



# MSB Parent App User Guide

📞 [Still Need Assistance?](#)  
Call 855-832-5226  
Mon-Fri: 7am - 7pm (EST)

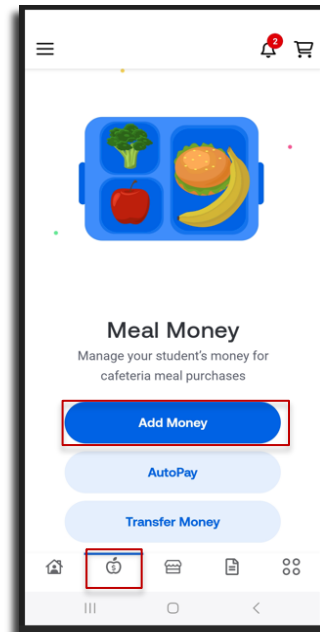
## How to Make a Payment:

### From the MSB Parent App:

1. From the home page of the MSB Parent App, tap the **Apple Icon** at the bottom of the screen.
2. Then tap **Add Money**.
3. On the next page, select an amount to add for your student(s).

**Note:** If you have multiple students and not all are visible on the page, scroll down to view them all.

4. Tap **Add to Cart** to review the page.
5. Tap **Checkout** to complete your purchase.

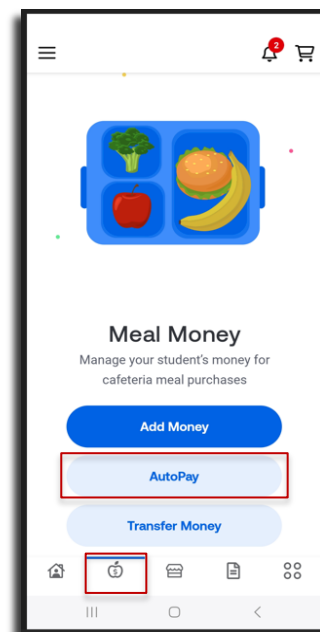


## How to Set Up AutoPay:

### From the MSB Parent App:

1. From the home page of the MSB Parent App, tap the **Apple Icon** at the bottom of the screen.
1. Tap **AutoPay**.
2. On the next page, select whether AutoPay will be triggered by a low balance, or on a recurring basis.
3. Next, select the amount that will be applied to your student(s) account whenever AutoPay occurs.
4. Tap **Save Changes** to save your settings.

AutoPay is a convenient feature that allows parents to automatically add funds to their student's account based on either a preset balance threshold or a specific scheduled timeframe. This eliminates the need for parents to manually sign into the account to add funds.



- **Balance Threshold:** Funds are added when the account balance falls to or below a specified amount. We recommend setting a threshold no less than four (4) days' worth of meals purchases, and a payment amount that funds at least fourteen (14) days of meal purchases.
- **Scheduled Timeframe:** Funds are added at regular intervals, such as weekly or monthly.
- For the AutoPay - Low Balance option, the balance needs to be **above the set threshold for 24 hours** in order to execute.
- **Helpful Tips:**
  - If you notice AutoPay has stopped working, we recommend making a one-time payment and increasing the amount you add each payment to ensure the balance always stays above that threshold long enough to continue working as expected.
  - If the student's account has a negative balance, parents must make a one-time payment to bring the balance above the low balance trigger. This payment should be sufficient to keep the balance above the threshold for **at least 24 hours**. For example:
    - If the student's balance is -\$5 and the AutoPay is set to add \$20 when the balance is \$10 or less, the parent should make an initial payment of at least \$25. This will bring the balance to a positive \$20, which is above the low balance threshold. Going forward, the AutoPay should work as intended.
  - **AutoPay processes payments twice a day, once in the morning around 5am EST and again in the evening around 5pm EST.**

# Add/Edit/Delete Accounts/Payment Methods:

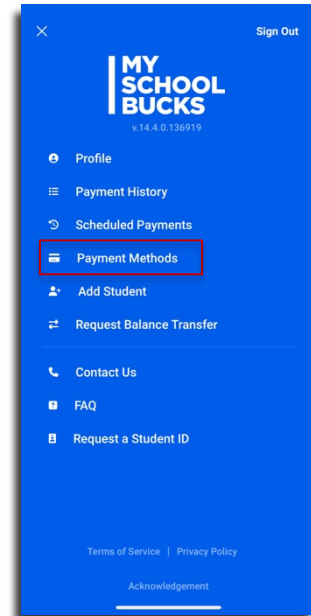
**Note:** On the MSB website the payment method is referred to as a "Billing Account" and on the app it is referred to as a "Payment Method," but they are referring to the same thing.

## From the MSB Parent App:

1. From the home screen, tap the three black lines in the upper left corner.
2. Select **Payment Methods**.





To...	Do This...
Delete a payment method	Tap on the payment method you want to delete, then tap <b>Delete Payment Method</b> .
Edit or make changes to an existing payment method	Tap on the payment method you want to edit, then tap on the field that needs to be changed. Make your edit and tap <b>Save</b> .
Add a new payment method	Tap <b>Add New Payment Method</b> .



When adding a new Payment Method:

- After tapping **Add New Payment Method**, on the next screen, choose between Credit Card and e-Check and enter your payment information in the appropriate fields.
- Once all the information has been filled out, tap **Add Payment Method** and the Payment Method will be saved.

# Meal Controls:

1. From the home screen,  tap on the balance > in the student card for which you would like to set Meal Controls.
2. On the next screen, tap the  gear icon.
3. This brings you to the Meal Money Settings. Here you can set Notifications for this student and set Purchase Controls.
  - For Notifications:
    - i. **When balance falls below** – Tap the > to be notified when balance falls below the amount of your choosing.
    - ii. **Notify me in the app** – Toggle on/off to be notified via the MSB app.
    - iii. **Notify me by email** – Toggle on/off to be notified via email.
  - For Purchase Controls:
    - i. **Daily Spending Limit** – Toggle on/off to set a Daily spending limit for a la carte purchases.
    - ii. **Daily Spending Limit Amount** - Tap the > to set \$ amount for the a la carte spending limit.
      1. If left at 0, there is no limit set.
      2. If at \$.01 = No a la carte purchases are allowed at all.
      3. Otherwise, you can set a Daily spending limit of any other amount.

