

Family Support Team

Contact smartchoice-support@schoolmint.com

<https://smartchoice.zendesk.com/hc/en-us>

Support is available via chat and email in English and Spanish 8 a.m.-6 p.m. for issues such as:

Login help

Navigation help

Family oriented “How to Questions”

Basic Account Information and Changes

Help guiding families through SchoolMint process

Assistance navigating web/mobile web and troubleshooting

Family support is unable to guide families through any school policies, specific school information or timelines. For questions specific to Dallas ISD schools and programs, contact Dallas ISD weekdays between 7:30 a.m. and 5 p.m. at (972) 925-5560.