



MyNutriKids.com

## Troubleshooting Guide for Parents

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## **WELCOME!**

Welcome to **MyNutrikids.com**<sup>®</sup>, a safe and convenient system for online prepayments and nutrition education. **MyNutrikids.com** gives you a fast, easy, and secure way to view child account purchases and updated meal balances. When your child's meal balance gets low, money can be added to their account from the convenience of your home or office. Participating in your school's meal program has never been easier.

***MyNutrikids.com: You've gotta eat...Make it good!***

## **BROWSER SETTINGS**

If you are experiencing technical problems when using **MyNutrikids.com**, such as error messages or difficulty registering, the problems are usually due to web browser security settings. The technologies that are used to provide the functions within **MyNutrikids.com** may be blocked if your web browser has stringent security settings.

Below are some web browser configuration recommendations that are meant to address technical issues you may experience when attempting to use or enter our website. Because some of these settings are associated with your web browser's security configuration, you should decide for yourself if you choose to implement them.

### **COOKIES**

**MyNutrikids.com** uses browser cookies to keep track of your session settings as you navigate from one web page to the next. Cookies store pieces of information generated by a website for future access. Cookies are necessary for the website to keep track of which account is logged in. Cookies used by **MyNutrikids.com** are only valid during your session and are deleted once you close your web browser. The exception to this is the permanent cookie that is created if you select **REMEMBER ME** at the login screen.

### **JAVASCRIPT**

JavaScript is a programming language that runs on web pages, and is necessary to perform certain functions, such as calculating the convenience fee. Without JavaScript enabled, you will not be able to make online prepayment deposits to your child's school lunch account. You will also be unable to correctly log in or click any relevant links at **MyNutrikids.com**. This behavior results in the browser returning to the Log In page repeatedly after logging in, or when clicking any links.

### **JAVA**

JavaScript relies on Java for proper functionality. Your web browser most likely already has Java installed. If it does not, however, you can download it from Java's website at <http://www.java.com/en/download/index.jsp>

## SETTINGS

### ***ENABLING COOKIES FOR INTERNET EXPLORER 7.0 OR 6.0***

1. Open **INTERNET EXPLORER**.
2. Choose **TOOLS**.
3. Choose **INTERNET OPTIONS**.
4. Click the **PRIVACY** tab.
5. Click **SITES**.
  - a. If you are using Internet Explorer 6.0, you will need to click **EDIT** under **WEB SITES**.
6. In the **ADDRESS OF WEBSITE** field, type ***mynutrikids.com***
7. Click **ALLOW**.
8. Click **OK** to close the Internet Options window.

### ***ENABLING JAVASCRIPT FOR INTERNET EXPLORER 7.0 OR 6.0***

1. Open **INTERNET EXPLORER**.
2. Choose **TOOLS**.
3. Choose **INTERNET OPTIONS**.
4. Click the **SECURITY** tab.
5. Click **CUSTOM LEVEL**.
6. In the **SETTINGS** window pane, scroll down to the section labeled **SCRIPTING**.
7. Under **ACTIVE SCRIPTING**, select **ENABLE** and click **OK**.
8. Click **OK** to close the Internet Options window.

### ***ENABLING COOKIES AND JAVASCRIPT FOR MOZILLA FIREFOX 2.0***

1. Open **FIREFOX**.
2. Choose **TOOLS**.
3. Choose **OPTIONS**.
4. Select the **CONTENT** tab.
5. Make sure that JavaScript and Java are checked.
6. Select the **PRIVACY** tab.
7. Look for the **ACCEPT COOKIES** option in the middle of the page.
8. Click the **EXCEPTIONS** button.
9. In the **ADDRESS OF WEB SITE** field, type ***mynutrikids.com***
10. Click **ALLOW**.

For questions about these settings or usage of the MyNutrikids.com website, please contact us via email at ***support@mynutrikids.com***.

## COMMON ISSUES

### INCOMPLETE PAYMENTS

Whether you have a PayPal™ account or not, you must ensure that you click **PAY NOW** at the last step on the PayPal™ website in order to receive a confirmation of payment and a receipt. Failing to perform this step when making a deposit results in an Incomplete Payment: no funds are transferred from you to your child's account.

If you fail to complete the transaction, you will have to start over again at **MyNutrikids.com**.

**Think of it like this:** Let's say you go to the grocery store to pick up a few items. You fill up your cart with what you plan to buy and then head to the register. When you get to the register, however, you leave your cart in line in front of the cashier and simply walk out. You don't have your items, and you didn't pay for them.

You realize your mistake and return to the store, only to find that the stockboy has returned everything in your cart to the shelves! If you still want your items, you'll have to start shopping all over again.

**MyNutrikids.com**

**Review Your Payment**

Review the payment details below and click **Pay** to complete your secure payment. [Learn more](#) about PayPal policies and your payment-source rights and remedies.

Item	Unit Price	Qty	Total
SchoolLunchPrepayment Item # 99	\$21.75	1	\$21.75

[Enter Gift Certificate, Coupon, or Reward](#)

Subtotal: \$21.75  
Total: \$21.75 USD

**Pay \$21.75 Now**

Payment Method: Credit Card : MasterCard XXXX-XXXX-XXXX-XXXX \$21.75 USD

This credit card transaction will appear on your bill as "SCHOOL MEAL".  
[Change](#)

Shipping Address: 1 Any Street  
Any City, NY 00000  
United States  
[Change](#)

Contact Information: help@mynutrikids.com

**Pay \$21.75 Now**

PayPal. The safer, easier way to pay.  
For more information, read our [User Agreement](#) and [Privacy Policy](#).

CLICK EITHER  
**PAY NOW** BUTTON  
TO COMPLETE THE  
TRANSACTION

## **FREQUENTLY ASKED QUESTIONS**

### ***Where do I get my child's Student ID?***

*Your child's Student ID information can be obtained by contacting the school's Food Service Department and asking for your child's ID. Your child's ID number may also be displayed on their school ID card.*

### ***How do I find out if my student's school uses this service?***

*Please contact your child's school to determine if it participates in the MyNutrikids.com service.*

### ***Why have I not received my deposit confirmation email?***

*The most common reason for not receiving your deposit confirmation email is due to a typographical error that may have occurred when entering the email address when you created your MyNutrikids.com account. Alternatively, your Internet Service Provider may have mistakenly blocked the confirmation email, confusing it with junk or spam email. If you have not received your confirmation email, please contact Customer Support via email at [support@mynutrikids.com](mailto:support@mynutrikids.com).*

### ***I received an invalid student ID message, what do I do?***

*Please contact the Food Service Department of your child's school to verify your child's student ID number.*

### ***I forgot my password. How can I get my password?***

*Click the Forgot Password? link in the MyNutrikids.com login page. Enter the email address you used when you created your MyNutrikids.com account and click Retrieve Password. Your password will be emailed to you. If you don't receive it, it most likely is for the same reasons you may not receive a deposit confirmation email.*

### ***How secure is the payment process?***

*MyNutrikids.com partners with PayPal™ for online payment processing. The PayPal™ website utilizes Secure Sockets Layer (SSL) technology to encrypt data transmissions and to provide website authentication. PayPal™ has quickly become a global leader in online payment solutions with 100 million account members worldwide. Available in 55 countries and regions around the world, buyers and sellers on eBay, online retailers, online businesses, as well as traditional offline businesses are transacting with PayPal™. PayPal™ has received close to 20 awards for technical excellence from the internet industry and the business community. PayPal™ is certified by VISA for its CISP/Cardholder Information Security program. This certification is VISA's highest security protocol. MyNutrikids.com NEVER receives your personal payment information.*

### ***What does it cost to use this service?***

*A convenience fee of \$1.75 is assessed for each deposit transaction. Parents placing money into multiple meal accounts simultaneously will be assessed the \$1.75 fee only once per deposit transaction.*

### ***Can the payment be used for other school fees?***

*As of this moment, MyNutrikids.com online prepayments are for school meal programs only.*

### ***How long after I make my payment will the money be available in my account(s)?***

*Payments are generally processed by PayPal within 24 hours. However, if the payment option selected is an eCheck, the processing will take anywhere from 4 to 7 business days. If you opt to pay via eCheck, please allow a minimum of one week's lead time before the funds will be made available on your child's account. Other external factors may also delay the processing of a payment.*

**What is an eCheck?**

An eCheck is an electronic representation of a paper check. It is a debit transaction from your bank account. eChecks take anywhere from 4 to 7 business days to complete processing by PayPal. The funds will not be available to your child's account until the processing is complete.

**My deposit has come out of my bank account. Why does it not show anywhere on my child's account?**

If you paid via eCheck, your bank may place a hold on the funds while it is being processed. While this may appear as a withdrawal, the funds are not removed until PayPal has completed processing the payment. Once processing has completed, the payment will be made available for the school to apply to your child's account balance.

**Can I make payments to multiple children's accounts with one payment?**

Yes. You will need to enter a specific payment amount for each child. You are charged the \$1.75 convenience fee only once.

**My child makes purchases at school every day. I added my child to my account, but when I click History to view the Account History, it is blank. Why are there no transactions?**

Please allow up to 24 hours for the new account's Transaction History to be transferred online.

**Who should I contact if I have questions about a recent payment?**

All questions concerning online payments should be directed to your school Food Service Department.

**How do I add additional students after the initial set up of my account?**

Students can be added from the Add Student Button located on the MyKids page. Students can also be removed at the MyProfile page by selecting Edit Family List.

**How do I find out what my child has been buying for lunch?**

To view purchases for the previous 30 days, login to MyNutrikids.com and click the History link next to your student's name on the MyKids page.

**Can I receive an email when my child's account balance is low?**

Yes. You can establish an account balance notification threshold for each child. Once the account balance falls below the established amount, MyNutrikids.com will automatically send you an email notice. To activate, go to MyProfile and choose Low Balance Alerts. Set your desired threshold in the Amount field and, from the drop-down, select ON to activate Low Balance Notifications. To ensure that you receive this email, note that your Internet Service Provider may have mistakenly blocked it, confusing it with junk or spam email. Set the email account that is sending you these messages as a trusted sender.

**How do I change the email address on my account?**

You can change the email address on your account by going to MyProfile and selecting Edit E-Mail Address.



## TECHNICAL ASSISTANCE

Technical assistance is available from **MyNutriKids.com** via email. General inquiries from parents regarding the website can be sent to **support@mynutrikids.com**.

The estimated response time for all inquiries relating to **MyNutriKids.com** is 24 hours, Monday through Friday.

If you are encountering issues with PayPal™, balances, and/or recent payments, please contact your school district's Food Service Department.

If you are encountering technical problems with **MyNutriKids.com**:

1. From **MyNutriKids.com**, click **CONTACT US**.
2. In the Pop-up window, click **support@mynutrikids.com** under the Technical Problems section.
3. Your email client program (such as *Microsoft Outlook*) opens.
4. Compose your message. Please be as specific as possible with regards to your issue. If you are receiving an error message, please include the entire error message.
5. Click **SEND**.

