quickcharge®

PARENTS' USER GUIDE



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GETTING STARTED

Creating Your Account

1. Visit <u>https://compassent01.mmhcloud.com/myqc/MonteVista</u> to access My Quickcharge via the web link.

If you prefer to download the My Quickcharge mobile app, visit one of the links below or search for "My Quickcharge" from the Google Play Store or the Apple App Store. To open the app the first time, enter the Access Code "**MonteVista**" when prompted.

Android: https://play.google.com/store/apps/details?id=com.mmhayes.myqc.alpha

Apple: <u>https://itunes.apple.com/us/app/my-quickcharge/id1059849685?mt=8</u>

Enter Acc	quickcharge*
	SAVE CODE

2. To begin, you will view a brief tour of the features of My Quickcharge. Swipe or use the arrow buttons to scroll through the tour, and click **Get Started** when you are ready to continue. After following the tour, you will see the login screen. Click **Create Account**.

WELCOME TO		
Quickcharge allows you to make cashless pur within your organization.	rchases	
Use the arrows at the bottom of the page to explore the for Quickcharge. VERSION 7.0.16 / 7.0.16	eatures of	Password
Privacy Policy	>	LOGIN
		OR
		CREATE ACCOUNT
Get started	• •	
Powered by quickcharge*		Eorgot Password2

3. Enter your name and email address and create a password to set up your account. You can also choose to enter a "Low Balance Threshold" that will trigger notifications any time your student's account balance is below that dollar amount. Click **Create Account** to continue. After your account is created, you will be prompted to log in.

MUSTA	N G S
MonteVista	
First Name *	Initial
Last Name *	
Email *	
Confirm Email *	
Password *	0
Confirm Password *	۲
Low Balance Threshold	
CREATE ACC	OUNT
CANCEL	

Connecting Student Accounts

1. After creating your account, you will be prompted to add a student. To connect to your student's account, enter their name and student ID and identify your relationship. Make sure you enter the student's name exactly as it appears in the school's records. Click **Search** to confirm your entry.

<	Add Account	t
	First Name *:	Initial *:
	First Name	M
	Last Name *:	
	Last Name	
	Student ID *:	
	Student ID	
	Relationship *:	
	(
		SEARCH

2. If there is no email address associated with the student's account, you will be prompted to enter an email address. To do this, select **Settings** from the main menu. You will see that the Email field is blank. Enter an email address for the student and select **Save**. You will receive a notification that an invitation to My Quickcharge has been sent to the email address provided. The student can now accept this invitation and complete the setup of his or her account.

Note: Be sure that you have entered the correct email address. Once saved, the email address cannot be edited from the parent portal and can only be edited by a Flik manager.

	Account Settings	Account Settings
M U S T A N G S	Person Account Settings	
John Smith		Settings successfully updated! An invite has been sent to the email.
ACCOUNT ID: 123	 Enable Low Balance Notifications 	Person Account Settings
රු Current Balance	Low Balance Threshold (\$): 20.00	Enable Low Balance Notifications
Hurch		Low Balance Threshold (\$) :
Walle Walle	Account Settings	20.00
Add/ You can set an email for John Smith on the Settings	Email : testemai@test.com	Account Settings
Settir page.	Account Group:	Email :
CLOSE	Students	testemail@test.com
	Spending Profile:	Account Group:
[→ Log Out	Students	Students
	Account Type:	Spending Profile:
	Ргерау	Students
		Account Type:
	Enable Low Balance Notifications	Prepay
Powered by quickchange*	CANCEL	Enable Low Balance Notifications

3. If you need to manage additional students, select **Add/Select Student** from the main menu and then choose **Add Student**. You will repeat steps 1 and 2 above for each student. The **Add/Select Student** screen will also allow you to toggle between students by selecting the student you want to manage.

MUSTANGS	Select Account Select a name below to manage his or her account.
John Smith ACCOUNT ID: 123	John Smith
්ලි Current Balance	ADD ACCOUNT
🔐 Purchase History	
💽 Wallet	
Add/Select Account	
Settings	
3 About	
[→ Log Out	
Powered by quickcharge*	

ACCOUNT FUNDING

Adding Funds to Student Accounts

To add money to your student's account or manage your payment method, choose **Account Funding** from the main menu. To initially set up your payment method, select **Add Payment Method** and follow the prompts to connect a credit or debit card to your account.

Note: Account funding must be linked to a credit or debit card and cannot be linked to a checking account.

Name on Card	
Card Number	
4111 1111 1111 1111	ê
Expiration Date	
MM/YY	
Security Code	
123	8
Save	
Secured by FreedomPay	0

One-Time Funding

To add funds on demand, select **Funding and then One-Time Load** at the top of the screen. Choose an amount from the dropdown box and click **Fund**. You will be prompted to confirm your transaction.

Account F	Account Funding 💿 🏫 Account Funding			<	Confirm Funding		
QUICKCHARGE BALANCE: LAST UPDATED: 07/17/23 10:30 AM	\$0.00	QUICKCHARGE BALAN	се: "о \$0	.00	PAYMENT METHOD:	XXXX 2843	
HISTORY CREDIT CARD:	FUNDING	Cone-Time Load	Automatic Reload			2/2025	
VISA REMOVE	XXXX 2843 2/2025 REPLACE	FUND NOW:			By pressing 'I Agree' below, I agree th my payment method on file and \$4 Quickcharge account	at \$0.01 will be charged to 0.01 will be loaded to my	
SAVED VOUCHERS: No vouchers in wallet INVALID VOUCHERS:	ADD VOUCHER CODE	No vouchers in wallet	FUND		CANCEL	CONTINUE	

Automatic Reloads

To set up automated funding that will reload the account when the balance drops below a certain threshold, select **Automatic Reload** at the top of the screen. Choose a reload amount and balance threshold from the dropdown boxes and click **Enable**.

Check "I Agree" and click **Continue**. If you want to make changes at any time, click **Modify** to change your settings or click **Disable** (or use the **On/Off** switch) to turn automatic reloads off.

Note: If multiple parents are connected to one student's account, only one parent may have automatic funding enabled at any given time.

A	Account Funding		< Ca	onfirm Funding
	QUICKCHARGE BALANCE:	.00	PAYMENT MET	HOD:
	× Add Funds	0	VISA	XXXX 2843 2/2025
	One-Time Load Automatic Reload			
	RELOAD ACCOUNT BY \$50.00 WHEN BALANCE REACHES	<u>~</u>	By pressing 'I Agre Quickcharge account payment method or Quickcharge account I Agree	e" below, I agree that each time my t balance reaches \$5,00 or less, my file will be charged \$50,00 and my will be funded by \$50,00
	\$5.00	~	CANCEL	CONTINUE
	SAVE			

Note: It is highly recommended to set up the auto-replenishment option for your student's account to avoid having the account run out of available funds.

Low Balance Notifications

If you would like to be notified when your student's balance falls below a certain amount, you can configure a Low Balance Threshold.

From the main menu, choose **Settings**. In the User Settings section, check **Enable Low Balance Notifications**. Enter your desired threshold and click **Save**.

Note: Options seen in the User Settings section are for your parent account, whereas options seen in the Account Settings section are specific to the currently-selected student.

A	Account Settings
	Person Account Settings
	Enable Low Balance Notifications
	Low Balance Threshold (\$) :
	20.00
	Account Settings
	Email :
	Email
	Account Group:
	Students
	Spending Profile:
	Students
	Account Type:
	Ргерау
	Enable Low Balance Notifications

VIEWING BALANCES AND PURCHASES

The main menu of My Quickcharge provides several features that allow you to monitor and manage your student's spending.

• Choose **Current Balance** to view the student's current available balance.



• Choose **Purchase History** to view a record of past purchases. Click the **receipt icon** next to each transaction to view individual items.

†	Purchases	0	<		Receipt			0
4/18/2023 4:43 PM Self Service	5	ID: 108189 \$3.29						
4/13/2023 11:01 AM S Grace's Cafe	S.	ID: 108181 \$8.50		\sim	1_⊕	-		
2/28/2023 11:07 AM O Coffee Shop	(š)	ID: 107982 \$2.18		\checkmark				
2/28/2023 11:05 AM	s.	ID: 107981 \$1.10		s	Coffee Shop Store Hours: 6:00am-11	00pm		
2/28/2023 11:03 AM	5	ID: 107980 \$1.10			Pickup: 6:00am-10:30 Order Number:	pm		
2/23/2023 1:47 PM	5	ID: 107977 \$1.96		02/28/2023 Cashier: My QC User	144		11:05:00 AM TID: 1	
2/17/2023 4:12 PM S Coffee Shop	5	ID: 107973 \$1.96		SALE: 107981 Name: JDMarkiewicz				
2/17/2023 2:30 PM S Coffee Shop	5	ID: 107972 \$10.38		1 Bottled Water \$1.00 each (T)			\$1.00	
2/17/2023 2:28 PM S Coffee Shop	s.	ID: 107971 \$3.28		Merchandise Subtotal: T: Taxable			\$1.00 \$0.10	
2/17/2023 2:26 PM S Coffee Shop	5	ID: 107970 \$1.96				quickcharge ter Name: ,	TOTAL: \$1.10 ndered: \$1.10 JDMarkiewicz	
2/17/2023 2:21 PM S Coffee Shop	s.	ID: 107969 \$1.10				Chan Number of	ge due: \$0.00 Items Sold: 1	
12/01/2022 3:30 PM	(s)	ID: 107846 \$3.01			2	(
12/01/2022 1:45 PM S Coffee Shop	(S)	ID: 107845 \$2.18		Nutrition Facts Qty Item Name	Cal Carb	Fat Prot	Sod	
12/01/2022 1:38 PM	s IIII	ID: 107849 \$12.33		1 Bottled Water Totals Daily Value 200	Can g	g g 	0	
4/28/2022 5:12 PM S Grace's Cafe	1	ID: 107025 \$15.00		Cal Daily Value 250 Cal	0% 0%	0% 0%	0%	
4/28/2022 5:11 PM	(22)	ID: 107024	*	- signifies that no data	i is available			

STUDENT PAYMENT

Payment via ID Badge

Schools that utilize student ID badges should be able to use those IDs at the register to pay for meals. However, not all schools have student ID badges; in these cases there are alternative options available for students to be able to make purchases at the register using funds from their accounts.

Payment via ID Number

One option is to use the student ID number, which is available from the main menu of the Quickcharge app. This number is unique to each student and they can simply give their number to the cashier or the cashier can perform a lookup to find the student in the system if the student forgets their ID number.



Payment via Mobile Device

If the school allows students to use their mobile devices, a second alternative called **Quick Pay** is available through the My Quickcharge app, which produces a unique QR code tied to the student's account. To use this option, the student should choose **Quick Pay** from the main menu. The screen will then display a QR code that can be scanned by simply holding the device in front of the barcode scanner.