

ScholarConnect Frequently Asked Questions

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 and the reporting of meal purchases at Roslyn High School. Through the *ScholarConnect* interface, parents or guardians can automatically and securely replenish a student's lunch funds using their account from a participating bank.

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 student and all 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?

No. There is no fee for using the ScholarConnect site to fund your student's lunch 'purse' or view his/her 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 Elizabeth McLoughlin, School Food Services Manager of Roslyn Public Schools at 516-801-5057 or emcloughlin@roslynschools.org.

Registering for ScholarConnect

How do I register for ScholarConnect?

Go to the **ScholarConnect** link on the Roslyn Public School's home page at <http://www.roslynschools.org> or <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. If your child's ID number appears to have only 4 or 5 digits, please make it six digits long by putting 1 or 2 zeroes in front. For example, if your child's ID number is 1357, please use 001357 to create the debit account on our website.

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?

To change your password, 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.

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.

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 in the **Amount to Add** 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.

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**.

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**.

Can I add other children to my ScholarConnect account?

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Yes. It is presently only available at Roslyn High School but in the future we plan to have it available in all schools. 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 **Next**.

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 obtain a student attendance report using the ScholarConnect site?

Yes. To obtain a student school attendance report, select **Get a Report** from the **Attendance** section on the left side of the screen. Highlight the appropriate student and enter a date range in the applicable format. Click **Search**.

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.