

# Summer UPDATE

## Cafe Systems

### Your Cafe Support Team

Sally King - Training Coordinator  
Sparkle Keys - Application Support  
Sandy Richmond - Application Support  
Mindy Gigantelli - Coordinator, Cafe Systems

HOURS: Monday- Friday 7am - 4pm

Cafe Support 716-821-7050  
[tscafesupport@e1b.org](mailto:tscafesupport@e1b.org)

#### Service Reminders

- Telephone and email support available
- Onsite or remote training and training material
- Configure remote access software, student imports and exports
- First call for software support
- Ongoing guidance for best practices
- Assistance with Direct Certifications

### What's Happening



Summer



Start of Year



Training Refresher



Equipment Check Whitelist



### Mosaic User Group Meeting

“Best Practices to Begin Your New School Year”

Aug 12 or Aug 14 Online

Choose your date

We will email you the Zoom link with more details

## What Happens in Summer

### Computer System Upgrades

Computer maintenance and upgrades occur in the summer for both Windows and Mosaic Software.

### Grade Progressions

eSchoolData and PowerSchool imports are stopped so the SMS, Student Management System Teams, can advance student grades, homerooms, and more.

### Student Imports

Student imports in Mosaic will be turned back on once Rollover or Bitflip (grade progressions and data maintenance) have been completed in the SMS.

### Building Maintenance and Changes

Email [tscafesupport@e1b.org](mailto:tscafesupport@e1b.org) with any changes to your buildings, grades and/or systems to ensure MOSAIC functionality the first day of school.

### Summer Service

If your district has operated a summer service using Mosaic please contact TS Café Support to partner and complete the MOSAIC End of Year process.

### Review of End of Year (EOY)

The MOSAIC EOY file with Reports are reviewed by your Business Office.

## Questions?

Are you new to your position or have questions on your Mosaic Software? Email us today

[tscafesupport@e1b.org](mailto:tscafesupport@e1b.org)

## Start of Year 2025/2026



**Start Of Year Tasks in MOSAIC begin once the Student Data has rolled/flipped from 2024/2025 to the 2025/2026 School Year**

Tasks include:

- Product Pricing and Menu Configuration
- User And Security Groups
- Student Applications and Eligibility
- Imports and Scheduler Tasks  
(WNYRIC Café Tech Team)
- POS (Point of Sale) Equipment Tasks



**Watch for your Cafe Support email to set a time to partner and complete the task list**

**Start 2025/2026 with the Start Of Year Survey**

## Important Dates

- Labor Day                      September 1
- SOY User Group Meeting Remote  
Aug 12 or Aug 14
- BEDS DAY                      October 1, 2025
- CEP                                April 1, 2026



Western New York Regional Information Center (WNYRIC) delivers future-focused educational technology support, resources, and solutions to over 100 school districts. Through technology integration, data, cybersecurity, and instructional support, our experienced team creates innovative and interconnected learning environments to maximize the quality of instruction.

## Whitelist for Mosaic for 2025

### Mosaic Allow Listings/Exceptions for Web Filtering, Firewall and/or Anti-Virus Software on Serving Line Terminals and Back Office Computers

Ports used are 80, 443, 1433, 1434, and 22 for Mosaic POS.

Additionally, here are a list of URL/Directory "strings" and IP addresses to also consider to ensure proper connectivity between the POS terminals and the cloud server, including data file transfer integration.

- C:\ProgramData\Heartland School Solutions (directory created on the serving line computers after installation of Mosaic POS software)
- <https://download.microsoft.com>
- <https://www.microsoft.com/>
- [login.microsoftonline.com](https://login.microsoftonline.com)
- [heartlandmosaic.com](https://heartlandmosaic.com)
- [pos.heartlandmosaic.com](https://pos.heartlandmosaic.com)
- [heartlandschoolupdates.net](https://heartlandschoolupdates.net)
- <https://etransfer.myschoolbucks.com> and 65.118.49.228
- <https://myschoolbucks.com>
- [sftp://63.241.252.238](https://sftp://63.241.252.238) and [cpsftp.heartlandmosaic.com](https://cpsftp.heartlandmosaic.com)
- 63.241.252.210
- [do-not-reply-otp@myschoolbucks.com](mailto:do-not-reply-otp@myschoolbucks.com)
- 67.231.148.213 - SMTP Relay Proofpoint Server
- 67.231.156.212 - SMTP Relay Proofpoint Server
- [login.myschoolbucks.com](https://login.myschoolbucks.com) and 107.162.160.51
- [etransfer.myschoolbucks.com](https://etransfer.myschoolbucks.com) and 107.162.160.29
- [www.myschoolapps.com](https://www.myschoolapps.com) (Only if your district is using MySchoolApps)



### Equipment Check

**Café Managers and Tech Coordinators:** Please review and ensure all equipment and software is working and tested before the first day of school. POS machines may have been disconnected over summer; review functionality and test POS using the Training Mode.

Contact [tscafesupport@e1b.org](mailto:tscafesupport@e1b.org) for assistance or more information.

WNYRIC serves 7 counties (Allegany, Cattaraugus, Chautauqua, Erie, Niagara, Orleans and Greater Southern Tier) in the western region of New York State.

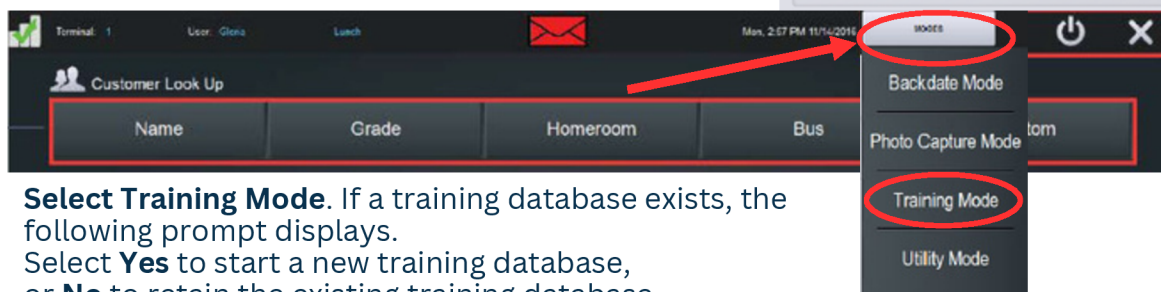
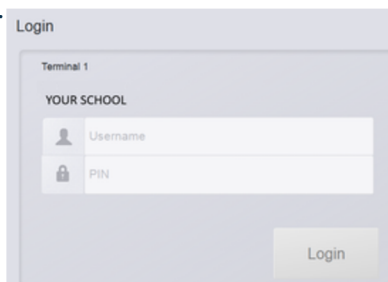


A YouTube Cashier Training link has been provided to review Cashier Best Practices

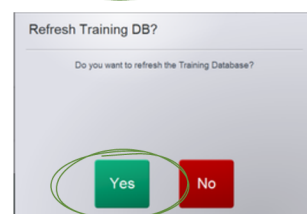
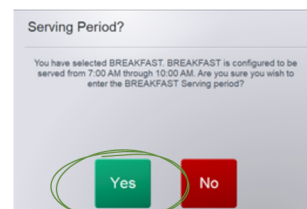
[YouTube Cashier Training Video](#)

You also can do a refresher with Cashiers on the POS using the **Mosaic Training Mode**. Training mode allows a cashier to log in and practice within the Point of Sale Serving Line software without any data being recorded within the database as live data.

- **Log In Using Your User Name and Password**
- **Select a Serving Period and go directly to MODES in the upper right)**



- **Select Training Mode.** If a training database exists, the following prompt displays.
- Select **Yes** to start a new training database, or **No** to retain the existing training database.
- You will then be presented with a confirmation prompt to verify the Serving Period that you had previously selected. Confirm the Serving Period by pressing **Yes** or press **No** to exit out to select another Serving Period. Additionally, if you choose **Yes** and the Serving Period is outside of the time range of that Serving Period, you will be prompted for a secondary confirmation prompt to ensure the Serving Period selected is correct.
- Using the Number Pad, enter the correct amount of starting cash you wish to start with for the selected Serving Period.
- Once the correct starting cash has been entered, press **Enter** at the bottom of the Number Pad.
- Next, you will be prompted to verify the starting cash amount that was previously entered. Press **Yes** to confirm the amount is correct or **No** to change the amount of starting cash that was entered.
- The Transaction Ready Screen will now be displayed where the cashier can practice with Point of Sale Serving Line without recording any data.



**(Note: A banner displays at the top of the Transaction Ready screen notifying the Cashier that they are in Training Mode. If the Cashier does not see the banner, all data performed will be recorded as live data and daily sales. Training Mode needs to be selected with each log in for training. )**



**ALERT – TRAINING MODE ... Transactions Will Not Be Recorded!!! – ALERT**

