Web Account Viewer
Instructions for Parents

The *Web Account Viewer* (WAV) is web based access to some of your student or family lunch account information. If you do not wish to have access to this information, please instruct your school to not assign your account a PIN number.

Log In

Gaining access to WAV is accomplished through a secure website either from a link on your school website or an email link you were provided. Accessing the link over the internet will take you to the log-in page.

The log-in page requires you to enter your families ID and PIN number if your school uses family accounts or to enter your child's student ID and PIN if you have a single child in school or your school doesn't use family accounts. To continue from here, enter and ID number and PIN (password) number and click the Log In button. If you wish to return to the account page without logging each time, click the choose to remain logged in box on the login screen. You can always undo the "remain logged in" option by logging out from the account screen.
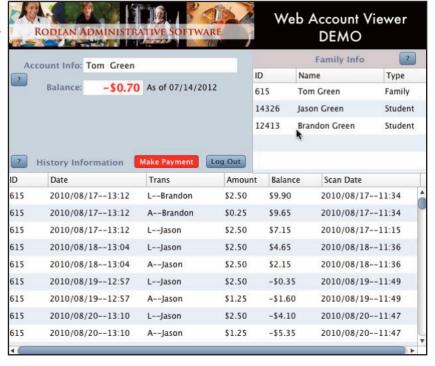
Student View

Once past the log-in page your student's account will appear with balance and meal information. On the top blue section is account specifics. A list of the last 30 days history transactions is on the bottom half of the screen. Use the scroll bar on the side of the history list to scroll down to see more activity.

Help buttons "?" can be accessed and will help explain different sections of the account information. The transaction column identifies the type of activity on the history account with the amount and running balance. Most recent transactions are at the bottom of the list.

Family View

Family log-in is accomplished with family ID and PIN numbers. If a student is associated with a family and you try to log in with student ID and PIN you will be logged in to the family account since the student record will not show complete information.

The family account page looks slightly different from the student page. When first displayed the family information is showing. Family account and student accounts are listed in the upper right list on the page.

Click on a student to see the students activity. All balance information is stored in the family account. History associated with the family account deals with family deposits and meal activity only.
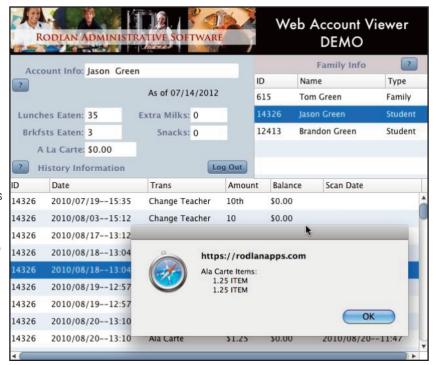
Clicking once on a student name from the list will display the student account information. No money balances are kept in a student account. The student account shows meals eaten and history for their activity. Balances are shown as "0" since all money is kept in the family account. Their history shows similar information as in the family account but from time to time you will also see additional items that won t be on a family history.

Viewing Information

When looking at the history you will see a la carte as a transaction type if your student has charged any a la carte items to their account. Clicking once on an a la carte row will display the a la carte item or items purchased in that transaction.

Negative balances will show in red to warn you your account is low. The Make Payment button will also display in red as in the picture on the previous page.

Once you are finished viewing account information for this session, please close the web browser window to close web activity.

Making Payments with Secure Instant Payments

If you school is registered with Secure Instant Payments, making payments on-line is very easy. On-line payments are safe and secure and are processed by Secure Instant Payments.

Secure Instant Payment uses 128 bit SSL Security provided by Rapid SSL and is PCI Certified by an independent third-party. Secure Instant Payments is scanned on a regular basis by Security Metrics to ensure that high security standards are maintained and that it meets the PCI data security requirements.

You don't have to owe the school money to make a payment, the button simply will not show in red. To make a payment press the MAKE PAYMENT button and you will be directed to the SIP payment page.

One fo the best parts about WAV's integration with SIP is that your information will largely be populated on the SIP payment page, name, address, account number (providing your school has entered the information in the School Lunch program). We do not pass your financial information because we do not keep any of your financial information on record.

Once on the SIP site you will need to enter all the information highlighted in yellow. Be aware that SIP charges a convenience fee for this service. E-check is the least expensive way to make a payment. The convenience fee on an e-check is only 55¢, about the price of a stamp and envelope to mail your check. The best part of an e-check is only one convenience fee per family account for any amount paid.

Credit cards can also be used but the costs are much higher. The same 55¢ convenience fee applies but there is also a 3% fee credit card companies charge. A $1.55 minimum fee applies to credit cards.

Once you enter your payment choice and information click continue to proceed to the review page. Providing all information is correct, click SUBMIT PAYMENT. You will then be able to print out a receipt.

What To Expect After Payments

You will not be able to return to the WAV site and see your payment immediately after making a payment. Several things must take place for your payment to appear on your history.

1) The school must retrieve the payment from the SIP site and process the deposit. This would happen during school hours, usually in the morning before lunch.

2) The school must post the day's activity to the WAV server. This usually happens in the afternoon after all reports have been posted. That way a new WAV file will reflect the most accurate information a school can provide.

The date the last WAV file was posted will be visible from the WAV account screen directly below the name field.