

# TOUCHBASE | ONLINE PAYMENTS

## TIPS AND TRICKS FOR NEW PARENTS / CUSTOMERS

### WELCOME!

Thank you for using our online payments portal: TouchBase. Our online payments portal is a bit more than a place to make payments – we trust you'll find it a key tool when managing your account or your students account!

As a parent/customer, you'll be able to:

1. Purchase items online
2. Pay for fines and/or fees online
3. Pay fines, fees, or purchase items for all your students in one transaction
4. View/print/save your student/customer ledger
5. View/print/save a your receipts

*And much more!*

### WHAT IS THIS NEW APPLICATION?

InTouch Receipting and TouchBase Online Payments are part of a cutting edge software package the Hermiston School District has implemented to streamline the management, reporting, and accountability of your student's financial record, as well as making it easy on *our* customers – *the parents* – to pay student fines and fees, making a food service payment, or purchasing items - all in one portal.

As a parent, this new application allows you to access your students' account online using a computer, via your favorite mobile device, or in person, at any one of our school locations.

### HOW DO I SIGN IN TO THE ONLINE PAYMENTS PORTAL?

The online payments application – TouchBase – has been configured to use the following login credentials:

Username: [student id#]

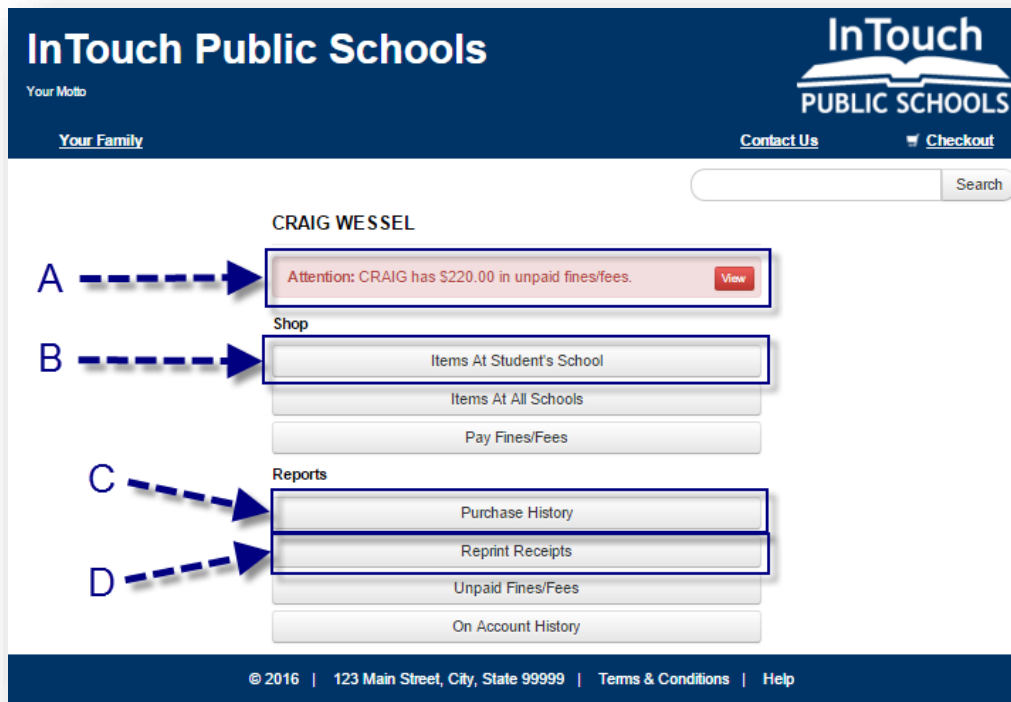
Password: [student's last name]

CONTINUED ON PAGE 2

## I'VE SIGNED IN, NOW WHAT?

Once you've signed in, select the student you want to shop for:

Figure 1



- A. Fines and/or Fees may be present on your student's account. If your student *has* a fine/fee on their account, you will see a **RED** notification window – this is your key to look at, and pay, any fines or fees assessed to your students account. There are many reasons why a fine or fee may be present on your account, and selecting "VIEW" will display the detail specific to your student.

*NOTE: If you have questions regarding a fine/fee assessed to your students account, please contact your students building for visit the "FAQ" section at the end of this document.*

- B. "Items at Students School" is where you'll go to browse items available to your student for purchase. This should look familiar to you if you're familiar with online shopping. Once you've selected items in the webstore, you can view/edit your cart, or proceed to checkout.
- C. "Purchase History" is an on-demand tool for you to use to track your purchase history. This allows you to confirm prior purchases or confirm payment was delivered by your student to the building.

- D. "Reprint Receipts" is a tool that allows you to print a single receipt rather than your full payment ledger (*Purchase History*)

CONTINUED ON PAGE 4

### I'M IN THE WEBSTORE, BUT SOME ITEMS AREN'T AVAILABLE TO ME, WHY?

The online payments portal is integrated with many other systems across the district, and as a result, the webstore items can be 'flagged' to limit what students can purchase items. Below are examples of what you may see in the webstore, and the reason(s) certain items look the way they do:


#### "Buy"

An item that's available for purchase in the webstore will display a blue "Add" button – this means it's available for purchase:

Item	Qty	Amount	
 ASB CARD FEES REQUIRED FOR STUDENT ATHLETES TO PARTICIPATE IN SPORTS	1	15.00	Buy


#### "Sold Out"

This notification will display if the quantity has been depleted on an item, or if the item is currently unavailable. *TIP: check the item description – there may be additional instructions for you regarding the item.*

Item	Qty	Amount	
 AP US GOVERNMENT & POLITICS TRIP SPACE IS LIMITED, FIRST COME, FIRST SERVED.			Sold Out

#### "Pay Fines"


This is displayed when an item is marked to restrict purchases for students with outstanding fines on their account. If you click the "Pay Fines" button, this will take you to the fine window where you can add all applicable fines to your cart. Once you've added the fines to your cart, you'll be able to add the restricted item to the cart as well:

Item	Qty	Amount
	THE PLANETS	Unavailable until fines are paid <span style="background-color: red; color: white; padding: 2px 5px;">Pay Fines</span>
Support our hard working Symphony students! Attend their production of Holst's, The Planets!		

CONTINUED ON PAGE 5


### "Grade Restriction"

Items that are restricted to a specific grade, are only available to students enrolled in the listed grades. If you find your student is listed in the wrong grade, or the item you wish to purchase *should* be available to your student – please contact the school for more information.

	CULINARY TRIP	Only available to grade(s) 12
---	---------------	-------------------------------


### "Multipart Items/Combo Items"


If you find an item has multiple options available, this is a 'Multipart item' and you have the option to select what items you wish to add to the cart. If any of the checkboxes are greyed out/unavailable to edit, this means they are required.

Item	Qty	Amount
	REGISTRATION COMBO	1 <span style="float: right; background-color: #007bff; color: white; padding: 2px 5px;">Buy</span>
SAVE MONEY AND PURCHASE THE MOST COMMON ITEMS ALL AT ONCE!		
AP HISTORY	8.00	<input checked="" type="checkbox"/>
ATHLETICS FUNDRAISER	12.50	<input checked="" type="checkbox"/>
YEARBOOK SALES	80.00	<input type="checkbox"/>

### "Donation Items/Food Service Items (variable prices)"

If an item is a 'variable price', this will allow you to place your own amount on the purchase. The most common examples of a variable priced item are: fundraisers, donations, and food service deposits.

Item	Qty	Amount	
 BAND DONATIONS THANK YOU FOR SUPPORTING OUR STUDENTS!	1	0.00	Buy

Item	Qty	Amount	
 BAND DONATIONS THANK YOU FOR SUPPORTING OUR STUDENTS!	1	25.00	Buy

CONTINUED ON PAGE 6

## FAQ | COMMONLY ASKED QUESTIONS

### Q: IS MY CREDIT CARD DATA STORED WHEN I USE THE ONLINE PAYMENTS APPLICATION?

A: No – the online payments application does not store your card data under any circumstance. [DISTRICT] does not store your credit card data under any circumstance either. The online payments portal uses PCI compliant processes and security protocols to ensure your data is protected while being processed. All payments are secure and protected.

### Q: WHAT CARD TYPES ARE CURRENTLY ACCEPTED ONLINE?

A: [INSERT ACCEPTED CARD TYPES]

### Q: I HAVE A FINE ON MY STUDENT'S ACCOUNT. WHY WOULD MY STUDENT HAVE A FINE?

A: There are several reasons why your student may have a fine. The online payments application is integrated to each school's finance office, and many other district systems send the online payments application data. The most common reasons for why a fine is on a student's account are:

- A student lost or damaged a library/textbook
- A class fee wasn't paid
- A student damaged school property
- A student didn't pay a field trip fee, a club due, etc. on time.

If there is a fine on your account, certain items may be restricted for purchase until the fine/fines are paid.

### Q: I'VE TRIED TO LOG IN TO THE WEB STORE, BUT I HAVEN'T BEEN ABLE, WHAT SHOULD I DO?

If you are having issues signing into the web store, it's most likely because you haven't created a password, or because you aren't signed up/enrolled in the parent portal. You can first try the recover password utility on the login page, but if that doesn't work, please contact the district for further instructions.

#### Q: THERE IS AN ITEM MY STUDENT WANTS TO PURCHASE, BUT I DON'T SEE IT AVAILABLE IN THE STORE

---

A: The web store offers many items to parents and students, but there are certain items that may require hands-on management. As a result, the item may not be available in the web store. Typically, if there's an item requires this level of management, a fee will be assessed to the applicable students.

Some items may only be available during certain times of the year. Be sure to check in often!