TouchBase- Online payments

Thank you for using our online payments portal: TouchBase. Our online payments portal is a bit more than a place to make payments – we trust you'll find it a key tool when managing your account or your students' account! As a parent/customer, you'll be able to: 1

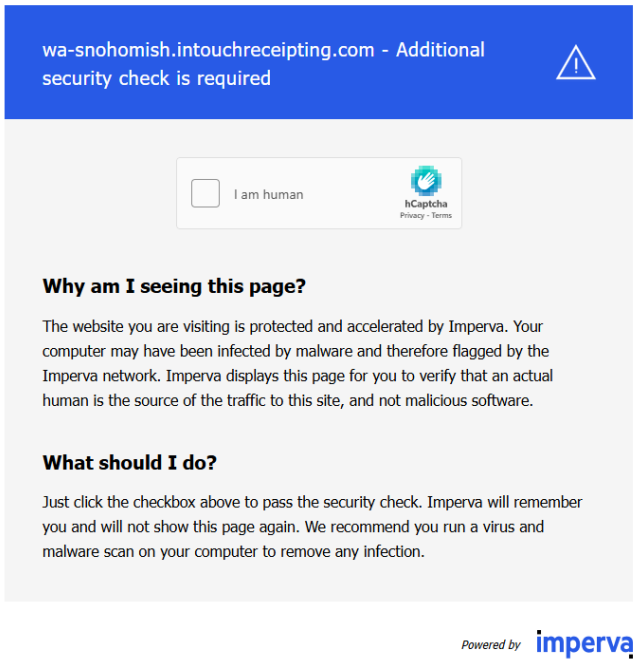
- Add funds to your student's Food Service account
- Purchase items online
- Pay for fines and/or fees online
- Pay fines, fees, or purchase items for all your students in one transaction
- View/print/save your student/customer ledger
- View/print/save your receipts

And much more!

Start-up instructions for TouchBase

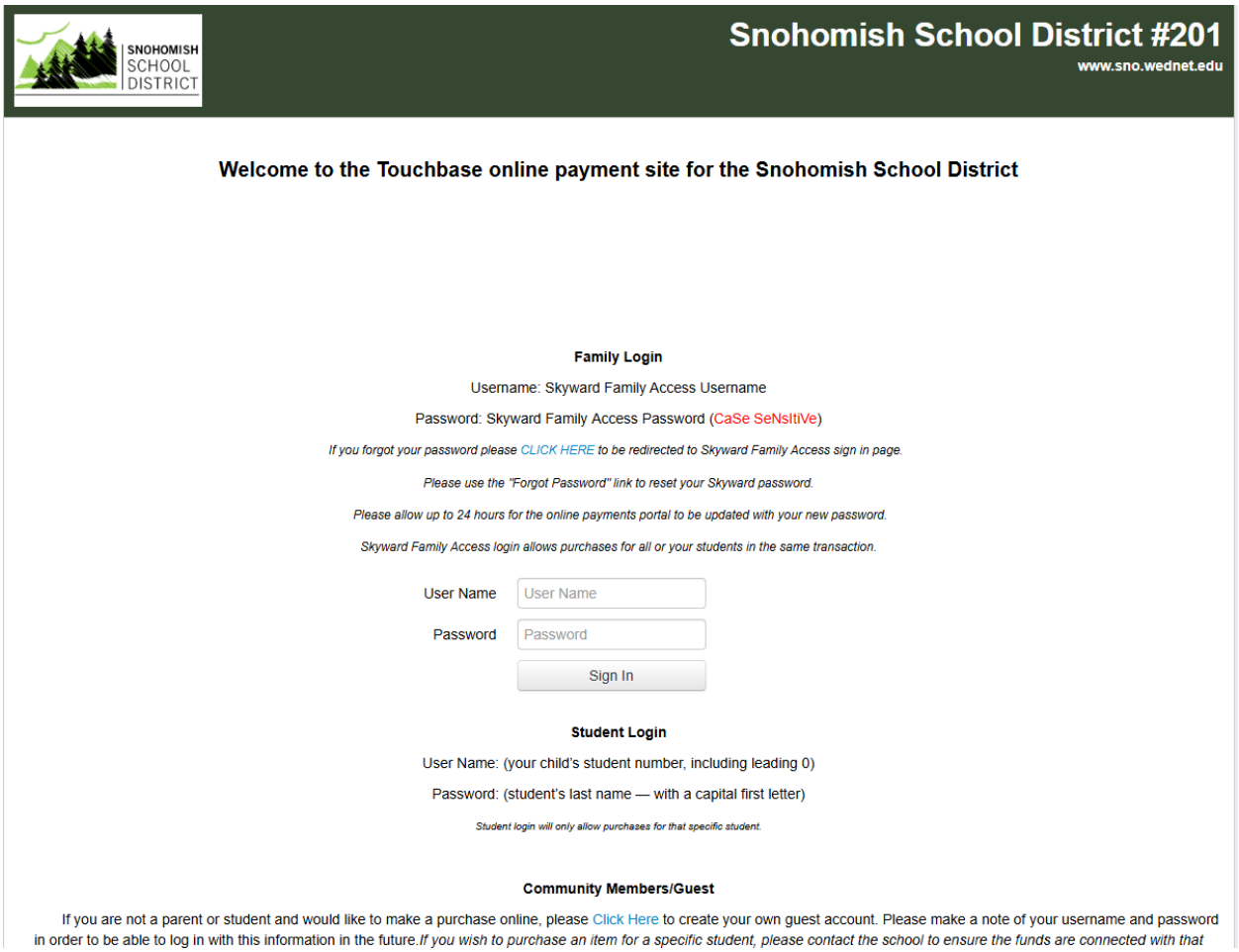
1. Go to www.sno.wednet.edu/touchbase

The following screen will appear. Click the "I am human" box to continue.



2. The online payments application – TouchBase – has been configured to use the following login credentials:
    - Username: Same as your Skyward/Family Access username
    - Password: Same as your Skyward/Family Access password
    - You will be prompted to create an account and “set password” for TouchBase.

3. Enter in your credentials and click “sign-in” to continue.

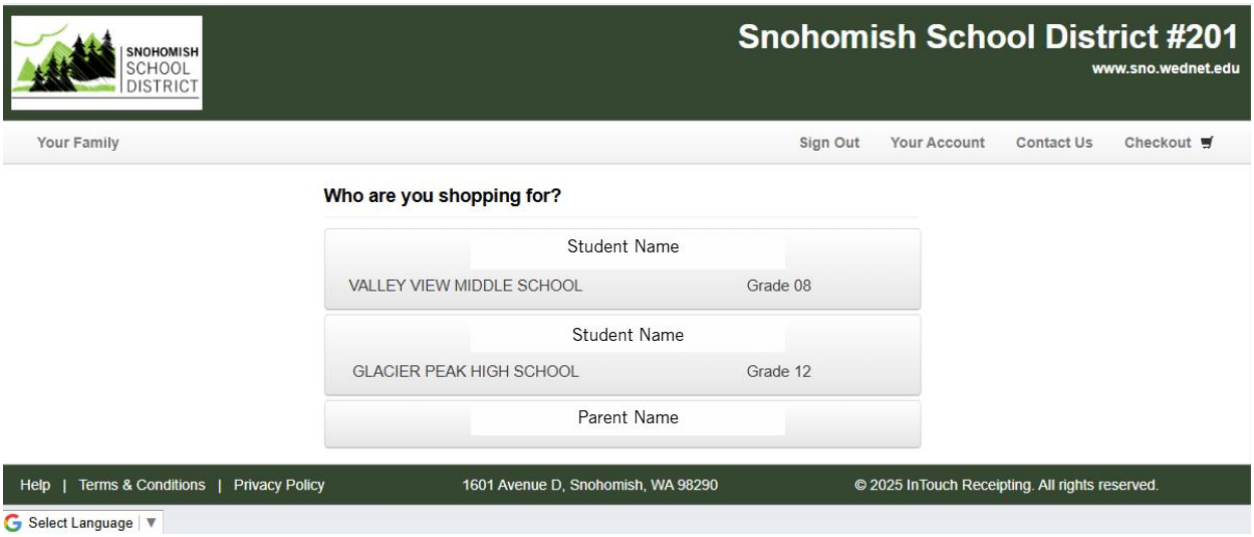


Note: For parents with multiple students in the district, you’ll be able to see all of your students with your one username and password. Once you’ve selected your student, the shopping experience will be specific to that student. You must be signed with the parent’s or guardian’s Skyward/Family Access login in order to view all of the students in your household. If logged in as a student, you will only be able to see that individual student.

TouchBase Dashboard

Once on your dashboard, everything will be specific to your student.

Note: You'll see all your students displayed in your student list, including yourself. Your record is displayed so you can purchase using your own account. At any time click on the "Your Family" button in the top left corner to switch students.



Here are the most common tools you should become familiar with:

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 student's 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 building or visit the "FAQ" section at the end of this document.

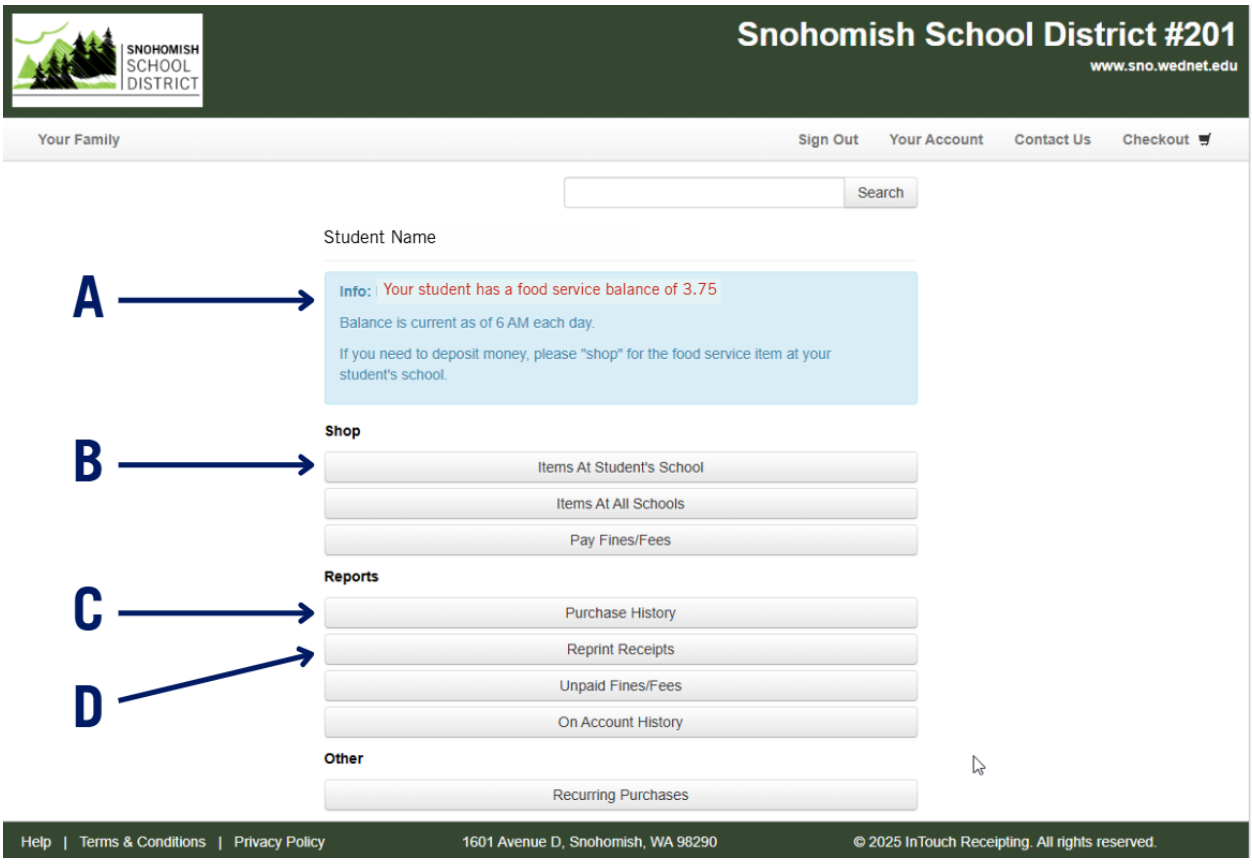
B. "Items at Students School" is where you'll go to browse items available to your student for purchase. This should look familiar to you if you're familiar with online shopping. Once you've selected items in the webstore, you can view/edit your cart or proceed to checkout.

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).

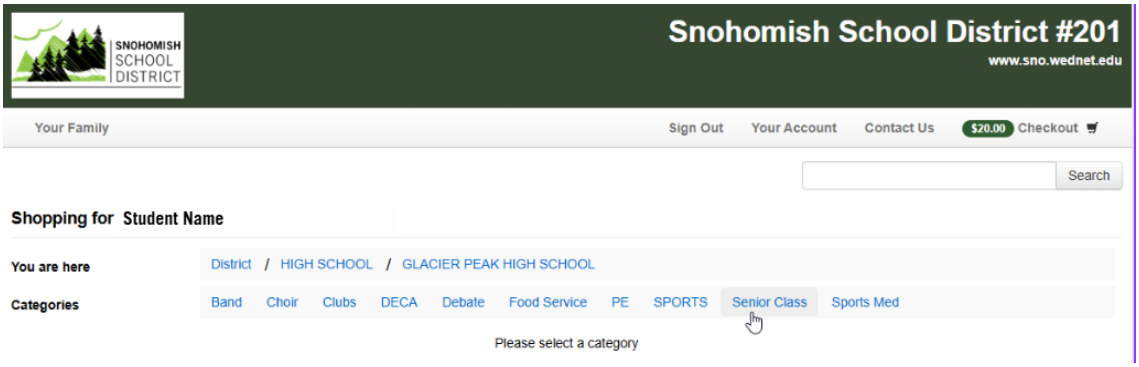
Buy- An item that's available for purchase in the webstore will display a blue "Add" button. This means the item is available for purchase.

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've added the fines to your cart, you'll be able to add the restricted item to the cart as well.

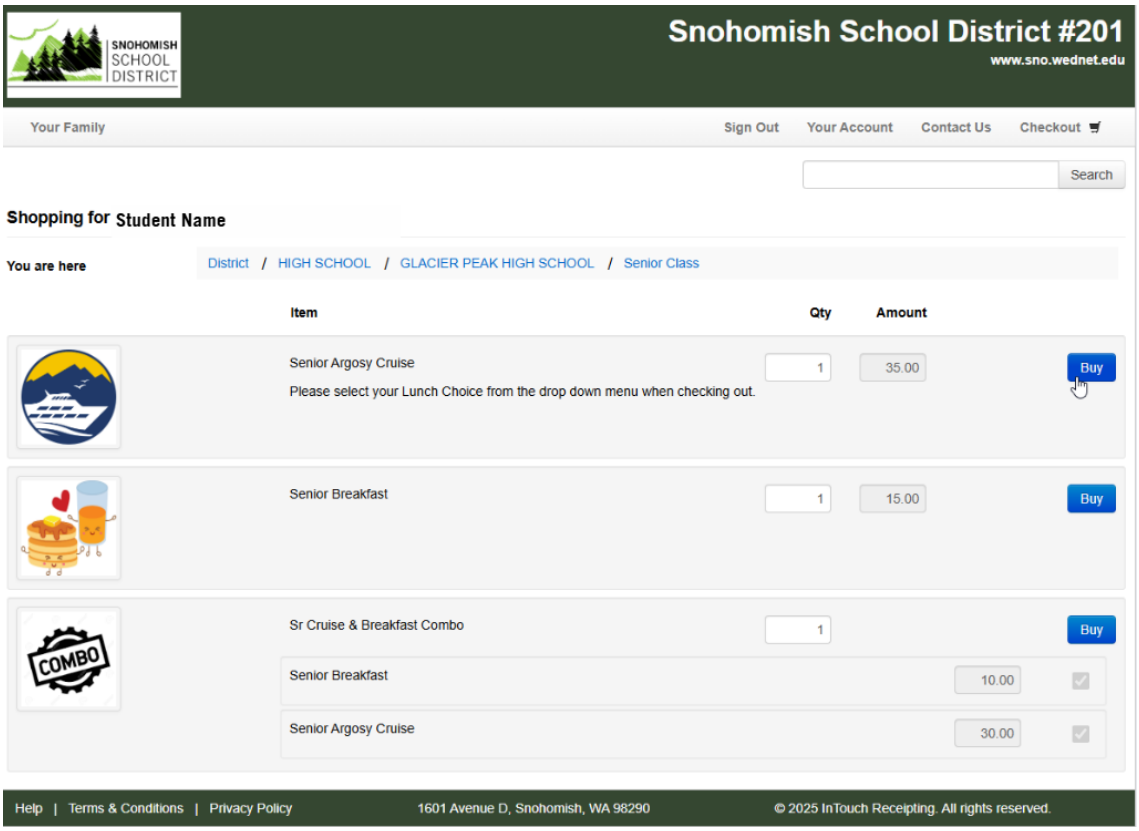


Shopping for items

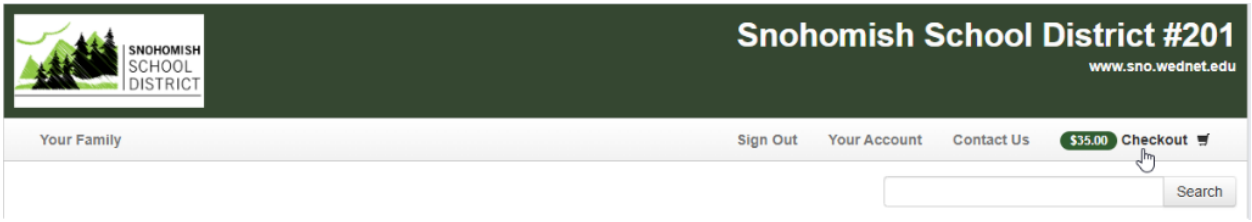
1. Choose which student you are purchasing for.
2. Click on “Items at Student’s School” to display “Categories” on the next screen.
3. Choose the category from which you’d like to purchase.



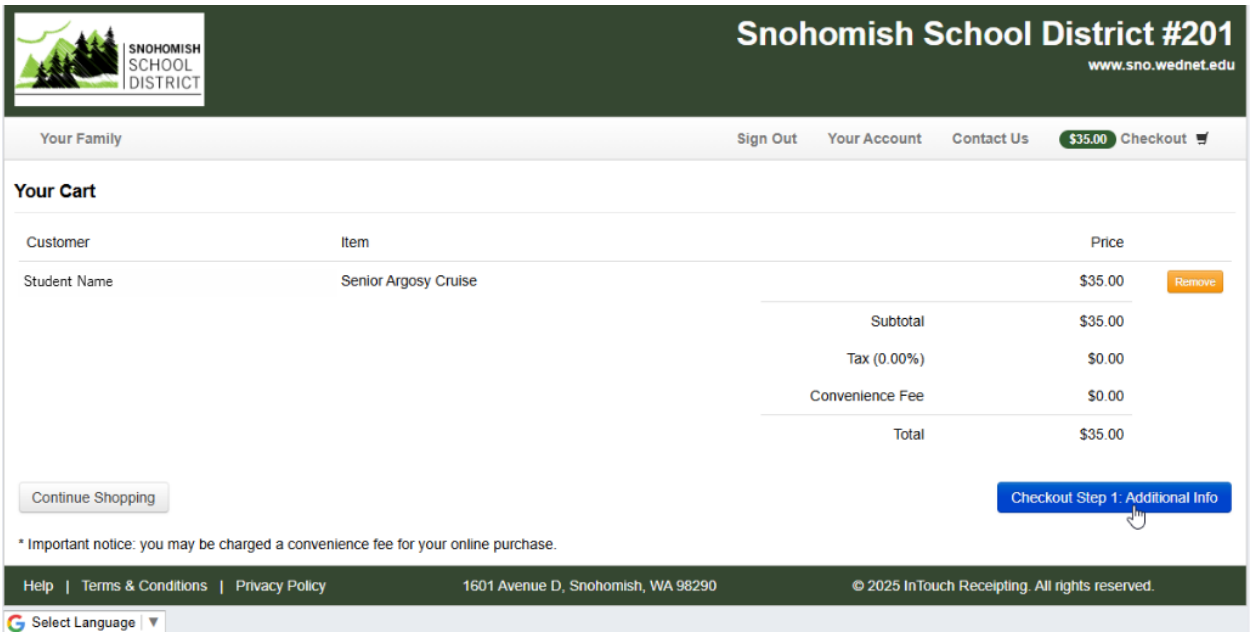
4. Choose the items you’d like to purchase and click on “Buy” to add them to your cart.



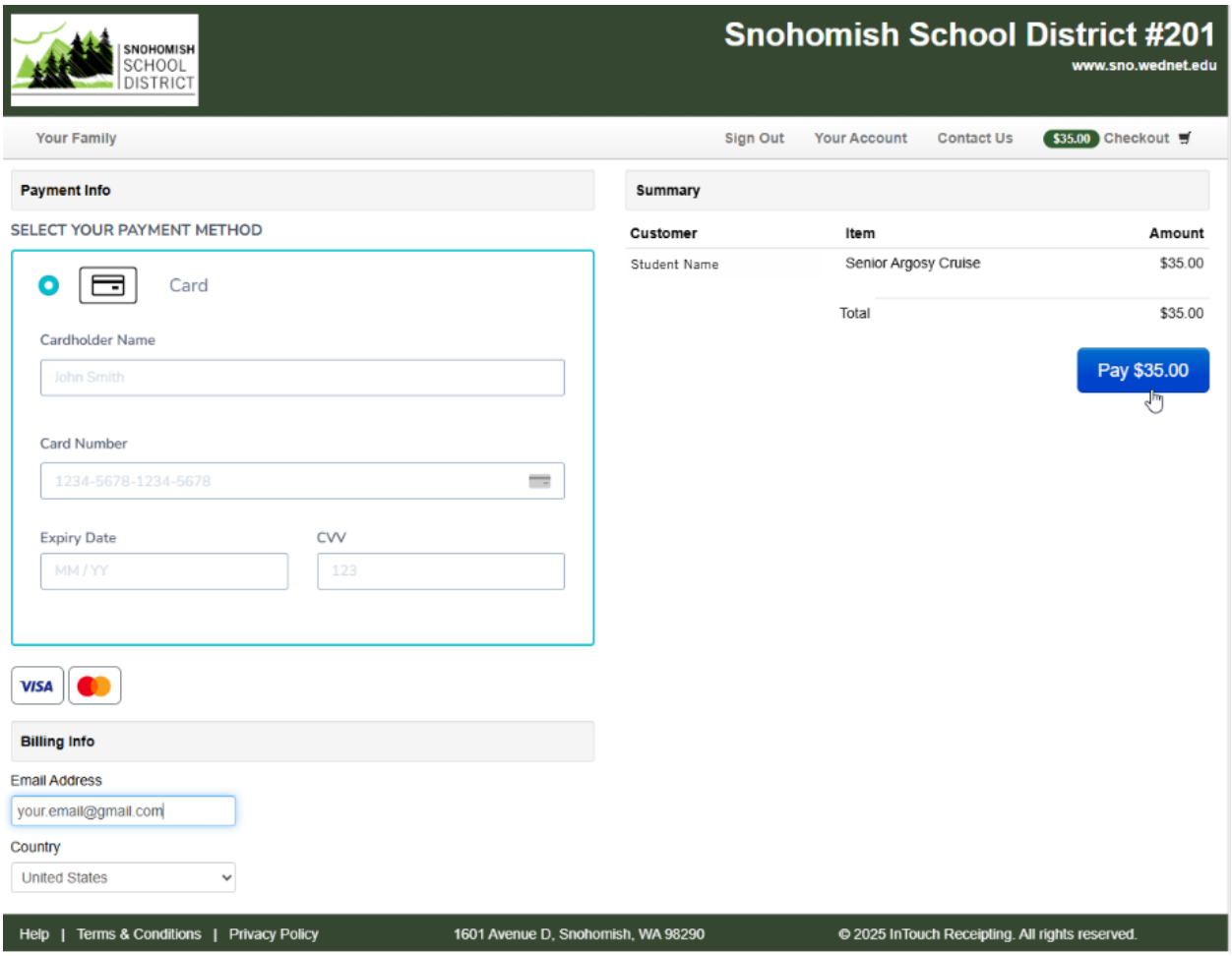
5. Click on ”Checkout” in the upper right of the screen when all items have been added to the cart.



6. Click on ”Checkout Step 1: Additional Info” to continue to payment options.

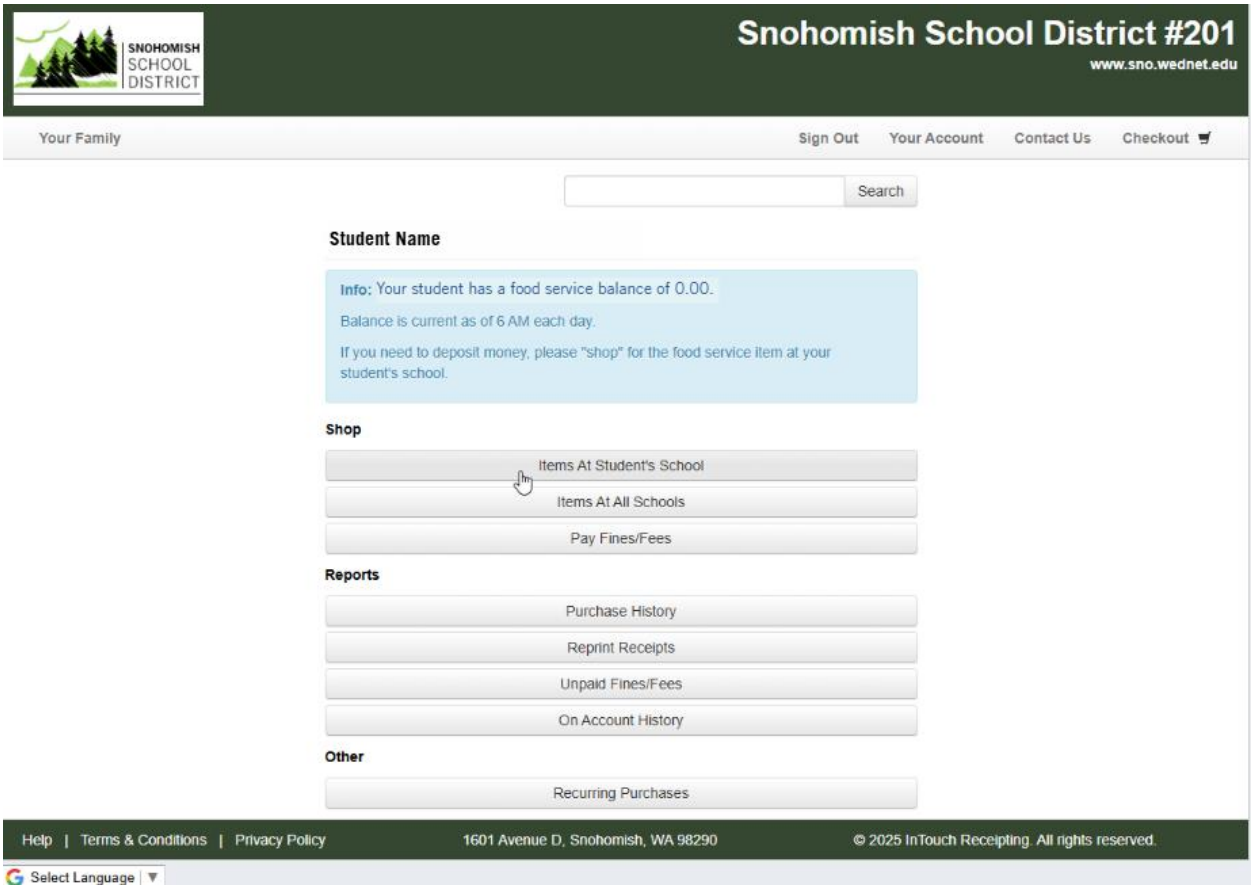


7. Enter in your information and click on" Pay."



Adding funds to a meal account

1. From the main “Your Family” screen, choose the student account you are adding lunch funds to.
2. Click on “Items at Student’s School.”



3. Click on the ”Food Service” category.

4. Choose one of the provided dollar amounts or enter in the dollar amount you’d like to add to the student’s account (in the top box).

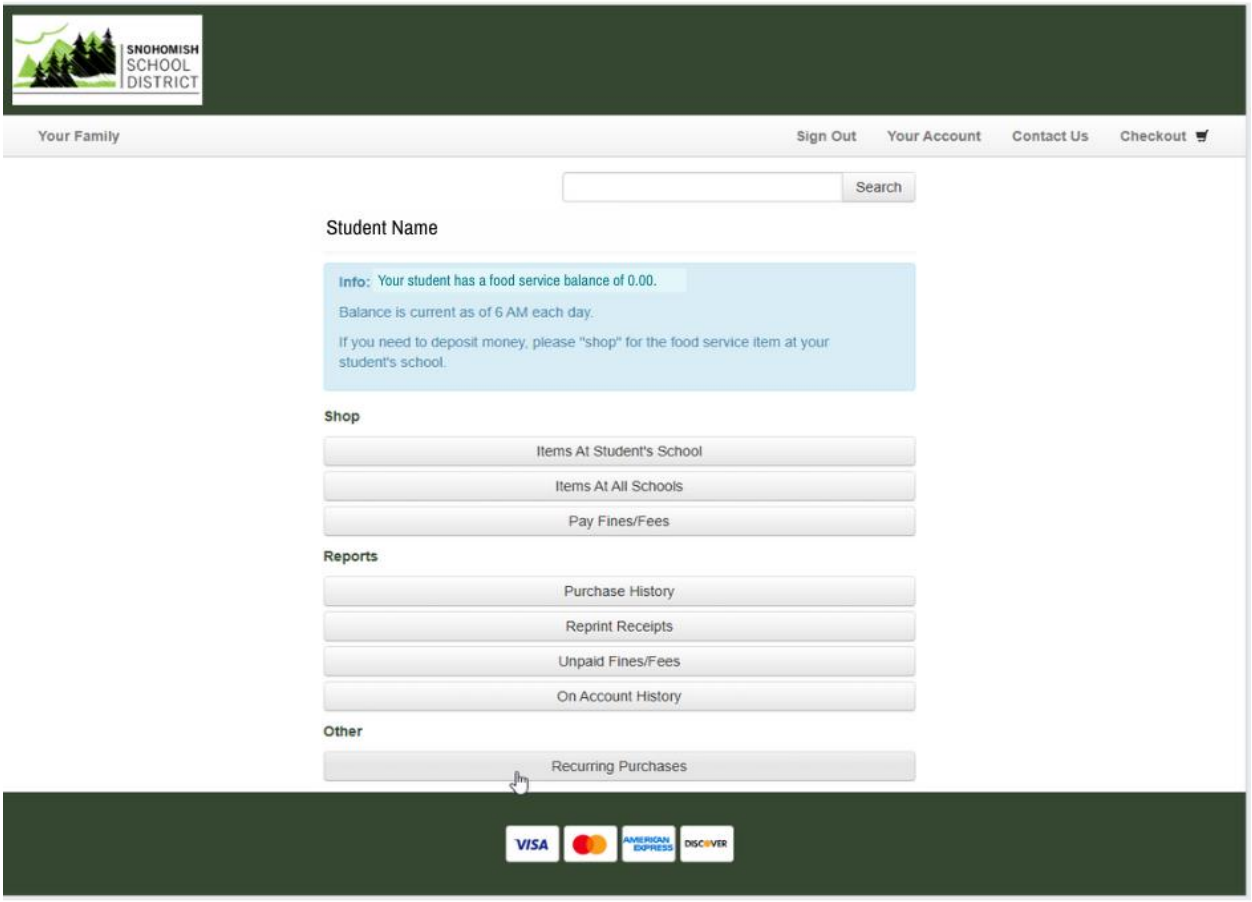
5. Click on “Buy” to add the amount to your cart.

6. Follow steps 5, 6 and 7 from “Shopping for Items” above to check-out.

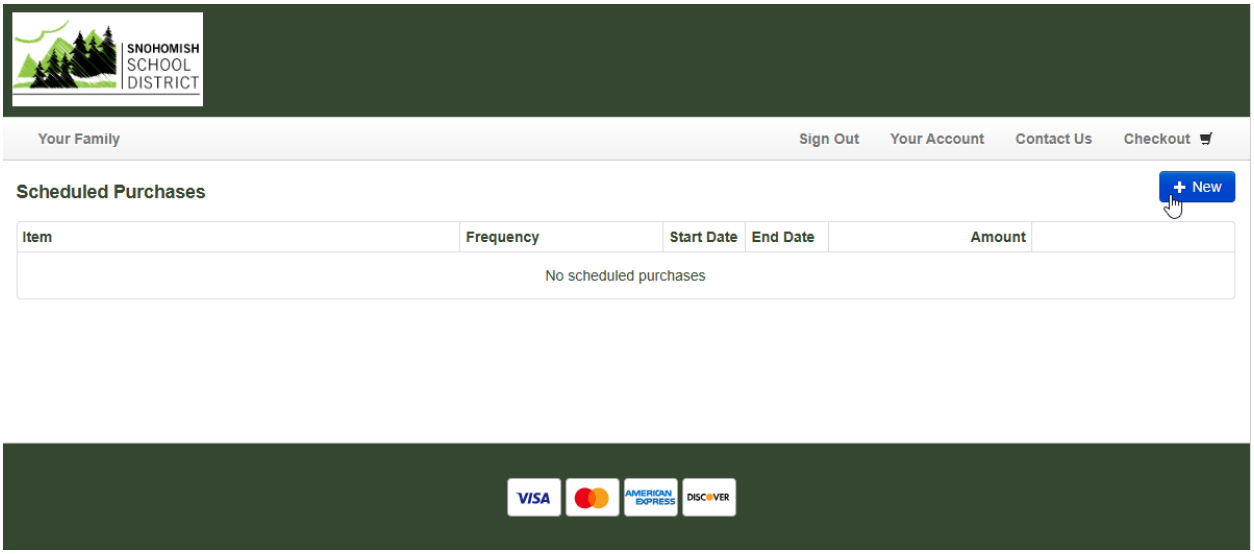
Note: Payments made to a student’s food service account will be reflected within 24 hours.

How to set up recurring or scheduled food payments

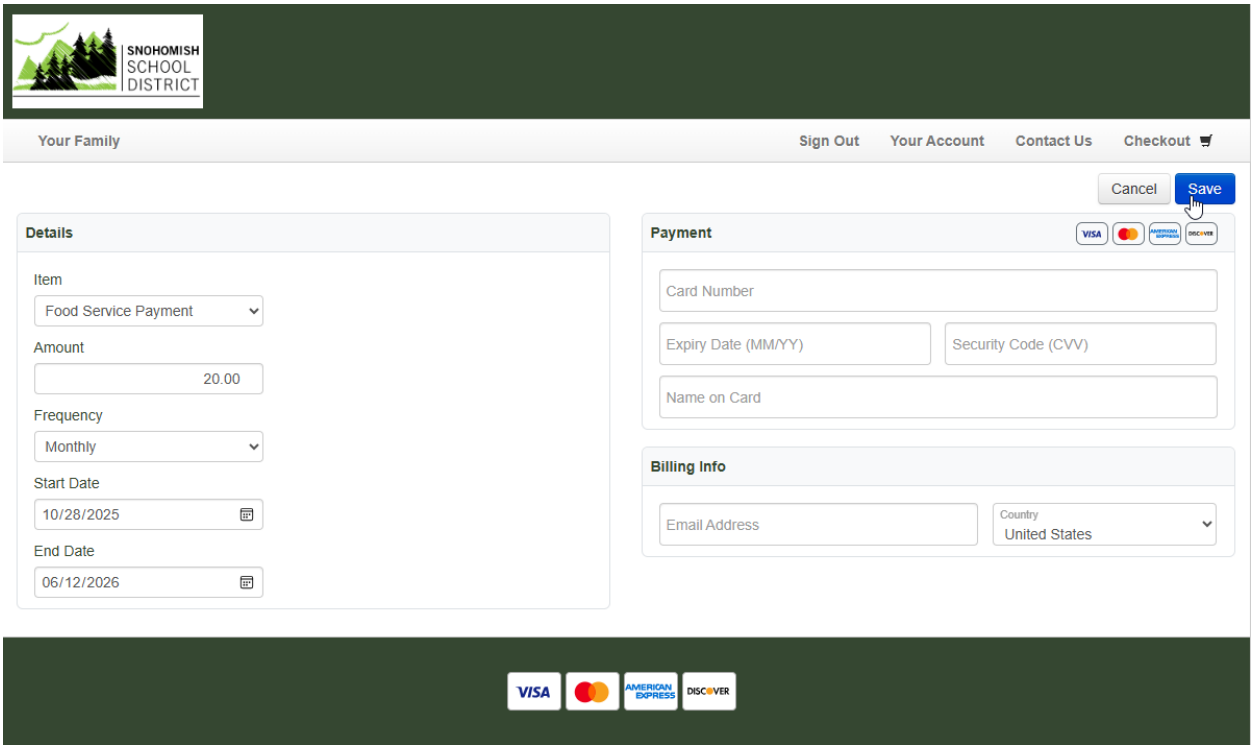
1. From the main “Your Family” screen, choose the student account you are adding recurring lunch funds to.
2. Select the “Recurring Purchases” category.



3. Click on the blue “+New” button in the upper right-hand corner.



4. Choose “Item” to select the school your student attends.
5. Enter in the amount you would like to pay and then choose the frequency in which you’d like to have the payment repeated.
6. Choose a Start and an End date for the recurring payment. Example: You can choose 9/4/2025 as a start date and 6/12/2026 as the end date as these are the first and last days of the school year. NOTE: If the dates you choose fall outside of the school year, the payments will still be processed.
7. Fill in your payment and billing information.
8. Click SAVE once all information entered is correctly filled out.



The system will automatically charge your card based on the frequency and schedule you selected.

Editing or canceling a recurring purchase

To cancel or change your recurring payment:

1. Log into your account and select your student.
2. Select “Recurring Purchase”.
3. Select the “Edit” or “Delete” button depending on the action you want to take.
4. From this screen you can also add a new recurring purchase.