

# MyNutriKids.com

## Parent Quick Reference Guide



### LEARN HOW TO:

- REGISTER AN ACCOUNT
- ADD A CHILD
- MAKE DEPOSITS
- SETUP BALANCE ALERTS
- AND MORE...

***You've Gotta Eat... Make it Good!***

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## MYNUTRIKIDS.COM ONLINE INTERFACE

### PARENT ACCOUNT REGISTRATION

Parents, guardians, and users must create an account on their first visit to the site.

1. Go to **www.mynutrikids.com**
2. Click **SIGN UP NOW** to create an Account.

**MyNutriKids.com**  
Secure Deposits | Interactive Menus | Nutrition Information

Sign Up | Learn More | FAQs | Login

**MyNutriKids.com**  
Our family friendly system for online prepayments and nutrition education

You've Gotta Eat... Make it Good!

MyNutriKids.com® Gets NEW FEATURES and NEW LOOK [CLICK HERE FOR MORE INFORMATION](#)

**3 Exciting Services**

- Online Prepayments** [» LEARN MORE](#)
- Interactive Menus** [» LEARN MORE](#)
- Nutrition Education** [» LEARN MORE](#)

**New User? Sign Up Here**

Registration is FAST and FREE! In minutes you will be able to deposit money on your child's school meal account, view and plan upcoming school meal choices, and share a unique nutrition education experience.

**SIGN UP NOW**

**Account Login**

Username   
Password

**LOG IN**

☐ Remember me

\* Retrieve lost **USERNAME** or **PASSWORD**  
\* [SIGN UP](#) for a new account  
\* [LEARN MORE](#) about our services

Not all services are available at each school. Please check with your district.

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**Create your MyNutriKids.com account**

In just 4 easy steps, you will be able to begin using MyNutriKids.com

**1 Find Your Child's School**

Please enter the ZIP code of your child's school district. If you do not know the ZIP code, try your own ZIP Code next.

ZIP Code  **SEARCH**

**2 Enter Your Name**

Please enter your name. Note: This is **NOT** your child's name. After you create an account, you will be able to add your child(ren) to your account.

First Name   
Last Name

**3 Enter Your Email Address**

Your email address will become your **USERNAME**. You will need to enter your email address in order to login. We will use this email address to contact you if you reset your password or request technical support.

Email Address   
Confirm Email Address

**4 Create Your Password**

All passwords must be between 6 and 20 characters, contain at least one digit and one alphabetic character, and must not contain special characters (such as @, #, \$, etc.).

Password   
Confirm Password

**BACK** **CREATE ACCOUNT**

Not all services are available at each school. Please check with your district Food Service Director for information.

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3. On the Registration Page, enter the **ZIP CODE** for your school district under STEP 1. Enter the ZIP code of your child's school district. If you do not know the ZIP code, try your own ZIP Code next.
4. Click **SEARCH**. From the resulting drop-down, highlight and click to select your district.

**1 Find Your Child's School**

Please enter the ZIP code of your child's school district. If you do not know the ZIP code, try your own ZIP Code next.

ZIP Code  **SEARCH**

The following school district(s) are located within the ZIP code that you specified:  
(Please select one)

School District

If your school district is not Nutrikids Districts, please contact your local school district for more information.

5. Under STEP 2, enter your name. *NOTE THAT THIS IS NOT YOUR CHILD'S NAME.* After you create an account, you will be able to add your child(ren) to your account.

**2 Enter Your Name**

Please enter your name. Note: This is **NOT** your child's name. After you create an account, you will be able to add your child(ren) to your account.

First Name

Last Name

6. Your email address becomes your **USERNAME**. You will need to enter your email address in order to login. Do this under STEP 3. This email address is used to contact you if you reset your password or request technical support.

**3 Enter Your Email Address**

Your email address will become your **USERNAME**. You will need to enter your email address in order to login. We will use this email address to contact you if you reset your password or request technical support.

Email Address

Confirm Email Address

**YOUR EMAIL ADDRESS WILL  
BECOME YOUR USER NAME  
FOR THIS SITE**

7. Under STEP 4, create a password. All passwords must be between 6 and 20 characters, contain at least one digit and one alphabetic character, and must not contain special characters (such as @, #, \$, and others).

**PASSWORDS MUST  
BE AT LEAST  
6 CHARACTERS**

**4 Create Your Password**

All passwords must be between 6 and 20 characters, contain at least one digit and one alphabetic character, and must **not** contain special characters (such as @, #, \$, etc.).

Password

Confirm Password



**DO NOT USE THE BROWSER'S BACK BUTTON!**

8. If you need to make any changes to your information click the **BACK** button on the page.
9. If your information is correct, click **CREATE ACCOUNT**.
10. At the Verification screen, verify that the account information looks correct. Click **BACK** to edit or click **CREATE ACCOUNT** to complete the registration process. (You will receive a confirmation email of your successful registration at the email address entered.)

**USE THIS BACK BUTTON IF CHANGES TO THE INFORMATION ARE REQUIRED**

**CLICK CREATE ACCOUNT TO COMPLETE SITE REGISTRATION**

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Create your MyNutrikids.com account

Please verify that the following information is correct.

School District	Nutrikids Districts
First Name	Gloria
Last Name	Johnson
Email Address (Username)	gjohnson@nutrikids.com

[BACK](#) [CREATE ACCOUNT](#)

Not all services are available at each school. Please check with your district Food Service Director for information.

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11. Click the link on the WELCOME screen to log into your new account.

**CLICK HERE TO BEGIN USING MYNUTRIKIDS.COM**

MyNutriKids.com Sign Up | Learn More | FAQs | Login Service Provided by NUTRIKIDS

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Welcome to MyNutrikids.com

Your account has been created successfully!

You will receive an email shortly confirming your registration. If you do not receive the email, please verify that you entered your email address correctly. Also, please make sure that support@mynutrikids.com is not being blocked as SPAM or JUNK E-MAIL by your email client.

Click [here](#) to begin using MyNutrikids.com.

Not all services are available at each school. Please check with your district Food Service Director for information.

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12. After logging in, your personalized Home Page appears.

Options and links from the Home Page:

- ▶ **MyKids**—Add students, make deposits, view balances and transaction history
- ▶ **Profile**—Change account password and remove students
- ▶ **Help**—Read up on Frequently Asked Questions (FAQs) and contact Support via email
- ▶ **Logout**—Log off MyNutrikids.com





13. Click **ONLINE PREPAYMENTS**.

CLICK HERE  
TO ACCESS  
ONLINE  
PREPAYMENTS

The screenshot shows the MyNutriKids.com website interface. At the top, there's a navigation bar with 'HOME', 'MYKIDS', 'PROFILE', 'HELP', and 'LOGOUT'. Below this, a 'MyKids' section lists features: 'Make secure online prepayments', 'View transaction reports', and 'Low balance email notification'. To the right, a 'Balance\*' table shows transactions for Chris Smith, Diane Smith, and Jordan Smith. Below the table, a 'PayPal' logo and a 'MAKE DEPOSIT' button are visible. A 'Welcome Back!' message indicates the user is logged in as Gloria Johnson. At the bottom, there's a footer with copyright information and a slogan: 'You've Gotta Eat... Make it Good!'.

14. Read the *MyKids Terms of Use*. Click **I ACCEPT** to continue.

The screenshot shows the 'MyKids Terms of Use' page. It includes a table of contents with links to various sections: USE OF SERVICE, PAYMENTS TO SCHOOLS, FEES AND CHARGES, SECURITY, REQUIREMENTS, DISCLAIMERS OF WARRANTIES, LIMITATION OF LIABILITY, PRIVACY, TERMINATION, TRACKING, INDEMNIFICATION, and MISCELLANEOUS TERMS. The 'MISCELLANEOUS TERMS' section is expanded, showing detailed legal clauses. At the bottom, there are 'I Decline' and 'I Accept' buttons. The 'I Accept' button is highlighted with a red circle and an arrow pointing to it from the text 'Click I ACCEPT to continue.'.

**11. MISCELLANEOUS TERMS.**

(A) Entire Agreement. This Agreement, other agreements, policies and any operating rules posted on the Website or provided to you through MyKids or MyNutriKids.com constitute the entire agreement between you and us with respect to your use of the Service, and supersede all previous written or oral agreements between the parties with respect to such subject matter.

(B) Change in Terms. Lunch Byte Systems reserves the right at any time to change, add to or delete any aspect or feature of the Service and the terms and conditions of this Agreement, including, but not limited to, with respect to convenience fees for use, except where obligated by an existing agreement with a school and/or school district. We will provide notice of any such changes by posting notice to the Website or as otherwise required by law. Any use of the Service by you after such notice shall be deemed to constitute acceptance by you of such changes.

(C) Applicable Laws. This Agreement is governed by the laws of the State of New York without regard to its conflict of laws provisions.

(D) Waiver. Any waiver of our rights must be in writing and signed by a duly authorized officer of Lunch Byte Systems. No waiver of any breach or default hereunder shall be deemed to be a waiver of any preceding or subsequent breach or default.

(E) Partial Invalidation. If any provision of this Agreement shall be held invalid or unenforceable by competent authority, such provision shall be construed so as to be limited or reduced to be enforceable to the maximum extent compatible with the law as it shall then appear. The total invalidity or unenforceability of any particular provision of this Agreement shall not affect the other provisions hereof and this Agreement shall be construed as if such invalid or unenforceable provision were omitted.

(F) Arbitration. All disputes arising out of or relating to this Agreement (including its formation, performance or alleged breach) or your use of our Service will be exclusively resolved under confidential binding arbitration held in Rochester, NY before and in accordance with the Rules of the American Arbitration Association. The arbitrator's award will be binding and may be entered as a judgment in any court of competent jurisdiction. To the fullest extent permitted by applicable law, no arbitration under this Agreement will be joined to an arbitration involving any other party subject to this Agreement, whether through class arbitration proceedings or otherwise. Notwithstanding the foregoing, Lunch Byte Systems will have the right to seek equitable or other equitable relief in state or federal court located in Rochester, NY to enforce these terms or prevent an infringement of a third party's rights. In the event equitable relief is sought, each party hereby irrevocably submits to the personal jurisdiction of such court.

(G) Notices and Electronic Communications. All notices required or permitted to be given under this Agreement will be in writing and delivered to the other party by electronic mail. All notices will be deemed received 24 hours after the message was sent, if no "system error" or other notice of non-delivery is generated. Each party agrees that any notice that it receives from the other party electronically satisfies any legal requirement that such communications be in writing.

(H) Waiver of Class Action Rights. By entering into this Agreement, you hereby irrevocably waive any right you may have to join claims with those of others in the form of a class action or similar procedural device. Any claims arising out of, relating to, or connected with this Agreement must be asserted individually.

(I) Limitation of Actions. You acknowledge and agree that, regardless of any statute or law to the contrary, any claim or cause of action you may have arising out of, relating to, or connected with your use of the Service must be filed within one (1) year after such claim or cause of action arises, or forever be barred.

(J) Expiration of Service. If you fail to use the Service for twelve (12) consecutive months, your authorization may expire and your information may be deleted. If your authorization is deactivated, you must re-register to use the Service.

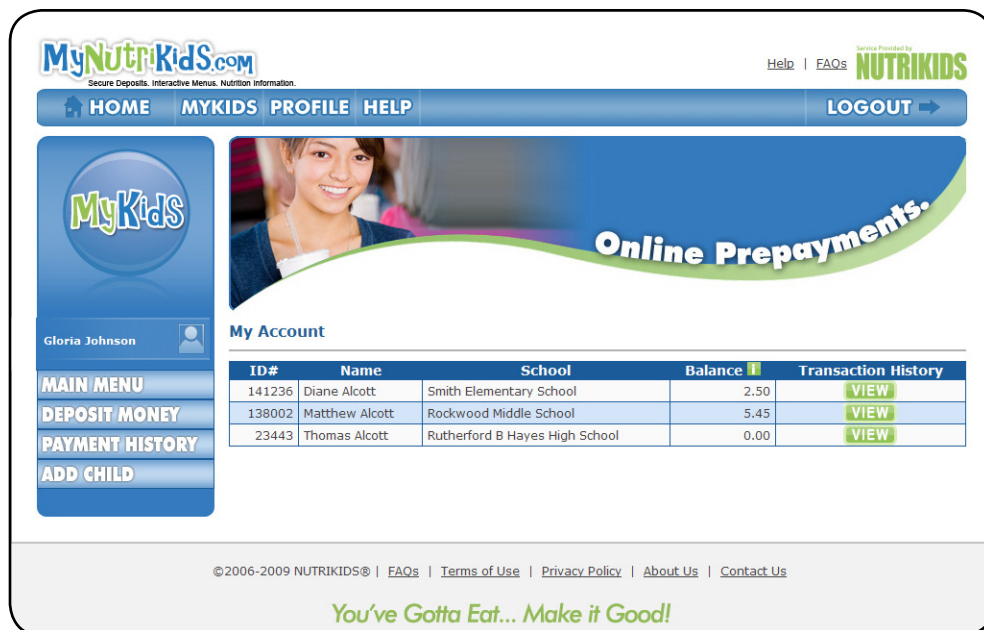
(K) Assignment of Rights. Lunch Byte may assign, transfer or delegate its rights and/or obligations under this Agreement to a successor by merger or sale of substantially all of the assets of Lunch Byte or more than 50% of the voting stock of Lunch Byte.

## MyKIDS: ADDING A CHILD TO AN ACCOUNT

1. Click **ADD YOUR CHILD** to add students to your new account.



(If you are returning to the site and have already added a child(ren), existing accounts display in your account.)





2. Enter the student's personal information to find the account. The Student ID # from the NUTRIKIDS POS system, first letter of the student's first name and the first letter of the student's last name are required. If you do not have the student ID #, contact your school district's Food Service Office.
3. Click **SEARCH**.
4. If the student record shown is correct, click **ADD**.

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HOME MYKIDS PROFILE HELP LOGOUT

Update Profile Settings.

Gloria Johnson

**MAIN MENU**  
EDIT FAMILY LIST  
BALANCE ALERTS

**Add Child**

Please search for your child by entering his / her student ID#, initial of first name, and initial of last name. This information will be used to identify your child. On the following page, you will be asked to confirm that the student is your child before adding him / her to your account.

Student ID#

Initial of child's First Name

Initial of child's Last Name

BACK SEARCH

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HOME MYKIDS PROFILE HELP LOGOUT

Online Prepayments.

Gloria Johnson

**MyKids**

**MAIN MENU**  
DEPOSIT MONEY  
PAYMENT HISTORY  
ADD CHILD

**My Account**

ID#	Name	School	Balance	Transaction History
141236	Diane Alcott	Smith Elementary School	2.50	<a href="#">VIEW</a>
138002	Matthew Alcott	Rockwood Middle School	5.45	<a href="#">VIEW</a>
23443	Thomas Alcott	Rutherford B Hayes High School	0.00	<a href="#">VIEW</a>

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*If the student information is incorrect, try again. You will see a message stating, "No students matched your search criteria."*

## DEPOSITING MONEY TO AN ACCOUNT

1. Click **DEPOSIT MONEY** to make a prepayment.



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HOME MYKIDS PROFILE HELP LOGOUT

MyKids

Gloria Johnson

MAIN MENU  
DEPOSIT MONEY  
PAYMENT HISTORY  
ADD CHILD

Online Prepayments.

Deposit Money

ID#	Name	School	Balance	Deposit Amount
141236	Diane Alcott	Smith Elementary School	2.50	0.00
138002	Matthew Alcott	Rockwood Middle School	5.45	0.00
23443	Thomas Alcott	Rutherford B Hayes High School	0.00	0.00

CALCULATE

\*Payment via e-Check will not be available until approved by the depositor's bank, which can take 3 to 10 business days. If more immediate payment is necessary, please consider a different method of payment.

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2. Click in the deposit column next to the student to add funds to that student's account.
3. Enter the amount to be deposited for that student.
4. Click **CALCULATE**.
5. The total deposit being made to the student account(s) appears.



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HOME MYKIDS PROFILE HELP LOGOUT

MyKids

Gloria Johnson

MAIN MENU  
DEPOSIT MONEY  
PAYMENT HISTORY  
ADD CHILD

Online Prepayments.

Deposit Money

ID#	Name	School	Balance	Deposit Amount
141236	Diane Alcott	Smith Elementary School	2.50	15.00
138002	Matthew Alcott	Rockwood Middle School	5.45	10.00
23443	Thomas Alcott	Rutherford B Hayes High School	0.00	20.00

CALCULATE

\*Payment via e-Check will not be available until approved by the depositor's bank, which can take 3 to 10 business days. If more immediate payment is necessary, please consider a different method of payment.

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6. The \$1.75 convenience fee (if applicable) appears and the total charge is calculated.
7. Click **MAKE DEPOSIT**. You will be redirected to PayPal™ to complete the transaction and print your receipt.

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Help | FAQs

Service Provided by  
**NUTRIKIDS**

HOME MYKIDS PROFILE HELP LOGOUT

MyKids  
Gloria Johnson

MAIN MENU  
DEPOSIT MONEY  
PAYMENT HISTORY  
ADD CHILD



Online Prepayments.

### Deposit Money

Please confirm the payment distributions below. Click on "Make Deposit" to proceed to checkout. This transaction will appear on your bill as "PAYPAL \*SCHOOL MEAL".

ID#	Name	School	Balance	Deposit Amount
141236	Diane Alcott	Smith Elementary School	2.50	15.00
138002	Matthew Alcott	Rockwood Middle School	5.45	10.00
23443	Thomas Alcott	Rutherford B Hayes High School	0.00	20.00

Total Deposit45.00  
Convenience Fee1.75  
Total Charge46.75

BACK MAKE DEPOSIT

\*Payment via e-Check will not be available until approved by the depositor's bank, which can take 3 to 10 business days. If more immediate payment is necessary, please consider a different method of payment.

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## PAYPAL™ - MAKING DEPOSITS

Upon clicking **MAKE DEPOSIT** at **MyNutriKids.com**, you are directed automatically to the PayPal™ website. In order to successfully deposit money in your child's account, you must complete the transaction here, paying with a credit or debit card or an e-Check.

### MAKING A PAYMENT WITHOUT A PAYPAL™ ACCOUNT

If you are making a payment without using a PayPal™ account, after clicking **CONTINUE** at the first PayPal™ web page, you are directed to a payment page where you can enter in your payment information.

1. Enter in all information in the fields provided.
2. Click **REVIEW ORDER AND CONTINUE**.

3. On the Order Confirmation screen, review your payment.
4. Click **PAY NOW**. *NOTE: Failing to click PAY NOW will result in an INCOMPLETE PAYMENT. No money will be transferred to your child's account, nor will any money be deducted from your bank account or credit card.*
5. You will be redirected to a receipt screen. **PRINT THIS RECEIPT FOR YOUR RECORDS. You will also receive a payment confirmation email from PayPal™.**
6. Close the browser window to end the payment session.

**MyNutrikids.com**

**Review Your Payment** PayPal Secure Payments

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



DO NOT USE THE BROWSER'S BACK BUTTON!



### Why isn't my payment showing up?

Incomplete payments can be frustrating. If this happens, you'll have to start the transaction at **MyNutriKids.com** again before returning to **PayPal™**. Make sure to click **PAY NOW** at **PayPal™** to avoid this! Until you click **PAY NOW**, no money is transferred to your child's account.

**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.



**MAKING A PAYMENT THROUGH A PAYPAL™ ACCOUNT**

If you are making a payment via a PayPal™ account, log in with your account name and password. Once you have logged in, you will be directed to the Order Confirmation screen.

1. On the Order Confirmation screen, review your payment.
2. Click **PAY NOW**. *NOTE: Failing to click PAY NOW will result in an INCOMPLETE PAYMENT. No money will be transferred to your child's account, nor will any money be deducted from your bank account or credit card.*
3. You will be redirected to a receipt screen. **PRINT THIS RECEIPT FOR YOUR RECORDS.**
4. Close the browser window to end the payment session.

**MyNutriKids.com**

**Review Your Payment** PayPal Secure Payments

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



## PROFILE

1. Click **PROFILE** to change your account settings.

The screenshot displays the MyNutriKids.com website interface. At the top, the logo is on the left, and 'Help | FAQs' and 'NUTRIKIDS' are on the right. A navigation bar contains 'HOME', 'MYKIDS', 'PROFILE', 'HELP', and 'LOGOUT'. Below the navigation bar, a banner features a group of children and the text 'Update Profile Settings'. The main content area is titled 'Profile Information' and shows the user's name 'Gloria Johnson'. A 'MAIN MENU' sidebar on the left includes 'EDIT FAMILY LIST' and 'BALANCE ALERTS'. The 'Edit Your Profile' section contains a table of account details with 'Edit' links for most fields.

Edit Your Profile	
Account Name:	Gloria Johnson <a href="#">[Edit]</a>
Username / Email	gjohnson@nutrikids.com <a href="#">[Edit]</a>
Password	***** <a href="#">[Edit]</a>
Number of Children	3 children <a href="#">[Edit]</a>
Low Balance Alerts Set?	0 alerts set <a href="#">[Edit]</a>
Staff Account	Disabled <a href="#">[Edit]</a>
Account Status	Active <a href="#">[Close Account]</a>

Additional options on the right include 'Setup Low Balance Email Reminders' with a 'BALANCE ALERTS' link, and 'Add/Remove Children From Your Account' with an 'EDIT FAMILY LIST' link.

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## BALANCE ALERTS

In order to stay on top of your child's current balance, and to prevent charges, you can set up a **Balance Alert**. The **Balance Alert** is an email that is automatically generated and sent to the email account that you used to set up your MyNutrikids.com account.

You can activate and specify the amount of money on your child's account to act as a low-balance threshold. Once your child's account reaches this established limit, an email is sent, notifying you of this low balance. These emails are sent out each day.

1. Click **PROFILE**.
2. Click **BALANCE ALERTS**.
3. At the Balance Alerts screen, next to your child's name, click the drop-down field and select **ON** to activate the Balance Notification.

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HOME MYKIDS PROFILE HELP LOGOUT

MyNutriKids.com

Gloria Johnson

MAIN MENU  
EDIT FAMILY LIST  
BALANCE ALERTS

Update Profile Settings.

Balance Alerts

To activate low balance alerts, select "ON" and enter an amount in the "Amount" column for each child you wish to activate emails for. Click the UPDATE button to save any changes that you make. Low balance alerts will be emailed to your primary email address when your child's balance falls below your child's specified amount.

ID#	Name	Alert Status	Amount
141236	Diane Alcott	Off	2.00
138002	Matthew Alcott	On	0.00
23443	Thomas Alcott	Off	0.00

UPDATE

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4. Enter a dollar amount in the **AMOUNT** field to set the low balance threshold.
5. Click **UPDATE** to confirm your changes.



**Why do I keep getting so many emails regarding my child's low balance?**

If you feel that the frequency of emails regarding Low Balance Notifications is too high, change the low balance threshold amount under Amount to a lower number. For instance, if \$10.00 is too high, try lowering the amount to \$5.00.

## UPDATE PROFILE INFORMATION

If you wish to update or change your email address, you can do this from **PROFILE, MAIN MENU**.

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HOME MYKIDS PROFILE HELP LOGOUT

MyNutriKids.com

Gloria Johnson

**MAIN MENU**  
EDIT FAMILY LIST  
BALANCE ALERTS

**Update Profile Settings.**

**Profile Information**

Edit Your Profile

Account Name:	Gloria Johnson	[Edit]
Username / Email	gjohnson@nutrikids.com	[Edit]
Password	*****	[Edit]
Number of Children	3 children	[Edit]
Low Balance Alerts Set?	0 alerts set	[Edit]
Staff Account	Disabled	[Edit]
Account Status	Active	[Close Account]

Setup Low Balance Email Reminders  
BALANCE ALERTS

Add/Remove Children From Your Account  
EDIT FAMILY LIST

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1. Click **EDIT** next to USERNAME/EMAIL ADDRESS.
2. Type your updated email address in the **NEW EMAIL** field.
3. Type your address again in the **CONFIRM NEW EMAIL** field.
4. Click **UPDATE** to accept your change.

MyNutriKids.com  
Secure Deposits. Interactive Menus. Nutrition Information.

Help | FAQs **NUTRIKIDS**

HOME MYKIDS PROFILE HELP LOGOUT

MyNutriKids.com

Gloria Johnson

**MAIN MENU**  
EDIT FAMILY LIST  
BALANCE ALERTS

**Update Profile Settings.**

**Update Username / Email Address**

This address will be your **USERNAME**. Please make sure this your primary email address, as this will be the address we communicate with.

New Email

Confirm New Email

BACK UPDATE

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## CHANGE PASSWORD

If you wish to change your password, you can do this from **PROFILE**.

- ▶ Click **EDIT** next to PASSWORD.
- ▶ Type your new password in both the **NEW PASSWORD** and **CONFIRM PASSWORD** fields.
- ▶ Click **UPDATE** to accept your password change.

The screenshot shows the MyNutriKids.com website interface. At the top, there's a navigation bar with links: HOME, MYKIDS, PROFILE, HELP, and a LOGOUT button. Below this, a banner features a group of children and the text 'Update Profile Settings'. The left sidebar identifies the user as Gloria Johnson and includes a 'MAIN MENU' with options like 'EDIT FAMILY LIST' and 'BALANCE ALERTS'. The main content area is titled 'Profile Information' and contains a section for 'Change Your Password'. This section includes instructions on password requirements (6-20 characters, including a digit and an alphabetic character, no special characters) and two input fields for 'New Password' and 'Confirm Password'. Below these fields are 'BACK' and 'UPDATE' buttons. The footer contains copyright information (©2006-2009 NUTRIKIDS®), links to FAQs, Terms of Use, Privacy Policy, About Us, and Contact Us, along with the slogan 'You've Gotta Eat... Make it Good!'.

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HOME MYKIDS PROFILE HELP LOGOUT

MyNutriKids.com

Gloria Johnson

Update Profile Settings.

Profile Information

Change Your Password

All passwords must be between 6 and 20 characters, contain at least one digit and one alphabetic character, and must not contain special characters.

New Password

Confirm Password

BACK UPDATE

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## EDIT FAMILY LIST

If you wish to remove family members from your account, you can do this from **PROFILE**.

1. Click **EDIT FAMILY LIST**.
2. Next to the child whom you wish to delete, click **REMOVE**.

The screenshot shows the MyNutriKids.com website interface. At the top, there's a navigation bar with links for HOME, MYKIDS, PROFILE, and HELP, along with a LOGOUT button. Below this, a banner features a group of children and the text 'Update Profile Settings'. The main content area is titled 'Edit Family List' and includes a description: 'The Family List represents all children that are currently active and added to your account. You can use the Family List to add or remove children from your account. Once removed, a child can always be added again.' Below this description is a table listing three children with their IDs and names, each with a 'Remove' link. An 'ADD CHILD' button is located at the bottom right of the table.

ID#	Name
141236	Diane Alcott <a href="#">[Remove]</a>
138002	Matthew Alcott <a href="#">[Remove]</a>
23443	Thomas Alcott <a href="#">[Remove]</a>

[ADD CHILD](#)



## STUDENT TRANSACTION HISTORY

1. Click **MYKIDS**.
2. Next to the account name, click **VIEW** and the Student Transaction Report appears. This may be viewed or printed.
3. This report shows all deposits and purchases for the selected student for the past 30 days and reflects the date and time of the transaction.
4. This report also includes Student name, district, building, and date range.
5. The **Available Balance** is the amount of funds **currently available at the district**.
6. The **Pending Balance** includes deposits that **have not yet cleared**.

The screenshot shows the MyNutriKids.com website interface. At the top, there's a navigation bar with 'HOME', 'MYKIDS', 'PROFILE', 'HELP', and a 'LOGOUT' button. Below this, the 'Transaction History Report' is displayed for 'Matthew Alcott' as of '08/03/2009'. The report includes a table of transactions for the last 30 days, with columns for Date, Description, Amount, Tendered, Deposits(+), Charges(-), and Balance. The table shows various transactions, including student meals and a cash deposit. At the bottom of the report, contact information for Sally Jones, Food Service Supervisor, is provided. The footer of the page includes copyright information and a slogan: 'You've Gotta Eat... Make it Good!'.

**Transaction History Report** [back] [view printable version]

**Matthew Alcott** **As of 08/03/2009**  
 NutriKids Districts  
 Rockwood Middle School  
 Grade 9  
 Available Balance: 5.45  
 Pending Balance: 0.00

Posted Transactions - Last 30 days						
Date	Description	Amount	Tendered	Deposits(+)	Charges(-)	Balance
05/18/2009 12:15 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	5.45
05/15/2009 12:15 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	3.20
05/14/2009 12:20 PM	Lunch 1 Water plain - 1.00	1.00	0.00	0.00	-1.00	0.95
05/13/2009 12:17 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-0.05
05/13/2009 12:17 PM	Deposit - Cash	12.00	0.00	12.00	0.00	-2.30
05/08/2009 12:14 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-14.30
05/07/2009 12:13 PM	Lunch 1 Student Meal - 2.25 1 .75 Misc - 0.75	3.00	0.00	0.00	-3.00	-16.55
05/06/2009 12:16 PM	Lunch 1 Student Meal - 2.25 1 Chips KETTLE - 0.75	3.00	0.00	0.00	-3.00	-19.55
05/05/2009 12:00 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-22.55
05/04/2009 12:14 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-24.80
05/01/2009 12:14 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-27.05
04/30/2009 12:17 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-29.30
04/29/2009 12:30 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-31.55
04/28/2009 12:15 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-33.80
04/27/2009 12:14 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-36.05
04/27/2009 12:14 PM	Deposit - Check #7492	25.00	0.00	25.00	0.00	-38.30
04/24/2009 12:14 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-63.30
04/23/2009 12:14 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-65.55
04/22/2009 12:21 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-67.80
04/21/2009 12:15 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-70.05
04/20/2009 12:17 PM	Lunch 1 Student Meal - 2.25	2.25	0.00	0.00	-2.25	-72.30

If you have any questions about this report, please contact:  
 Sally Jones  
 Food Service Supervisor  
[sally\\_jones@nutrikids.k12.us](mailto:sally_jones@nutrikids.k12.us)

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### What are Pending Transactions?

Once the school district receives a deposit notification, your child's balance will be updated at the district. This typically occurs within 24 hours or less from the time that the deposit was made at MyNutrikids.com. Please note that e-Checks take 4 to 7 business days to clear (refer to the site's FAQ section).



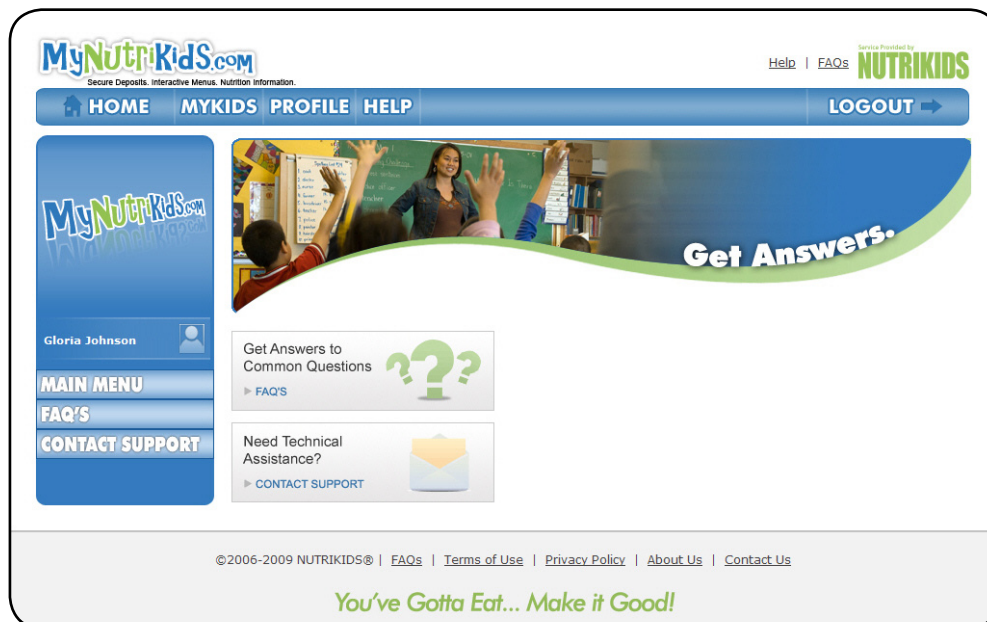
## HELP

If you need assistance with MyNutrikids.com, you can use the HELP link provided.

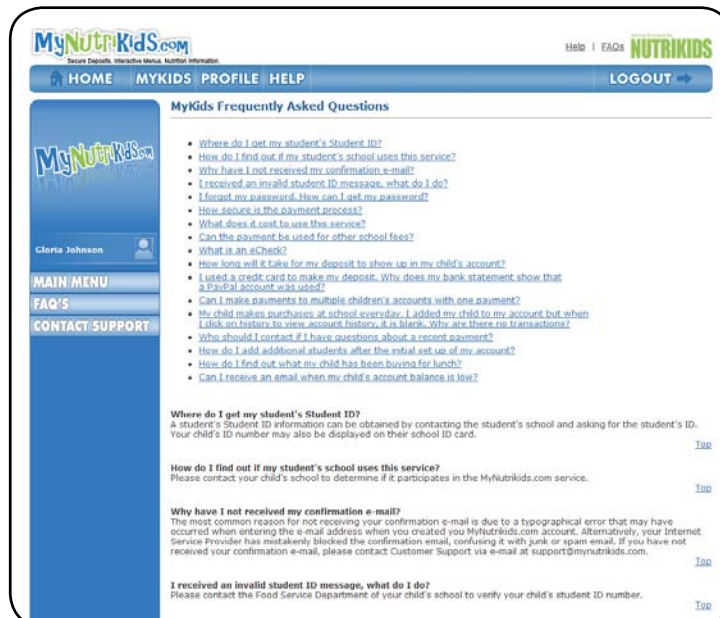
### FAQs

If you have questions about the site and its features, sometimes the best place to look first is our Frequently Asked Questions (FAQs) section (this is also located in the *APPENDIX* of this guide.)

1. Click **HELP**.



2. Click **FAQs**.



## CONTACT SUPPORT

If you have questions that are not covered by our FAQs, you can contact us directly from MyNutrikids.com.

1. Click **HELP**.
2. Click **CONTACT SUPPORT**.
  - ▶ For questions about balances, recent payments, or menus, please contact your school district's food services or child nutrition department.
  - ▶ For other issues, you can send a message to our support staff at ***support@mynutrikids.com*** describing your issue. Support will be able to respond to you as quickly as possible.



## ***FORGOTTEN USERNAME OR PASSWORD***

If you have forgotten your Username or Password, you can use the links provided on MyNutrikids.com to retrieve this information.

From the Log In screen at MyNutrikids.com:

1. Click either the lost **USERNAME** or **PASSWORD** links.
2. Your **USERNAME** is the email address that you used when you created your account. If you still need assistance logging in, please contact us by email at ***support@mynutrikids.com***.

The screenshot shows the 'Forgot Username' page on MyNutriKids.com. At the top, there is a navigation bar with the MyNutriKids.com logo, a tagline 'Secure Deposits. Interactive Menus. Nutrition Information.', and links for 'Sign Up', 'Learn More', 'FAQs', and 'Login'. A 'NUTRIKIDS' logo is also present. The main heading is 'Forgot Username'. Below it, a message states: 'Your username is the email address that you used when you created your account. If you still need assistance logging in, please contact us by email at [support@mynutrikids.com](mailto:support@mynutrikids.com)'. There is a '[Back]' link. At the bottom, a disclaimer reads: 'Not all services are available at each school. Please check with your district Food Service Director for information.' Below this is a copyright notice: '©2006-2009 NUTRIKIDS® | [FAQs](#) | [Terms of Use](#) | [Privacy Policy](#) | [About Us](#) | [Contact Us](#)'. The footer features the slogan 'You've Gotta Eat... Make it Good!'.

3. For a new **PASSWORD**, provide the email address that you used to register for MyNutrikids.com. This is the same as your username. Click **RESET PASSWORD** to reset your account password. We will send you a link so that you can login and change your account password to something more suitable. This password can only be sent to the email address that you used to register for MyNutrikids.com.

The screenshot shows the 'Forgot Password' page on MyNutriKids.com. The navigation bar is identical to the previous page. The main heading is 'Forgot Password'. Below it, a message states: 'Forgot your password? No problem! First, provide the email address that you used to register for MyNutrikids.com. This is the same as your username. Then click the reset password button to reset your account password. We will send you a special link with a temporary password so that you can login and change your account password to something more suitable. This password can only be sent to the email address that you used to register for MyNutrikids.com.' There is a text input field for 'Email Address:' and a 'Reset Password' button. Below the input field is a '[Back]' link. At the bottom, the same disclaimer and copyright notice as the previous page are present. The footer features the slogan 'You've Gotta Eat... Make it Good!'.

## **APPENDIX**

Please refer to the following sections within this Appendix for information that goes beyond the basics of MyNutrikids.com.

### ***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.

## SETTINGS

### ***ENABLING COOKIES FOR INTERNET EXPLORER 8.0 OR 7.0***

1. Open **INTERNET EXPLORER**.
2. Choose **TOOLS**.
3. Choose **INTERNET OPTIONS**.
4. Click the **PRIVACY** tab.
5. Click **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 8.0 OR 7.0***

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 3.5***

1. Open **FIREFOX**.
2. Choose **TOOLS**.
3. Choose **OPTIONS**.
4. Select the **CONTENT** tab.
5. Make sure that **ENABLE JAVASCRIPT** and **ENABLE JAVA** are checked.
6. Select the **PRIVACY** tab.
7. Check the **ACCEPT COOKIES FROM SITES** option (or ensure this is checked).
8. Click the **EXCEPTIONS** button.
9. In the **ADDRESS OF WEB SITE** field, type ***mynutrikids.com***
10. Click **ALLOW**.
11. Click **CLOSE**.
12. Click **OK**.

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** PayPal Secure Payments

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. Type your email address. A temporary 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 e-Check, the processing will take anywhere from 4 to 7 business days. If you opt to pay via e-Check, 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 e-Check?**

An e-Check is an electronic representation of a paper check. It is a debit transaction from your bank account. e-Checks 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 e-Check, 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 Profile 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 Profile and choose 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 Profile and click EDIT next to USERNAME/ EMAIL.

## 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 **HELP**.
2. Click **CONTACT US**.
3. In the Contact Support window, click the **SEND A MESSAGE** or the **support@mynutrikids.com** links. 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**.

The screenshot displays the MyNutriKids.com website interface. At the top, the logo "MyNutriKids.com" is on the left, and "Help | FAQs" and "Service Provided by NUTRIKIDS" are on the right. Below the logo is the tagline "Secure Deposits. Interactive Menus. Nutrition Information." A blue navigation bar contains links for "HOME", "MYKIDS", "PROFILE", "HELP", and a "LOGOUT" button with a right arrow. On the left side, a vertical blue sidebar shows the user's name "Gloria Johnson" with a profile icon, and a "MAIN MENU" section with buttons for "FAQ'S" and "CONTACT SUPPORT". The main content area features a large banner image of a teacher and students in a classroom, with the text "Get Answers." overlaid. Below the banner, the "Contact Support" section is titled. It contains three paragraphs: the first explains that for questions about balances, recent payments, or menus, users should contact their school district's food services or child nutrition department; the second encourages users to try the FAQs, stating they are the fastest way to get answers to common questions; the third offers to send a message to support staff at support@mynutrikids.com if the user still has a question. At the bottom of the page, a footer contains copyright information "©2006-2009 NUTRIKIDS®" and links for "FAQs", "Terms of Use", "Privacy Policy", "About Us", and "Contact Us". The slogan "You've Gotta Eat... Make it Good!" is displayed in green at the very bottom.

MyNutriKids.com  
Secure Deposits. Interactive Menus. Nutrition Information.

Help | FAQs Service Provided by NUTRIKIDS

HOME MYKIDS PROFILE HELP LOGOUT →

MyNutriKids.com

Gloria Johnson

MAIN MENU

FAQ'S

CONTACT SUPPORT

Get Answers.

### Contact Support

For questions about balances, recent payments, or menus please contact your school district's food services or child nutrition department.

Have you tried the FAQs? The FAQs are the fastest way to get an answer to your question. They list the most common questions and answers to those questions.

Still have a question? You can [send a message](#) to our support staff at [support@mynutrikids.com](mailto:support@mynutrikids.com) describing your issue and they will be able to respond to you as quickly as possible.

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