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 more than a place to make payments – we trust you'll find it a key tool when managing your students' account!

As a parent/customer, you will be able to:

1. Purchase items online
2. Make tax credit donations online
3. Pay for fines and/or fees online
4. Pay fines, fees, or purchase items for all your students in one transaction
5. View/print/save your student/customer ledger
6. 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 Kyrene 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 purchase items or pay student fines and fees - 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?

 Log onto the website: https://az-kyrene.intouchreceipting.com/

The online payments application – TouchBase – has been configured to use your ParentVue username. If you have not set up a ParentVue account, please contact your child's school to get your activation key. If you have a ParentVue account, click on 1st Time Users and set up your TouchBase account. You can use the same password for TouchBase as you use for ParentVUE.

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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 logged into TouchBase. Once you've selected your student, the shopping experience will be specific to that student.

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 |

Select the student you wish to shop for

| BRADY WESSEL |
| SOUTH MIDDLE SCHOOL   Grade 07 |

| CRAIG WESSEL |
| NORTH HIGH SCHOOL   Grade 10 |

| MOM WESSEL |

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TIP:
You will see all of your students displayed in your student list, including yourself. Your record is displayed so that you can purchase using your own account. You may wish to provide a tax credit or other donation or donate to a club or activity.

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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
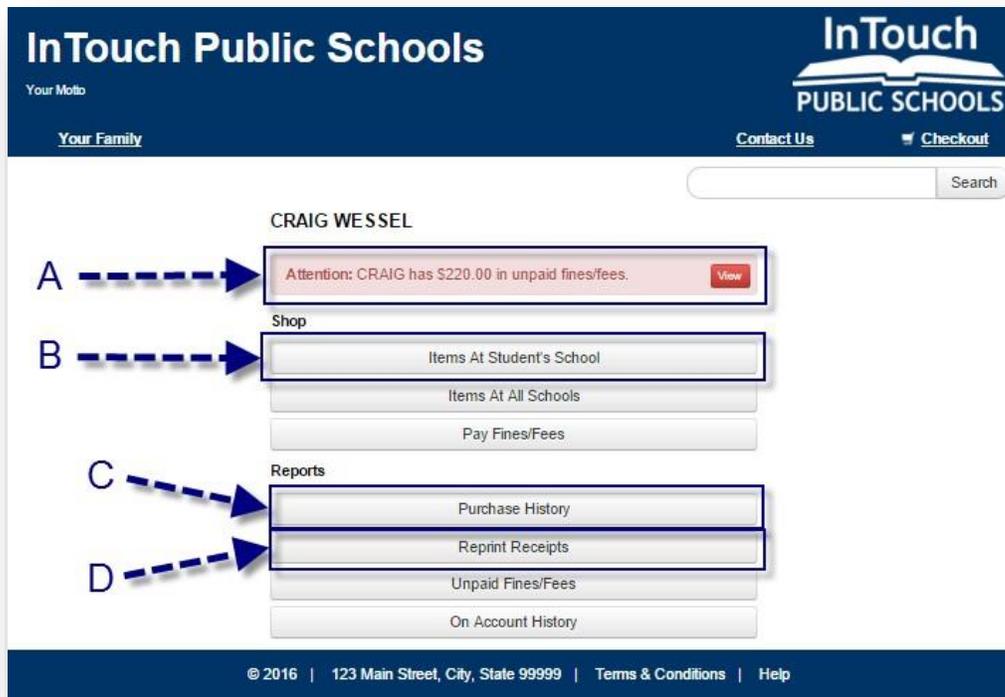
A. Fines and/or Fees may be present on your student's account. If your student *has* a fine/fee on their account, you will see a RED notification window – this is your key to look at, and pay, any fines or fees assessed to your students account. There are many reasons why a fine or fee may be present 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' school, or visit the "FAQ" section at the end of this document.

B. "**Items at Students School**" is where you will go to browse items available to your student for purchase. This should look familiar to you if you are familiar with online shopping. Once you have 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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I AM IN THE WEBSTORE, BUT SOME ITEMS ARE NOT AVAILABLE TO ME, WHY?

The online payments portal is integrated with many other systems across the district, and as a result, the webstore items can be 'flagged' to limit what students can purchase items. Below are examples of what you may see in the webstore, and the reason(s) certain items look the way they do:

"Buy"

An item that is available for purchase in the webstore will display a blue "Add" button – this means it is available for purchase:

Item	Qty	Amount	
ASB CARD FEES REQUIRED FOR STUDENT ATHLETES TO PARTICIPATE IN SPORTS	1	15.00	Buy

"Sold Out"

This notification will display if the quantity has been depleted on an item, or if the item is currently unavailable. *TIP: check the item description – there may be additional instructions for you regarding the item.*

Item	Qty	Amount	
AP US GOVERNMENT & POLITICS TRIP SPACE IS LIMITED, FIRST COME, FIRST SERVED.			Sold Out

"Pay Fines"

This is displayed when an item is marked to restrict purchases for students with outstanding fines on their account. If you click the "Pay Fines" button, this will take you to the fine window where you can add all applicable fines to your cart. Once you have added the fines to your cart, you will be able to add the restricted item to the cart as well:

Item	Qty	Amount		
THE PLANETS Support our hard working Symphony students! Attend their production of Holst's, The Planets!			Unavailable until fines are paid	Pay Fines

"Grade Restriction"

Items that are restricted to a specific grade are only available to students enrolled in the listed grades. If you find your student is listed in the wrong grade, or the item you wish to purchase *should* be available to your student – please contact the school for more information.

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. Kyrene 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 online payments application is integrated to each school, and many other district systems send the online payments application data. 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 was not paid
- A student damaged school property
- A student did not 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 HAVE TRIED TO LOG IN TO THE WEB STORE, BUT I HAVE NOT BEEN ABLE, WHAT SHOULD I DO?

If you are having issues signing into the web store, it is most likely because you have not created a password, or because you are not 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 school for further instructions.

Q: THERE IS AN ITEM MY STUDENT WANTS TO PURCHASE, BUT I DO NOT SEE IT AVAILABLE IN THE STORE. WHAT DO I DO?

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 is an item requires 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!

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