

## MSB101 – A guide to navigating Evergreen’s use of MySchoolBucks

Evergreen uses an online platform called [MySchoolBucks](#) for processing payments, before and after school enrollment, as well as school lunch accounts. SchoolBucks has several separate yet connected parts. Here is the organizational structure:



In-house, we call this “SchoolBucks Proper,” This is where parents start by creating their own accounts at [www.myschoolbucks.com](http://www.myschoolbucks.com). While SchoolBucks is designed to serve an entire school district, our account only serves Evergreen. Therefore, when creating an account, parents must select Evergreen as both the District and the School. We create the students on our end, and parents then link their account to their child’s by using their child’s birthdate. Payments for the School Lunch Program, Activities, and other fees such as beginning of year fees, fieldwork fees, etc., also happen here.



Evergreen is a member of the National School Lunch Program. Participation is voluntary. You will receive separate information from Nutrition Director Sarah Shah, [sarah.shah@evergreenccs.org](mailto:sarah.shah@evergreenccs.org), regarding school lunches. The only part of that that goes through SchoolBucks is paying for meals. Ordering of meals happens through this page on the Evergreen website:

<https://www.evergreenccs.org/nutrition-menus>



“Activities” is where enrollments for EverAfter and before school happen. It’s on a separate website from SchoolBucks Proper, but uses the same login information, and it connects parent and student accounts that are already linked in SchoolBucks Proper. The imagery on the Activities site looks like the logo above, not similar to SchoolBucks proper, but if you see this, you’re in the right place!

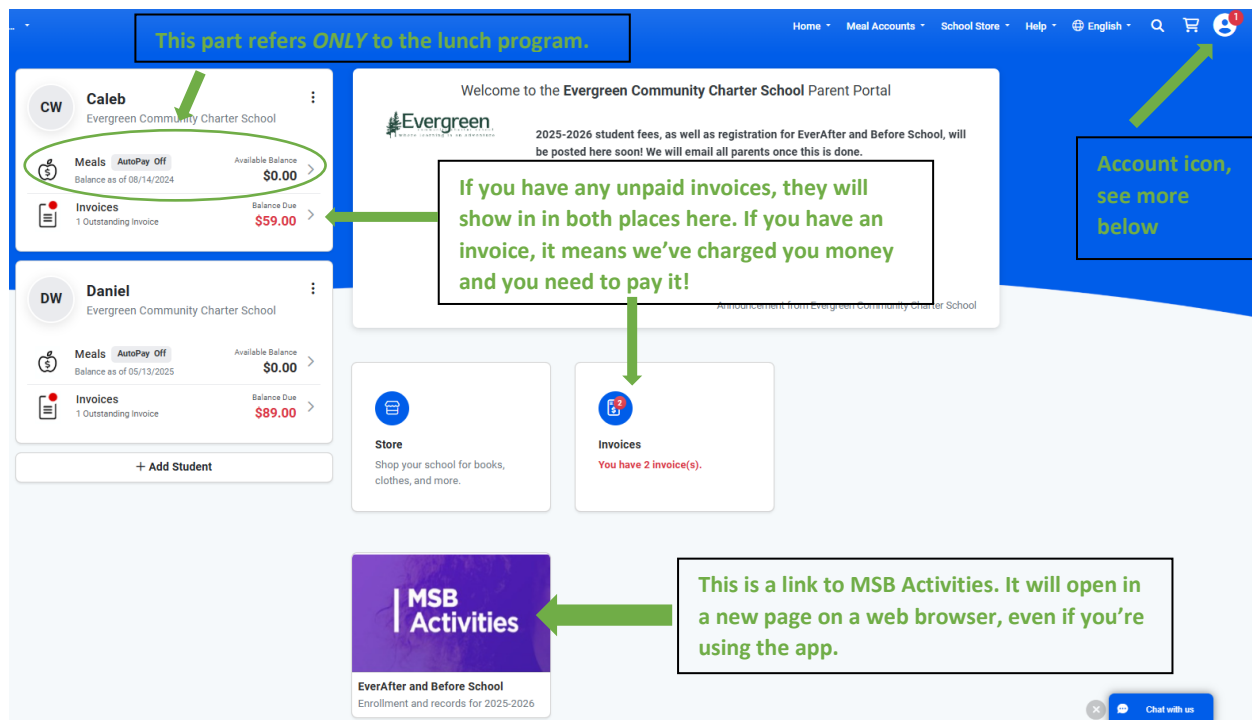
The following pages contain instructions and suggestions for using SchoolBucks Proper and the Activities site.



## SchoolBucks Proper

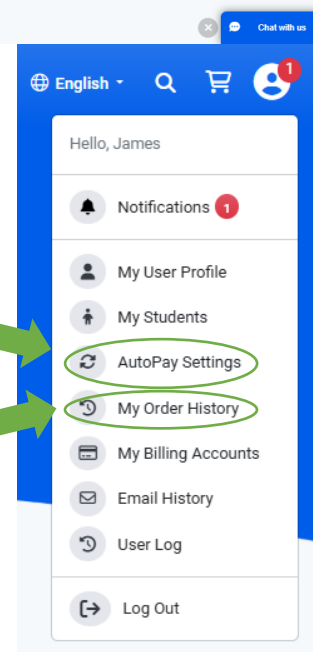
[MySchoolBucks](#) has both a website and an app ([Android](#) and [iOS](#)). The website has better functionality, and we recommend using it to get your account set up. After that, however, the app is very useful for processing payments.

This is what the landing page looks like on the SchoolBucks website, with notes added in green:



This is the account menu once opened. Most of this is pretty self-explanatory, but one note is that the AutoPay Settings link here refers ONLY to the school lunch part of SchoolBucks. Automatic payments of invoices for before and after school can only be set up through an invoice.

Also, "Order History" is just a fancy way to say "payment records."



The next page highlights some differences between the SchoolBucks website and the app.



## MSB Parent App

(the following images are from the iOS app; the Android version could differ slightly)

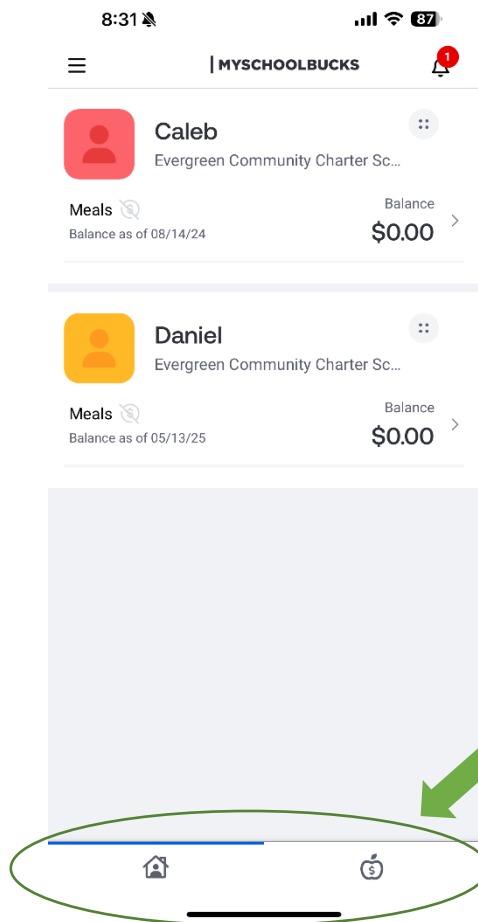
The different parts of the website outlined above appear in different tabs on the app.



App info continued on next page...



One thing to beware of when using the app....

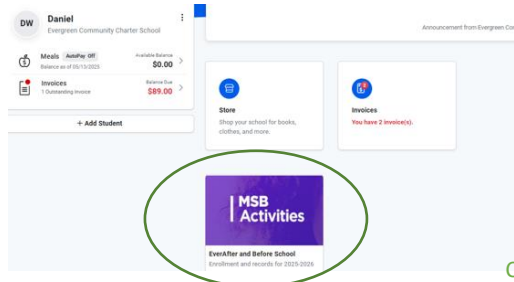


Notice that there are only two of the five tabs here. A common glitch with this app is that sometimes, after logging in, it will display fewer tabs here than it is supposed to. This is *usually* fixed by touching the screen and pulling down, like you would do to refresh a web page. Whenever that doesn't work, logging and out and then back in is the next step. If that doesn't work, we recommend opening a web browser, even on a phone, and logging in to the website instead. [www.myschoolbucks.com](http://www.myschoolbucks.com).

Next, we will go into how to navigate MSB Activities, which you will need to do if you are enrolling in EverAfter or need before school care (7:30-7:55). However, if you first need to see how to add your student to your account, that can be found at the end of this guide.

To access MSB Activities (for enrolling in before school or EverAfter), we recommend using the links on either the SchoolBucks Proper website or the M

Website:



App:



Click here to get the tab with the link to show up.

Click here to open Activities. Doing this will take you away from the app and into a web browser.

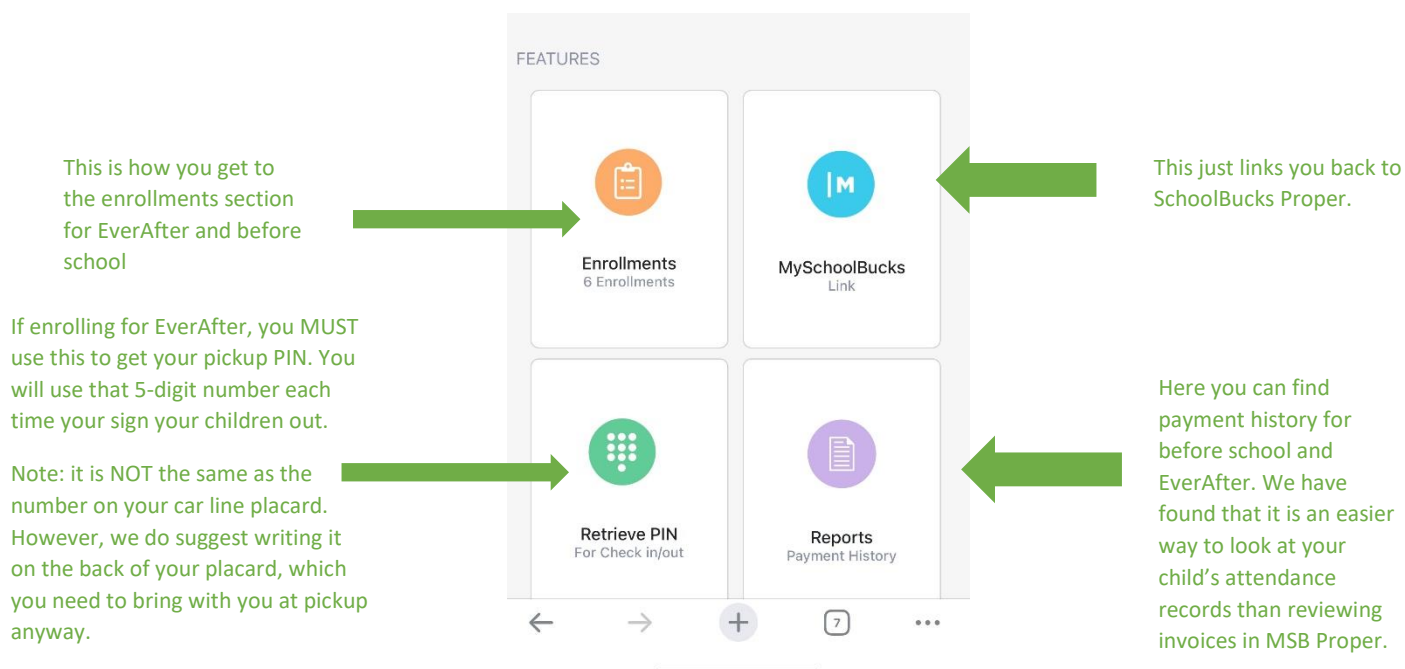


## Navigating MSB Activities

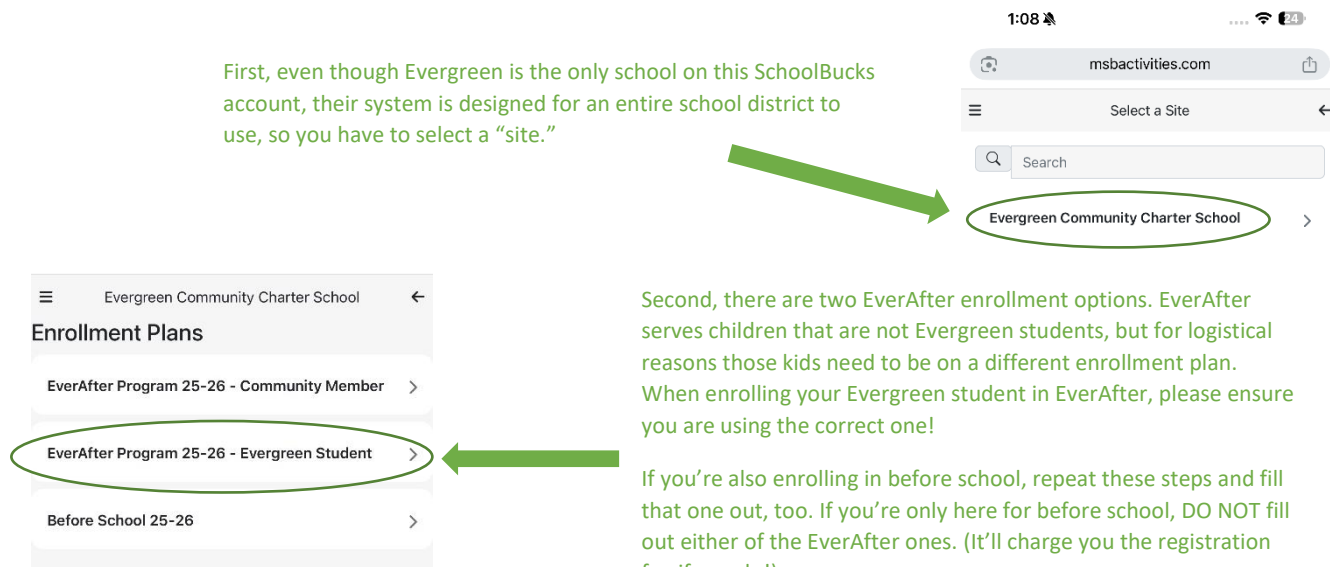
Thankfully, the website for Activities looks generally the same on a phone and a desktop. Desktop is still a little easier to use, but for the purposes of this guide, and with the assumption that most people will use it on a phone anyway, we will show images from the mobile site. (And, no, there is no app for Activities).

Activities uses the same account email and passwords as SchoolBucks Proper. If you get to Activities using the steps above, you will already be logged in. If you go directly to [www.msbactivities.com](http://www.msbactivities.com), you will need to log in with your MSB login credentials.

Once logged in, you will see these four icons:



Once you click on Enrollments, it's mostly self-explanatory, but there are a few important things to not get wrong:



(Activities Enrollments, continued...)

Once you select which children you are enrolling in a program, you will first fill out a Student Info section that is entirely straight-forward. After that, there are separate sections for Your Info and (other) Contacts.

25-26 Test Enrollment DO NOT USE

**Student Info** **Your Info** **Contacts**

**2. YOUR INFO**

Please complete requested information about yourself

First Name \*  
James

Last Name \*  
Wilson

Relationship Type \*  
Other

Mobile Phone  
[Redacted]

Email Address \*  
ja [Redacted]

The Your Info fields will be pre-populated from your MSB Proper information. However, the Relationship Type field tends to default to "Other." Please toggle it to the correct relationship between you and the child you are enrolling, as this is what EverAfter staff will see should they need to reach the family of a student. If you leave it as "other," you will be asked to go back in and edit it.

Once finished with the Your Info section, it will take you to the Contacts section.

25-26 Test Enrollment DO NOT USE

**Student Info** **Your Info** **Contacts**

**3. CONTACTS**

Please provide at least one contact for this registration

Add Contact

When you move from the "Your Info" section to the "Contacts" part, DO NOT repeat your own information. This will just create duplicate records in the system. You will be required to add at least one other contact to the enrollment. Just as with the "Your Info" section, be sure to change the "Relationship" and/or "Contact type" fields if they default to "Other." For EverAfter enrollees, this is how your child's approved pickup list is determined, so please do add information for anyone that will pick up your child(ren). You will be able to add (or remove) contacts later. However, you will need to ask us to look up PIN numbers for those people, as the only one you can lookup is your own.

When you finish and submit an enrollment, it will automatically go into a "Pending" category, at which point it will need to be approved. Once approved, Activities will send any relevant registration fees to SchoolBucks Proper. (EverAfter has a registration fee, before school does not)

Proceed to instructions on linking your child's MSB account (which has already been created) to your own.

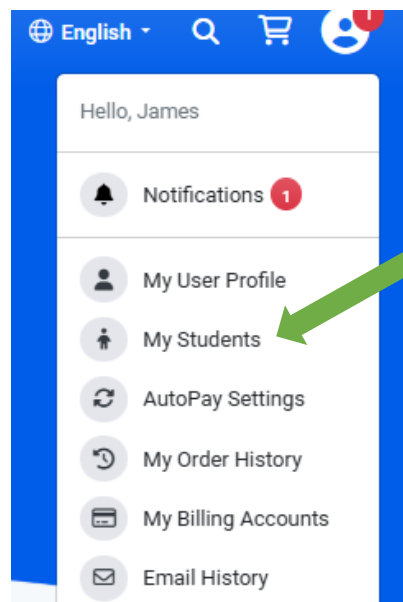


## Linking Student and Parent Accounts

While parents must create their own accounts with SchoolBucks, student accounts are created from existing enrollment information.

If you are a first-time SchoolBucks user, you will need to add any and all students to your account on your end—there is a not a way for Evergreen to do it for you.

On the SchoolBucks Proper website:



Open the account menu, and click on My Students. For those new to SchoolBucks, the next screen will have you search for and select "Evergreen Community Charter School" as your district. If you are linked additional children, you will be defaulted into the district already.

Next, you will see this. If you are new to SchoolBucks and don't have any students linked yet, all you will see here, at first, is the "Add Student" button. Note that the Low Balance Threshold is only a function of the school lunch part, and not anything to do with any fees or invoices. Click on "Add Student."

A screenshot of the "My Students" page. It shows a table with two columns: "Name" and "Low Balance Threshold". There are two rows of student data: "Caleb Wilson" and "Daniel Wilson", both with a "Low Balance Threshold" of "\$0.00". Each row has "Edit" and "Remove" buttons. At the bottom right, there is a blue "Add Student" button. A green arrow points from the "Add Student" button in the text above to this button.

Name	Low Balance Threshold	
Caleb Wilson	\$0.00	Edit Remove
Daniel Wilson	\$0.00	Edit Remove

Add Student

The next screen will say "Find Student." Fill in first name, last name, and birthdate. DO NOT put anything in the Student number field. For the School field, open the drop-down, and click either of the instances of "Evergreen Community Charter School." We have no idea why it's there twice, but they both work!

Click "Search" when done, and then confirm on the next screen. Repeat these steps if adding multiple children.

### Find Student

Provide some details about your student to help us find them.

First name  Last name

School

One of the following is required to validate your student:

Birthdate  YEP!

or

Student number  NOPE!

[Don't have your child's student number?](#)

[Back](#)

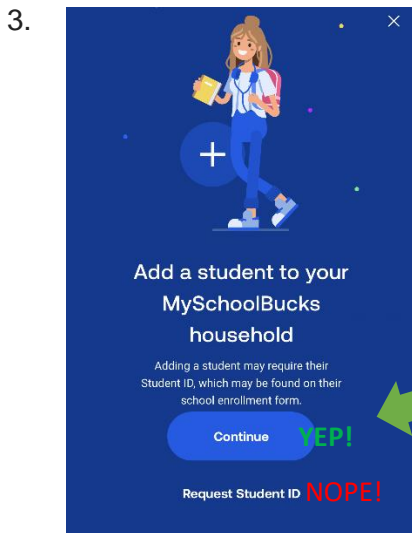
[Search](#)

Proceed for instructions on adding students through the MSB Parent App...



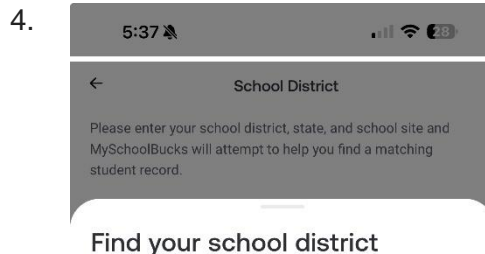
## Linking students on the MSB Parent App:

1. Log in on the MSB Parent App.
2. Use the menu (three bars in top left corner) and click on Add Student.



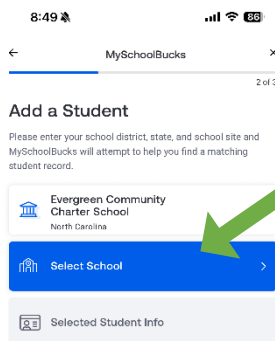
Just click "Continue" here. We have set up our system to only need a child's birthdate in order to link accounts.

DO NOT click on Request Student ID

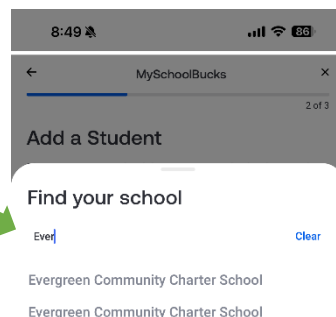


For this, you'll have to start typing the word Evergreen until we pop up.

5.



The next step is "Select School." Click here "Select School." Again, start typing Evergreen. For some reason, it comes up twice, but like the website, it doesn't matter which one you pick.



6.

Fill in your child's name, and then use their birthdate, leaving the ID

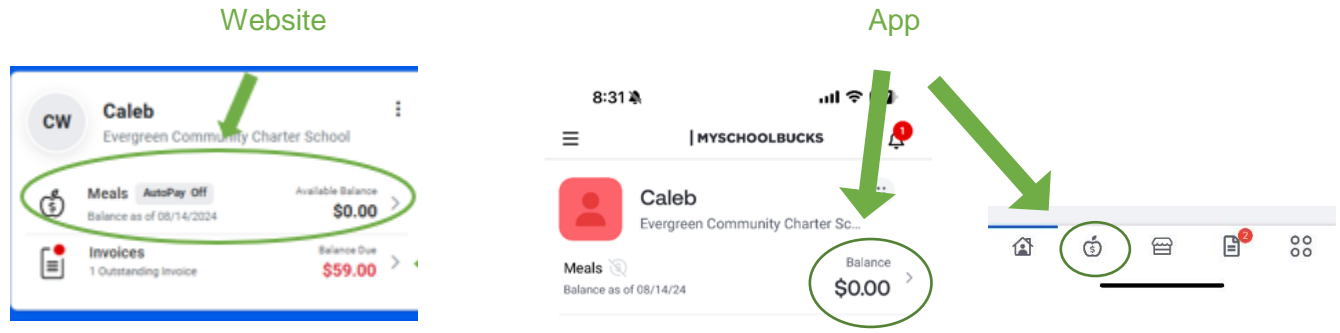
Here's another instance of balance settings that apply only to school lunches but not EverAfter or other fees or invoices.

7.

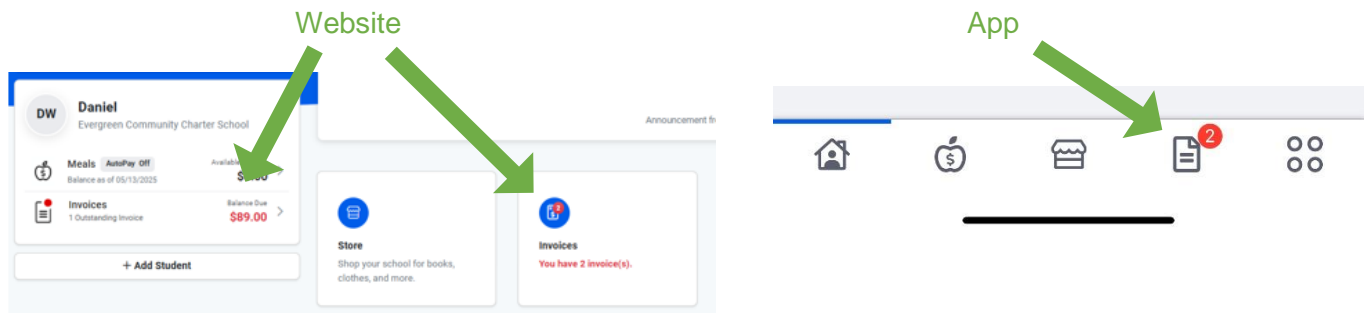


## Making payments in SchoolBucks Proper

The process for making payments is different for School Lunches and for everything else. For School Lunches, you will use this part of SchoolBucks Proper, as outlined before:



For EverAfter, Before School, supply or fieldwork fees, or anything else we collect money for, you will use the Invoices section.



The account menu on both the website and app has a page for saving payment information. Additionally, for invoices that come from Activities (i.e., before and after school), there will be an option to set up automatic payments for future invoices from Activities. Look for the Payment Options button when you open an invoice:

**Payment Options**

For EverAfter and Before School, fee invoices post weekly, on Mondays, for the previous week. Those are then due 7 days later. For those, as well as any other fee invoices we post, you will receive email notifications within 24 hours of posting.

Beginning of year fees (labeled “25-26 Student Fees & Supplies”) were added to accounts on August 13<sup>th</sup> and are/were due August 22<sup>nd</sup>. Some students, depending on grade level, were also assigned fieldwork fees. Throughout the year, more fieldwork fees will post—those are all grade level-specific.

That pretty much covers the basics of creating and setting up SchoolBucks accounts, as well as enrolling in Before School and EverAfter. See below for a couple of FAQs, as well as whom to contact if you still have questions.



## **SchoolBucks FAQs**

***How will I know if I am being charged or if new fees have been added?***

SchoolBucks is set up to send automatic email notices when invoices post, from the address [do-not-reply@myschoolbucks.com](mailto:do-not-reply@myschoolbucks.com). Typically, they come overnight while the computers do their thing. If you receive an invoice notice, please check it! For this reason, it is imperative that, when setting up an account, parents use an email address that will be checked regularly.

***What do I do if I think an invoice has been issued in error?***

Tell us! See below for whom to contact about what.

***All this online stuff is great, but can I pay in cash?***

Sure! If you come into the main office during business hours 8:00-4:00, we can take cash or check payments—but you still need to have an account for us to apply it to.

***I'm not tech-savvy—can I pay in person?***

Yes...but...as mentioned above, we can take cash or checks in the front office. We cannot, however, process credit card payments for you. If you have your SchoolBucks login information with you, we can help you process a credit card payment through your account.

***Can I pay when I pick my child up from EverAfter?***

No.

***What if I can't log in?***

Use SchoolBucks' password reset feature, and/or call their parent support.

Call 855-832-5226, Mon-Fri: 7am - 7pm (Eastern Time).

***I need financial assistance. How does that work?***

Start here: <https://www.evergreenccs.org/my-school-bucks-payment-portal>.

Once you apply, you may enroll in EverAfter and before school, but don't pay any invoices until your application has been processed. If invoices start piling up while you're waiting on your application to be processed, consider making partial payments. If approved, we will reduce the amounts of any unpaid invoices, and future invoices will be posted at your approved rate for EverAfter, before school, and any other school fees.

***How long does my kid have to be in before school or EverAfter before I get charged for it?***

For Before School care, we only charge for the 7:30-7:55 window. Drop off after 7:55 is no charge. For EverAfter, the system will charge you the full daily fee as soon as your child gets checked in. However, if you sign them out before 3:40 (or 2:10 on the early Mondays), then we will retroactively change or reimburse the invoice to \$3.

***I use an FSA or other child care subsidy or reimbursement to cover my child care expenses. How will that work with Evergreen?***

We can work with you on a 1:1 basis. Just let us know! But, if all you need is payment records, we recommend using the Reports function in Activities, as those contain more detail than what you can get from SchoolBucks Proper. Either way, if your situation requires you to pay in large chunks as opposed to the weekly schedule we operate on, you need to let us know that.

Still have questions? That's fine!

For questions about your account, school fees, payment processing, or financial aid, or Before School enrollment or attendance, email the business office at [business@evergreenccs.org](mailto:business@evergreenccs.org)

For EverAfter enrollment questions, email EverAfter Director James Wilson,

[james.wilson@evergreenccs.org](mailto:james.wilson@evergreenccs.org)