

General Questions About ScholarConnect

What is ScholarConnect?

ScholarConnect is a web-based application that is provided to parents for the management of student lunch funds, the reporting of meal purchases, and daily attendance. Through the *ScholarConnect* interface, parents or guardians can automatically and securely replenish a student's lunch funds using their account from a participating bank or credit card company and be notified of student tardiness and absences.

ScholarConnect is a service provided by ScholarChip Card LLC for participating schools.

Is the ScholarConnect site secure?

Please note that this is a secure site to preserve the privacy of all student and financial data. In order to use the site parents must register online. Once registered, all that is required is a secure user ID and password. Please note, for security purposes your account user ID and password should not be shared.

Is there a fee for using the ScholarConnect site?

Fees may be incurred on *ScholarConnect* payments as determined by your school district. There is no fee for using the site to view your student's attendance.

What do I need to be eligible to use the ScholarConnect site?

The school which your child attends must be a participant with *ScholarConnect*.

Who do I contact if I need help with the use of the ScholarConnect site?

For assistance or questions regarding use of the *ScholarConnect* site, you may contact the ScholarChip Help Desk between the hours of 7AM and 4PM EST. at (877) 722-2447.

Who do I contact if I have a question regarding account transactions on my child's lunch purse account?

For assistance with questions regarding student account transactions please contact your child's school.

Registering for ScholarConnect

How do I register for ScholarConnect?

Go to the Scholar Connect web site <https://www.scholarconnect.com>. Click on the **New User?** link, select the appropriate school from the **School** drop-down menu and follow the registration instructions. You will need to have the student school ID number, their date of birth and zip code on hand for the registration process. Only one account is required if you have multiple students in the district.

Do I get notified once registration for ScholarConnect is complete?

Yes. Registration is complete when you receive an e-mail stating an account has been established.

How do I activate my account for ScholarConnect?

Once you have received an email entitled "**ScholarConnect Account Activation**", click on the link in the email to activate account. Enter your user ID and password and click **Next**. This will complete the activation process and you can immediately log into your account. Access to your *ScholarConnect* account is available 24 hours a day, 7 days a week.

What if I do not receive the activation email for my ScholarConnect account?

If you do not receive the activation email for your *ScholarConnect* account, you may contact the ScholarChip Help Desk for assistance between the hours of 7AM and 4PM EST. at (877) 722-2447.

How do I change my password for my ScholarConnect user ID?

Once logged in to *ScholarConnect*, select **Change Password** from the **Set Up** section on the left side of the screen. Enter the required information and click **Next**. A confirmation message will indicate the password has been changed.

What if I forget my password for the ScholarConnect site?

If you forget your *ScholarConnect* account password, you may contact the ScholarChip Help Desk between the hours of 7AM and 4PM EST. at (877) 722-2447 or you may reset your password by clicking on the **Trouble Logging In?** link at the *ScholarConnect* home page. Follow the prompts to reset your password.

Using ScholarConnect

How do I add my bank account to ScholarConnect?

Once logged into the secure *ScholarConnect* site, go to the **Make a Payment** screen by clicking on the **Add Funds** button in the **Meals** section on the left side of the screen. Click on the **Create a Bank Account** link and follow the instructions to add an account. The added account will show under the **Create a Bank Account** link.

Can I add more than one bank account to my ScholarConnect account?

Yes. To add other bank accounts, select **Add a Bank Account** from the **Set Up** section on the left side of the screen. Enter the required information and click **Submit**.

Can I add other students to my ScholarConnect account?

Yes. To add another student to your account, select **Add a Student Account** from the **Set Up** section on the left side of the screen. Enter the required information and click **Submit**.

How do I add funds to my child's lunch purse via ScholarConnect using a bank account?

Click on the **Add Funds** button in the **Meals** section on the left side of the screen. The **Make a Payment** window opens. Enter the dollar amount(s) in the **Apply to Following Student** section for the appropriate student(s). Pressing the **Tab** key will automatically total the dollar amount(s). In the **Debit from Selected Account Section** select the bank account by clicking on the button next to the appropriate account. Please read the legal terms. If you are in agreement select **I Agree** and click **Submit**. A confirmation screen will open to indicate that the transaction was successful.

How do I add funds to my child's lunch purse via ScholarConnect using a credit card?

Click on the **Add Funds** button in the **Meals** section on the left side of the screen. The **Make a Payment** window opens. Click on the **Pay by Credit Card** link. The **Make a Credit Card Payment** window opens. Enter the dollar amount(s) in the **Apply to Following Students** section for the appropriate student(s). Pressing the **Tab** key will automatically total the dollar amount(s). Click the **Checkout** button. The **Review Order Details** window opens. Click the **Continue with Checkout** link to proceed. Click the **Pay with Credit Card** link. Select the **Card Type**. Enter the credit card and billing information and click **Continue**. At the **Order Summary** window, click **Proceed to Confirmation**. Enter and confirm your email address, first name and last name. Please read the Account Authorization agreement and check the box that verifying it has been read. Click **Submit** to submit the order or **Cancel Order** to cancel the order at any time. If submitted, a confirmation screen will open to indicate the transaction was processed. If there was an issue with processing the order, the message will state the order failed.

Can I view food purchases by my child using ScholarConnect?

Yes. To view food items that have been purchased by the student, select **View Purchases** from the **Meals** section on the left side of the screen. Highlight the appropriate student and enter a date range in the applicable format. Click **Search**. Please note you must enable pop-ups in your browser to view purchases.

Can I check the account balance on my child's account via ScholarConnect?

Yes. To verify the balance on a student account, select **Card Balance** from the **Meals** section on the left side of the screen. Highlight the appropriate student and enter a date range in the applicable format. Click **Search**. Please note you must enable pop-ups in your browser to view the account balance.

How do I log out of ScholarConnect?

To log out of the *ScholarConnect* site, click the **Log Out** button on the left side of the screen.