TOUCHBASE | ONLINE PAYMENTS

TIPS AND TRICKS FOR NEW PARENTS / CUSTOMERS

WELCOME!

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. Refill your student's food service account
2. Pay for fines and/or fees online
3. Purchase items online
4. Pay for lunch, fines, fees, or purchase items for all your students in one transaction
5. View/print/save your student/customer ledger
6. View/print/save a your receipts
   And much more!

WHAT IS THIS NEW APPLICATION?

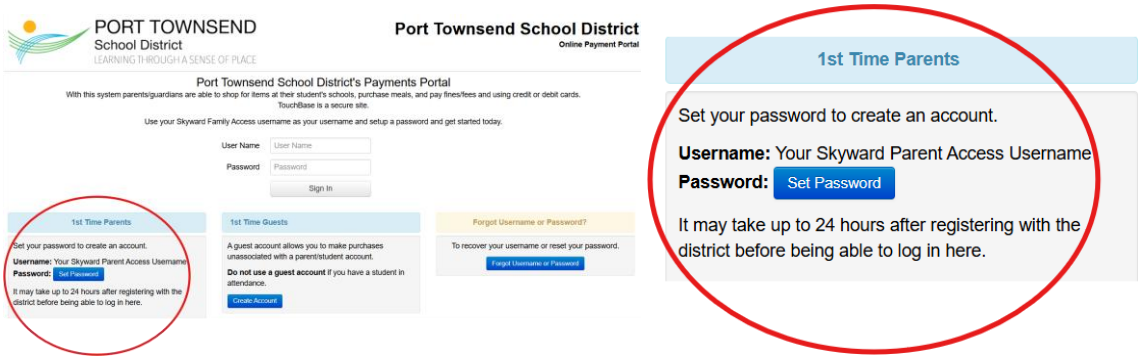
InTouch Receipting and TouchBase Online Payments are part of a cutting edge software package Port Townsend School District has implemented to streamline the management, reporting, and accountability of your student's financial record, as well as making it easy on *our* customers – *the parents* – to pay student fines and fees, making a food service payment, or purchasing items - all in one portal.

As a parent, this new application allows you to access your students' account online using a computer, via your favorite mobile device, or in person, at any one of our school locations.

HOW DO I SIGN IN TO THE ONLINE PAYMENTS PORTAL?

The online payments application – TouchBase – has been configured to use the following login credentials:

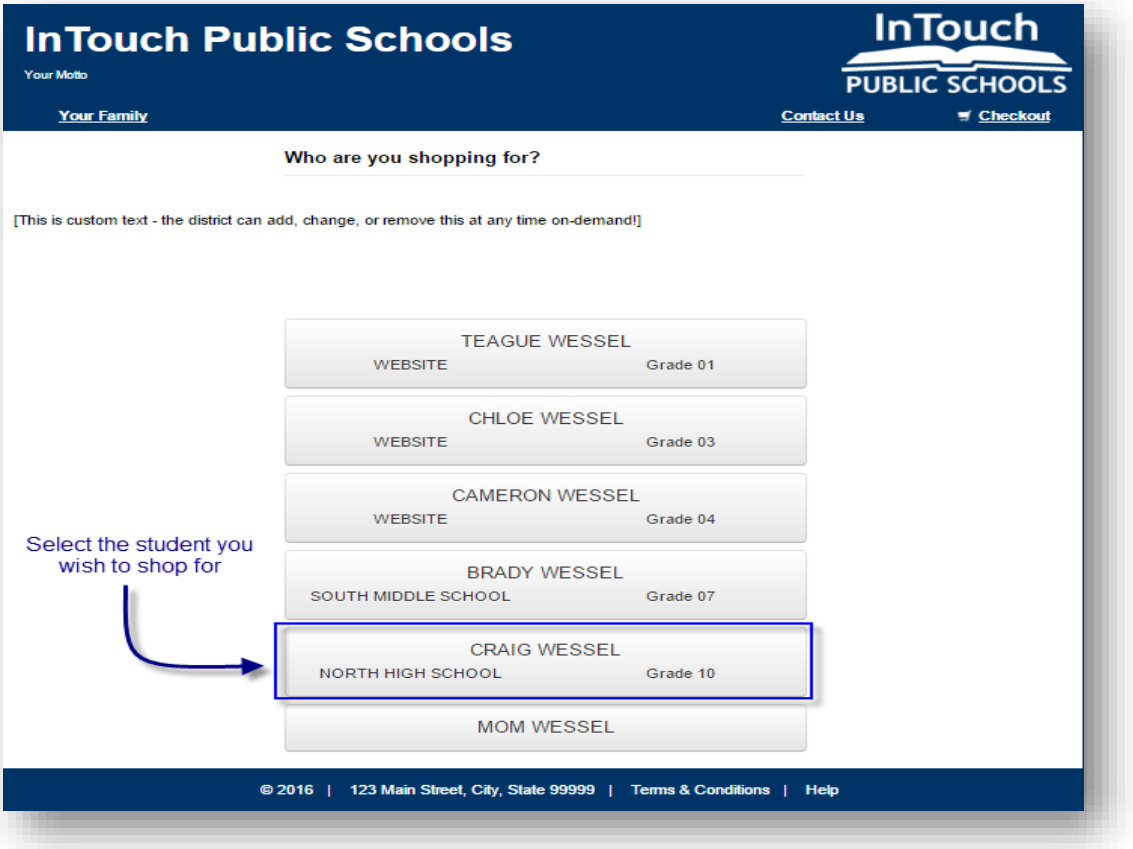
Single Sign-In login via PowerSchool which requires the **same username as your Skyward family account. Please note that if it is your first time logging in, you must select "1st Time Parents" and set a password before you can log in:**



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.

I'VE SIGNED IN, NOW WHAT

Once you've signed in, select the student you want to shop for:



TIP:

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. You may wish to donate to a club/activity, or sign up for a Community Education class *(if applicable)*.

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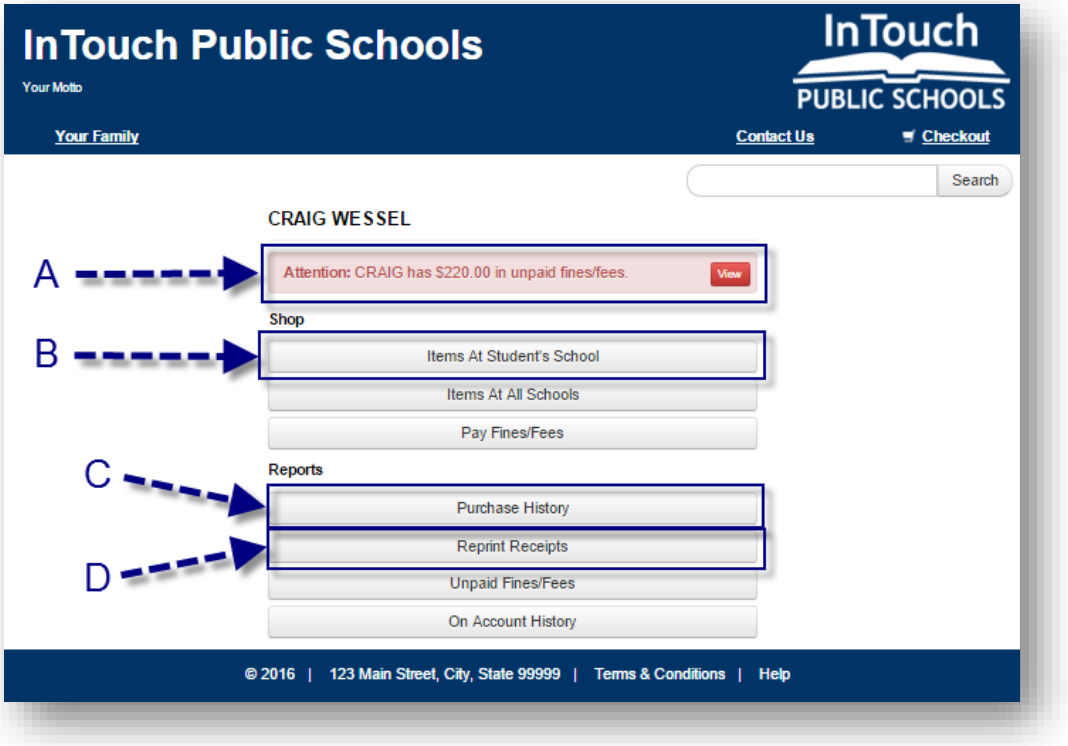
Once on your student dashboard, everything will be specific to your student. Here are the most common tools you should become familiar with:

Figure 1



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 students 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 for 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)*

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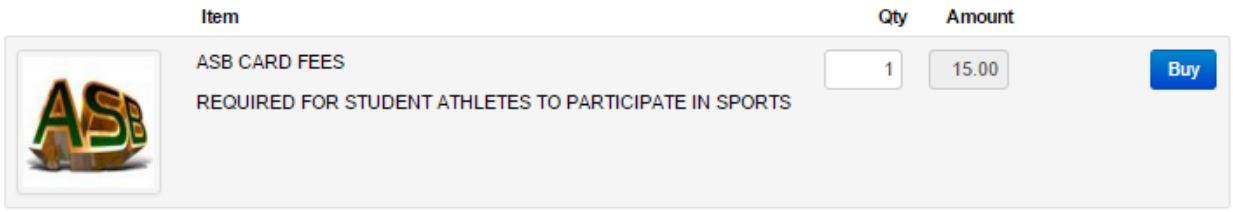
I'M IN THE WEBSTORE, BUT SOME ITEMS AREN'T AVAILABLE TO ME, WHY?

The online payments portal is integrated with many other systems across the district, and as a result, the webstore items can be 'flagged' to limit what students can purchase items. Below are examples of what you may see in the webstore, and the reason(s) certain items look the way they do:

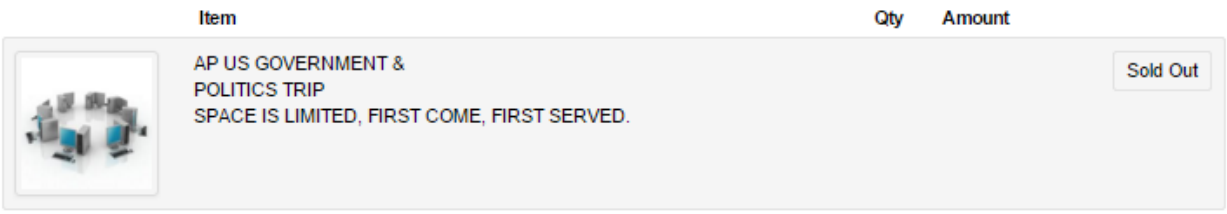
"Buy"

An item that's available for purchase in the webstore will display a blue "Add" button – this means it's available for purchase:



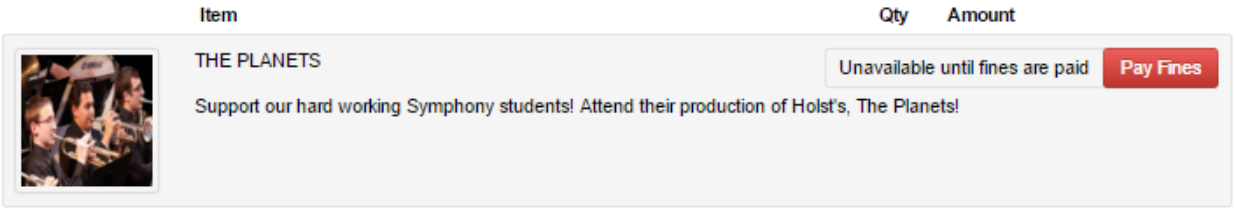
"Sold Out"

This notification will display if the quantity has been depleted on an item, or if the item is currently unavailable. *TIP: check the item description – there may be additional instructions for you regarding the item.*



"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:



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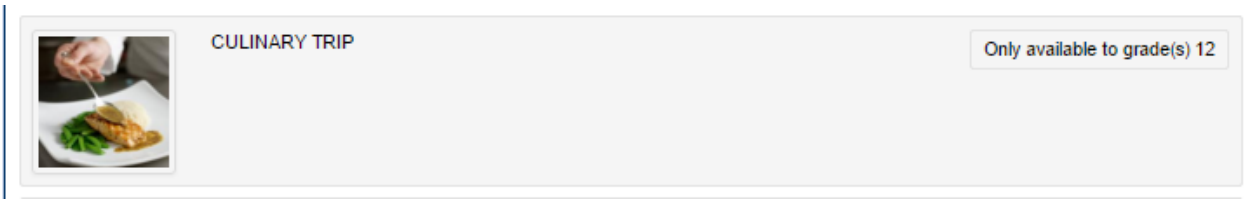
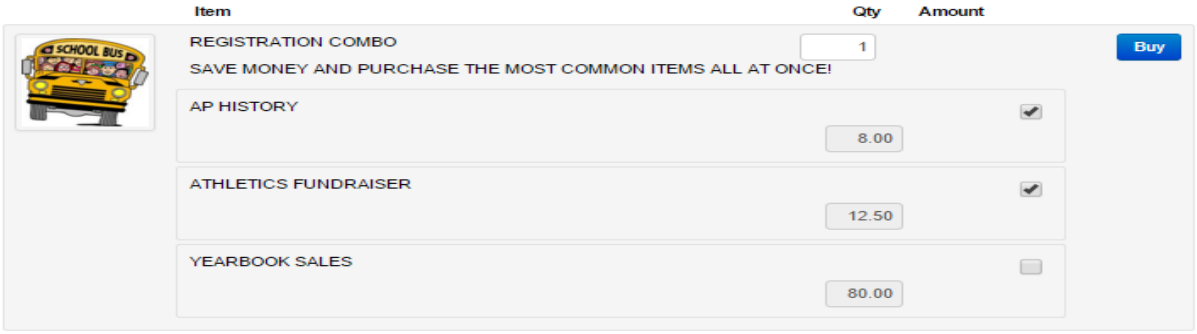
"Grade Restriction"

Items that are restricted to a specific grade, are only available to students enrolled in the listed grades. If you find your student is listed in the wrong grade, or the item you wish to purchase *should* be available to your student – please contact the school for more information.



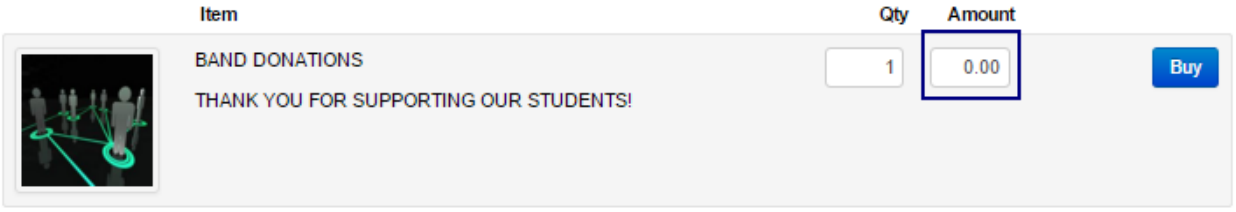
"Multipart Items/Combo Items"

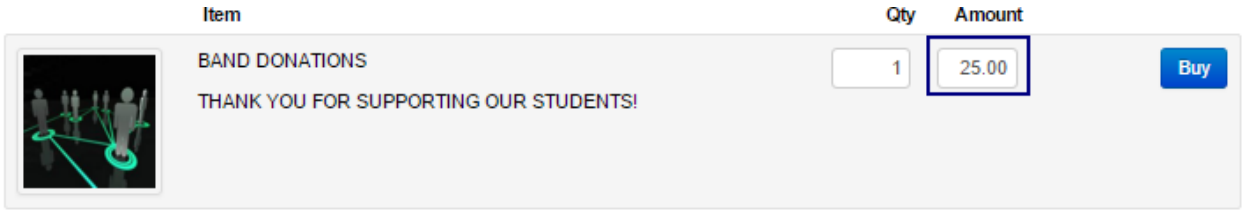
If you find an item has multiple options available, this is a 'Multipart item' and you have the option to select what items you wish to add to the cart. If any of the checkboxes are greyed out/unavailable to edit, this means they are required.



"**Donation Items/Food Service Items *(variable prices)*"**

If an item is a 'variable price', this will allow you to place your own amount on the purchase. The most common examples of a variable priced item are: fundraisers, donations, and food service deposits.





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FAQ | COMMONLY ASKED QUESTIONS

Q: IS MY CREDIT CARD DATA STORED WHEN I USE THE ONLINE PAYMENTS APPLICATION?

A: No – the online payments application does not store your card data under any circumstance. Port Townsend School District does not store your credit card data under any circumstance either. The online payments portal uses PCI compliant processes and security protocols to ensure your data is protected while being processed. All payments are secure and protected.

Q: WHAT CARD TYPES ARE CURRENTLY ACCEPTED ONLINE?

A: All Major Credit Cards and Bank Debit Cards

Q: I HAVE A FINE ON MY STUDENT'S ACCOUNT. WHY WOULD MY STUDENT HAVE A FINE?

A: There are several reasons why your student may have a fine. The online payments application is integrated to each school's finance office, and many other district systems send the online payments application data. The most common reasons for why a fine is on a student's account are:

- A student lost or damaged a library/textbook
- A class fee wasn't paid
- A student damaged school property

- A student didn't pay a field trip fee, a club due, etc. on time.

If there is a fine on your account, certain items may be restricted for purchase until the fine/fines are paid.

Q: I'VE TRIED TO LOG IN TO THE WEB STORE, BUT I HAVEN'T BEEN ABLE, WHAT SHOULD I DO?

If you are having issues signing into the web store, it's most likely because you haven't created a password, or because you aren't signed up/enrolled in the parent portal. You can first try the recover password utility on the login page, but if that doesn't work, please contact the district for further instructions.

Q: THERE IS AN ITEM MY STUDENT WANTS TO PURCHASE, BUT I DON'T SEE IT AVAILABLE IN THE STORE

A: The web store offers many items to parents and students, but there are certain items that may require hands-on management. As a result, the item may not be available in the web store. Typically, if there's an item requires this level of management, a fee will be assessed to the applicable students.

Some items may only be available during certain times of the year. Be sure to check in often!