myschoolaccount.com

PREORDER
PARENT USER GUIDE
INTRODUCTION

In this user guide you will cover the following:

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PLACE A PREORDER

• Log onto to myschoolaccount.com

• Once you are on the dashboard, click on the Preorder Icon.

• The Preorder page will appear. (see figure below)

![Preorder Page Screenshot](image)

• Using the mini calendar to the left, click on the start and end dates for the date range you'd like to order meals for. If you need to change a date, click the date on the mini calendar a second time to deselect it.

• At this point, if a preorder calendar has been posted (See figure 1.1 on next page), the menu will be displayed for the student listed in the “SELECT STUDENT” drop down menu. If you need to view/order menu items for another student, use this dropdown menu to choose the desired student.

• Select the menu items to be purchased by clicking the “Add to Cart” button to the right of each item being offered. You can change the quantity of the item by increasing the number in the quantity (qty) field. If applicable, repeat the steps above to order for multiple students.
PLACE A PREORDER (continued)

• To decrease the amount of items ordered or to remove any item, **click the “Remove from Cart” button** to the right of each item.

• After finishing all preorder selections for your student(s), **click the “Checkout Cart” button**.

• Review the entire order, removing any erroneously added items. After verifying the checkout cart lists the correct items for purchase, **click the “NEXT” button**.

• Once at the “CONFIRM TRANSACTION” screen, you will be able to view a summary of the items purchased and its associated total cost. The students’ new balance is derived from subtracting the total amount of the preorder purchase, student by student, from that students’ current balance.

• If a payment is not necessary to complete the purchase, **click the “FINISH” button**. Otherwise, the payment process will automatically begin prior to receiving this final confirmation window.
PLACE A PREORDER WITH INSUFFICIENT FUNDS

Q: What if I am logged into my child’s account while making selections and then realized that my child’s account has insufficient funds needed to complete the purchase?

A: While placing a preorder, if you notice the student’s balance is at a negative or not enough to cover the entirety of the preorder menu transaction, you’ll be allowed to add funds to the student’s account when you are at the checkout.

LOSS OF PREORDER INFORMATION

Q: What happens if I am in the middle of selecting items for my child and do not complete the checkout process?

A: As items are being added to the checkout cart, record of the parent’s selections are being recorded to the MSA web server and is not reliant on storing record of the selections on the user’s computer. Once the parent logs into the system again and resumes selection of the preorder items, all previous selections will still be valid and appear in the checkout cart.

If the selections in your checkout cart were for food offered on a past date, the checkout cart will automatically remove the items for you. Likewise, if the food service director requires that orders are placed by a certain date and your items are no longer able to be purchased (i.e. they are marked “closed”), the checkout cart will remove these items from your cart automatically for you as well.