipting and TouchBase Online Payments are part of a cutting edge software package Medical Lake School District has implemented to streamline the management, reporting, and accountability of your student's financial record, as well as making it easy on *our* customers – *the parents* – to pay student fines and fees, making a food service payment, or purchasing items - all in one portal.

As a parent, this new application allows you to access your students' account online using a computer, via your favorite mobile device, or in person, at any one of our school locations.

### HOW DO I SIGN IN TO THE ONLINE PAYMENTS PORTAL?

The online payments application – TouchBase – has been configured to use the following Skyward login credentials:

**Initial Skyward Username:** [username]

**Initial Skyward Password:** [password]

***NOTE: if you reset your password in Family Access, please know it will NOT change your password for InTouch. If you'd like family access and InTouch passwords to match, you may reset your InTouch password to match your new one in Family Access.***

For parents with multiple students in the district, you'll be able to see all of your students with your one username and password. Once you've selected your student, the shopping experience will be specific to that student.

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## I'VE SIGNED IN, NOW WHAT?

Once you've signed in, select the student you want to shop for:

**InTouch Public Schools**  
Your Motto

**InTouch PUBLIC SCHOOLS**

[Your Family](#) [Contact Us](#) [Checkout](#)

**Who are you shopping for?**

[This is custom text - the district can add, change, or remove this at any time on-demand!]

TEAGUE WESSEL	WEBSITE	Grade 01
CHLOE WESSEL	WEBSITE	Grade 03
CAMERON WESSEL	WEBSITE	Grade 04
BRADY WESSEL	SOUTH MIDDLE SCHOOL	Grade 07
<b>CRAIG WESSEL</b>	<b>NORTH HIGH SCHOOL</b>	<b>Grade 10</b>
MOM WESSEL		

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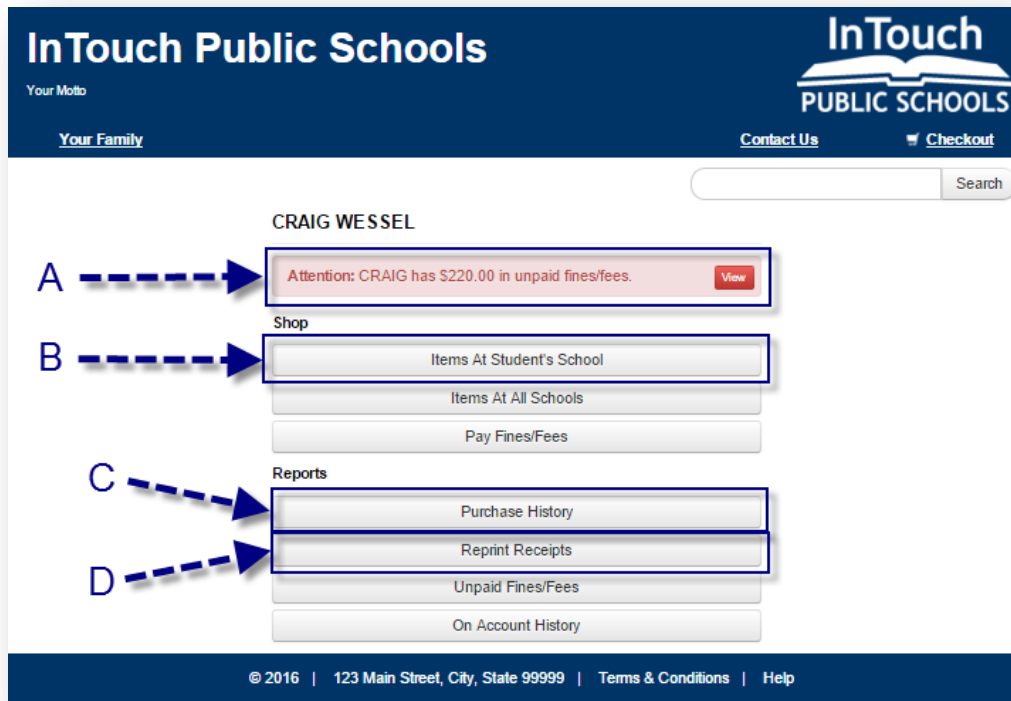
### TIP:

You'll see all your students displayed in your student list, including yourself. Your record is displayed so you can purchase using your own account. You may wish to donate to a club/activity, or sign up for a Community Education class (*if applicable*).

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Once on your student dashboard, everything will be specific to your student. Here are the most common tools you should become familiar with:

Figure 1



- A. Fines and/or Fees may be present on your student's account. If your student *has* a fine/fee on their account, you will see a **RED** notification window – this is your key to look at, and pay, any fines or fees assessed to your students account. There are many reasons why a fine or fee may be present on your account, and selecting "VIEW" will display the detail specific to your student.

*NOTE: If you have questions regarding a fine/fee assessed to your students account, please contact your students building or visit the "FAQ" section at the end of this document.*

- B. "Items at Students School" is where you'll go to browse items available to your student for purchase. This should look familiar to you if you're familiar with online shopping. Once you've selected items in the webstore, you can view/edit your cart, or proceed to checkout.
- C. "Purchase History" is an on-demand tool for you to use to track your purchase history. This allows you to confirm prior purchases or confirm payment was delivered by your student to the building.
- D. "Reprint Receipts" is a tool that allows you to print a single receipt rather than your full payment ledger (*Purchase History*)

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## FAQ | COMMONLY ASKED QUESTIONS

### Q: IS MY CREDIT CARD DATA STORED WHEN I USE THE ONLINE PAYMENTS APPLICATION?

A: No – the online payments application does not store your card data under any circumstance. Medical Lake School District does not store your credit card data under any circumstance either. The online payments portal uses PCI compliant processes and security protocols to ensure your data is protected while being processed. All payments are secure and protected.

### Q: WHAT CARD TYPES ARE CURRENTLY ACCEPTED ONLINE?

A: VISA and MasterCard

### Q: I HAVE A FINE ON MY STUDENT'S ACCOUNT. WHY WOULD MY STUDENT HAVE A FINE?

A: There are several reasons why your student may have a fine. The most common reasons for why a fine is on a student's account are:

- A student lost or damaged a library/textbook
- A class fee wasn't paid
- A student damaged school property
- A student didn't pay a field trip fee, a club due, etc. on time.

If there is a fine on your account, certain items may be restricted for purchase until the fine/fines are paid.

### Q: I'VE TRIED TO LOG IN TO THE WEB STORE, BUT I HAVEN'T BEEN ABLE, WHAT SHOULD I DO?

If you are having issues signing into the web store, it's most likely because you haven't created a password or because you aren't signed up/enrolled in the parent portal. You can first try the recover password utility on the login page, but if that doesn't work, please contact the district for further instructions.

### Q: THERE IS AN ITEM MY STUDENT WANTS TO PURCHASE, BUT I DON'T SEE IT AVAILABLE IN THE STORE

A: The web store offers many items to parents and students, but there are certain items that may require hands-on management. As a result, the item may not be available in the web store. Typically, if there's an item requiring this level of management, a fee will be assessed to the applicable students.

Some items may only be available during certain times of the year. Be sure to check in often!