



**STATE OF HAWAII**  
DEPARTMENT OF EDUCATION  
**MAJOR SHELDON WHEELER MIDDLE SCHOOL**  
2 WHEELER ARMY AIRFIELD  
WAHIAWA, HAWAII 96786

Dear Parents and Guardians,

Wheeler Middle School has a new software program for our cafeteria called "PrimeroEdge"; with this new program you will now be able to register for an online account at [www.schoolcafe.com](http://www.schoolcafe.com). **With this account, you will be able to view your student's breakfast/lunch participation, pay online and set up *low balance notifications*.** Please register for an account even if you do not plan to pay online. We will no longer be making phone calls to parents notifying you of a low balance, so having an account with schoolcafe.com is the best way to keep track of lunch account information.

Please follow the directions on the reverse side of this form to register. You will need to know:

1. School district name: Type Hawaii, then select HI – Hawaii DOE from the dropdown.
2. Student ID: The student ID is available on all progress reports, report cards and your student may already know it because it is his/her ID for Infinite Campus. You may also come to the school to get this number. **Please note that school ID numbers will not be given over the phone.**
3. School name: Major Sheldon Wheeler Middle (Make sure you don't pick the elementary)

Along with the website there is also an app (school cafe) that you can download to your phone so you can receive notifications directly to your phone.

Please note that there is a 5% convenience fee added to all online payments. This fee does not go to the school. We will still accept checks and cash payments in the front office if you do not wish to pay online. Payments made to the front office will not incur any service fee.

If you have any questions, please call the school at 808-305-9000. Thank you!

Wheeler Middle School



## For Parents

SchoolCafé Support Hours: 6:00 am to 6:00 pm CST

Phone: 855.PAY2EAT (855) 729-2328

Email: [customercare@schoolcafe.com](mailto:customercare@schoolcafe.com)

Website: [www.schoolcafe.com](http://www.schoolcafe.com)

SchoolCafé provides a secure, online system for parents to

- Make payments to their student(s) cafeteria-meal account(s)
- View school menus and menu item nutrition information
- Review your student's buying history

### Quick Answers

✓ **How do I add money/make a payment to my child's account?**  
You can continue to send money to school with your student or you can add money through SchoolCafé. Follow the steps in Make a Payment in this guide.

✓ **I made an online payment. When can my student use the payment?**  
Your student's cafeteria account at the school is credited within 24 hours but may become available as quickly as 2 hours.

✓ **Is there a fee or service charge for making online payments?**  
A convenience fee may be charged for each online payment transaction. For example, if you make a \$20.00 payment and the convenience fee is \$1.00, the total debited from your credit card is \$21.00. The available funds for your child will be \$20.00. Convenience fee amounts vary by school district.

✓ **Can I receive notification when my student's account balance is low?**  
Yes! Follow the steps in **Set Up a Low Balance Alert** in this guide.

✓ **Why was my account locked when making a payment?**  
After three failed payment attempts, payment function is locked. Contact SchoolCafé to remove the lock.

✓ **What if I have several students in different schools?**  
Include as many students as you need in your account. The students can attend any school within the same district. Payments for each student are made separately.

✓ **Can I transfer money from one child to another?**  
Contact the Child Nutrition Services office at the school district for assistance with a transfer.

✓ **What happens to the money in my account at the end of the school year?**  
Your account balance moves with your student(s) from grade to grade and school to school within the district. Contact the Child Nutrition Services office at the school district for assistance with a refund.

✓ **How do I receive a refund if my child changes school districts?**  
Contact the Child Nutrition Services office at the school district for assistance with a refund.

## 1 Register


• You will be asked to verify your security answer and contact information when you request help with your username or password, or other information on your Profile page.

- Click Register
- Verify "I'm registering as a Parent" is selected and click Next Step
- Enter your school district name and then click Next Step
- Enter your name and contact information, and then click Next Step
- Set up your username and password
- Select a **Security Question** and enter a **Security Answer**, and click Next Step
- Click **I'm not a robot** and follow the reCAPTCHA prompts
- Check **I accept the Terms & Conditions** and click Create My Account

## 2 Add Your Student(s)

- Click **Students** → **Student Accounts**
- Click **Add a Student**
- Enter your **Student's ID** [and **Lunch PIN**, if asked] and select your student's **School**
- Click **Search & Verify Student**
- Click **Add this Student**



## Set Automatic Payment

- Click **Students** → **Student Accounts**
- Click **Automatic Payment** (  ) in a student listing
- Enter **Payment Amount**
- Enter amount in **Balance Threshold** to trigger payment
- Select a **Payment Source**
- Set **Auto Pay Expiration Date** for stop payment date
- Click **Add Automatic Payment**


## 3 Add Payment Source

- Click **My Account** → **Payment Sources**
- Click **Add a Card**
- Enter your **Card Number** and **Card Expiration** date
- Enter a name to associate with this card, if wanted
- Click **Add Card**

## 4 Make a Payment

- Click **Students** → **Student Accounts**
- Click **Make a Payment**
- Enter **Payment** dollar amount
- Click 
- Select a **Payment Method**, or enter card information for a one-time payment
- Click 

## Set Low Balance Alerts

- Click **Students** → **Student Accounts**
- Click **Low Balance Alert** (  ) in a student listing
- Enter **Threshold** amount
- Enter number of days to elapse between alerts
- Click **Set**

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