

quickcharge[®]

PARENTS' USER GUIDE

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GETTING STARTED

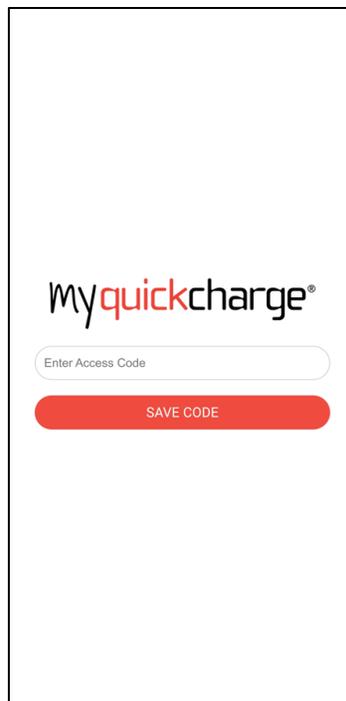
Creating Your Account

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

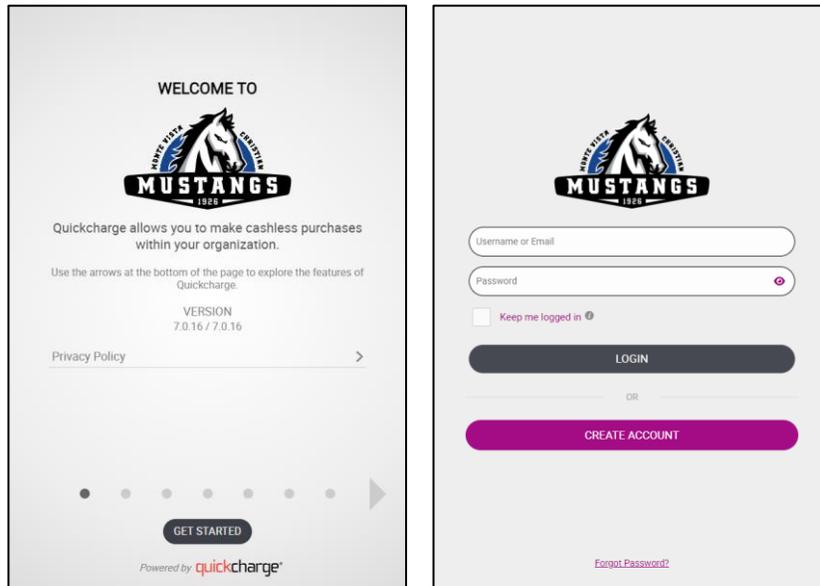
If you prefer to download the My Quickcharge mobile app, visit one of the links below or search for "My Quickcharge" from the Google Play Store or the Apple App Store. To open the app the first time, enter the Access Code "**MonteVista**" when prompted.

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

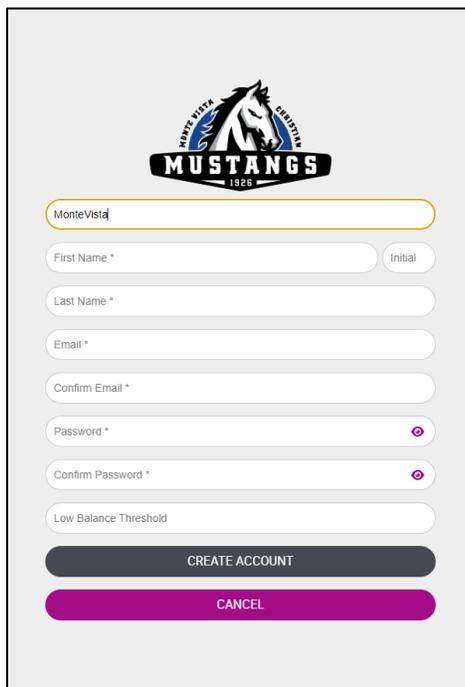
Apple: <https://itunes.apple.com/us/app/my-quickcharge/id1059849685?mt=8>



- 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**.



- 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.

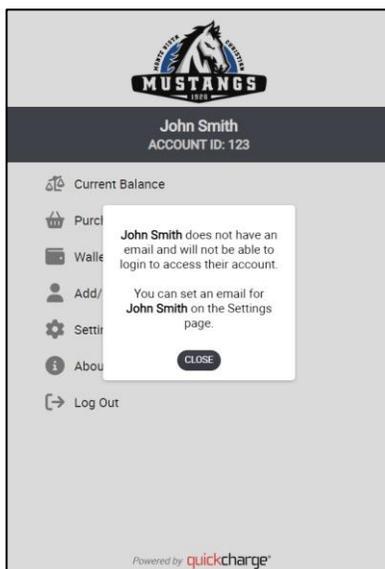


Connecting Student Accounts

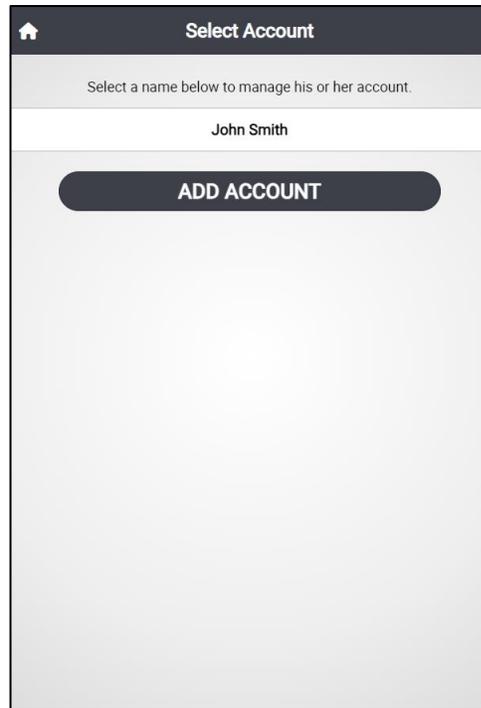
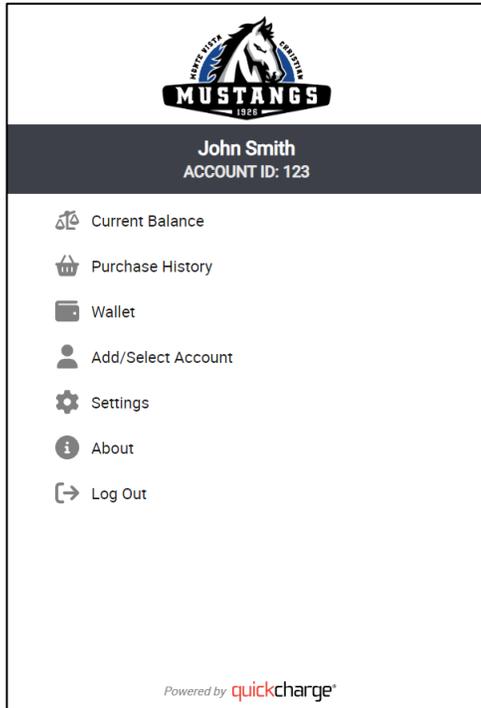
1. After creating your account, you will be prompted to add a student. To connect to your student's account, enter their name and student ID and identify your relationship. Make sure you enter the student's name exactly as it appears in the school's records. Click **Search** to confirm your entry.

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.



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.



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.

60790 Lake Highland Comm MMH

Payment Information

Name on Card

Card Number

Expiration Date

Security Code

Save

Secured by FreedomPay®

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 Funding

QUICKCHARGE BALANCE: **\$0.00**
LAST UPDATED: 07/17/23 10:30 AM
[HISTORY](#) [FUNDING](#)

CREDIT CARD:
 XXXX 2843 2/2025
[REMOVE](#) [REPLACE](#)

SAVED VOUCHERS: [ADD VOUCHER CODE](#)
No vouchers in wallet

INVALID VOUCHERS:

Account Funding

QUICKCHARGE BALANCE: **\$0.00**
LAST UPDATED: 07/17/23 10:30 AM

Add Funds

FUND NOW:

FUND

No vouchers in wallet

INVALID VOUCHERS:

Confirm Funding

PAYMENT METHOD:
 XXXX 2843 2/2025

By pressing "I Agree" below, I agree that \$0.01 will be charged to my payment method on file and \$0.01 will be loaded to my QuickCharge account.

I Agree

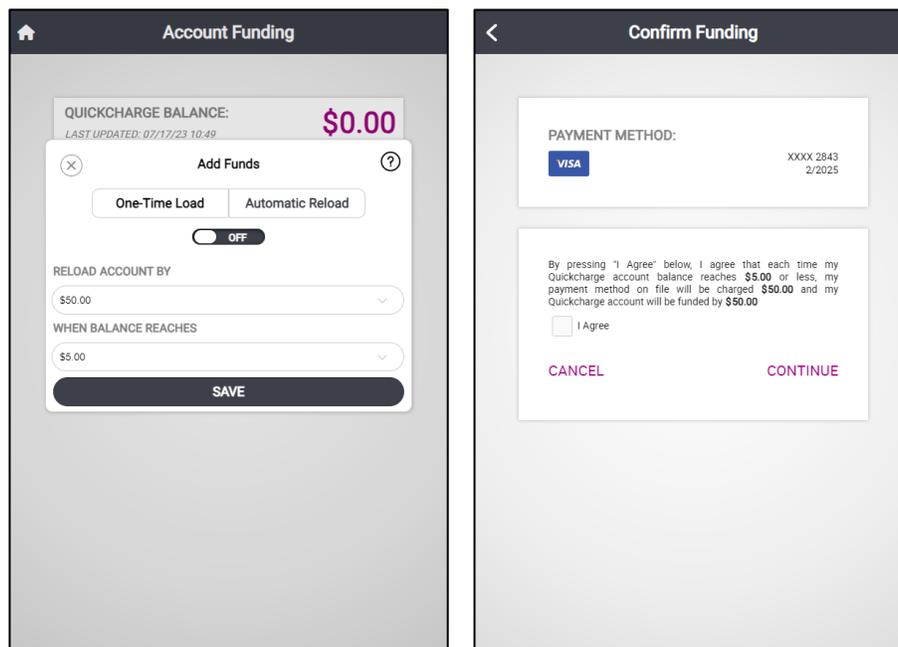
[CANCEL](#) [CONTINUE](#)

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.



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**.

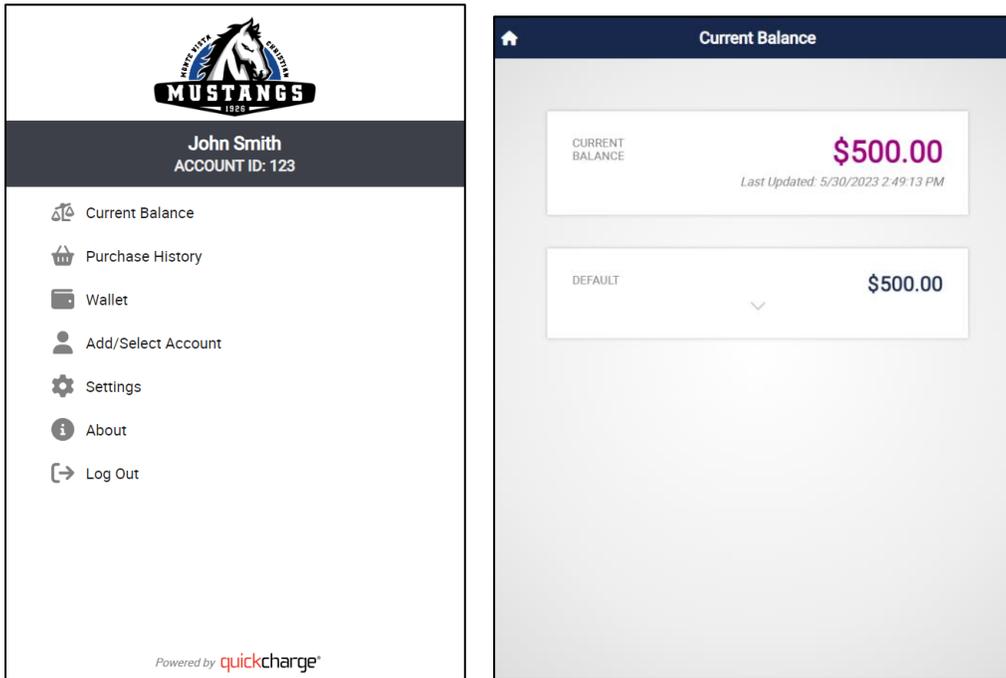
Note: Options seen in the User Settings section are for your parent account, whereas options seen in the Account Settings section are specific to the currently-selected student.

The screenshot displays the 'Account Settings' interface. At the top, there is a dark header with a home icon and the text 'Account Settings'. Below this, the 'Person Account Settings' section is visible, containing a checked checkbox for 'Enable Low Balance Notifications' and a text input field for 'Low Balance Threshold (\$)' with the value '20.00'. The 'Account Settings' section below it includes several dropdown menus: 'Email' (with 'Email' selected), 'Account Group' (with 'Students' selected), 'Spending Profile' (with 'Students' selected), and 'Account Type' (with 'Prepay' selected). At the bottom of this section, there is an unchecked checkbox for 'Enable Low Balance Notifications'.

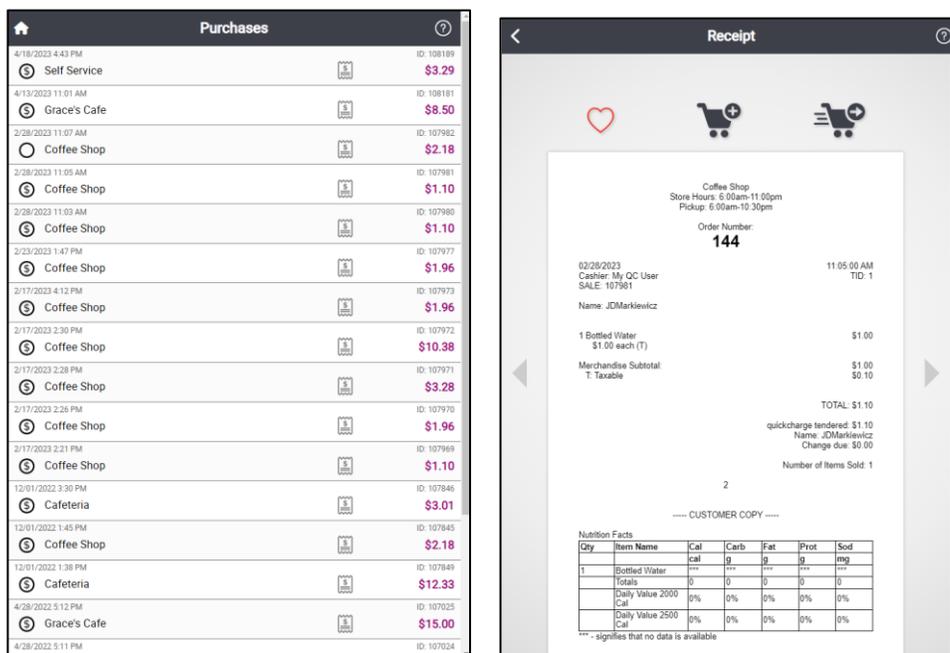
VIEWING BALANCES AND PURCHASES

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.



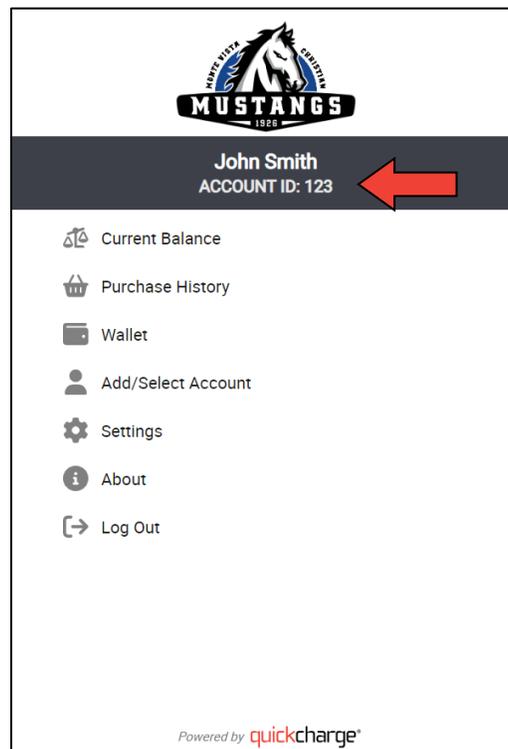
STUDENT PAYMENT

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.