

## Using the MyKidsSpending website



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*If you have any questions, please contact MyKidsSpending Support at [support@mykidsspending.com](mailto:support@mykidsspending.com).*

## How Do I Create My MyKidsSpending Account?

To register your MyKidsSpending account, or to add a new student to an existing account, go to <https://www.mykidsspending.com> and select either “Get Started” from the upper banner or the “Create Account or Add Student” button near the bottom. If the school registered your account (you’ll usually get an email saying so) and you need a password, please skip to [how to request your password](#).

|                     |                      |
|---------------------|----------------------|
| Email Address       | <input type="text"/> |
| Parent First Name   | <input type="text"/> |
| Parent Last Name    | <input type="text"/> |
| Parent Phone Number | <input type="text"/> |
| School              | <input type="text"/> |
| Student ID          | <input type="text"/> |
| Student First Name  | <input type="text"/> |
| Student Last Name   | <input type="text"/> |

|  |
|--|
| <input type="button" value="Register this account"/> |
| <input type="button" value="Cancel Registration"/>   |
| <input type="button" value="Complete Registration"/> |

Here you will enter the e-mail address you would like to use. This e-mail will serve as both your log in ID and also it will be where we send any e-mail correspondence. There are also fields for your first and last name, your phone number, your student’s school, your student’s ID number, and your student’s first and last name.

If you are only adding one student, once your information is entered, click the “complete registration” button and you will be taken back to the main page. If you have multiple students to add, clicking on “Register this account” will instead keep you on the same page and allow you to add another student.

At that point we attempt to match the school, student name and ID number, and if we get a match, the account will be set up for you automatically and a confirmation e-mail will be sent providing your password information. If you do not have the student ID number, or we are unable to verify some information you have entered, you’ll get an e-mail letting you know that we will keep your registration on file while one of our support team checks the information provided. In most cases the registration can be completed within 24 hours.

Your password can be changed at any time by logging into your account, selecting the Change Password button and following the prompt. E-mail addresses can be updated similarly by logging in and selecting the Change E-mail Address button and following the prompt.

Please consider adding our address [AccountSetup@MyKidsSpending.com](mailto:AccountSetup@MyKidsSpending.com) to your address book so that any correspondence is not accidentally filtered out as spam. We can be contacted at that e-mail if you have any questions.

## Logging into your account

The MyKidsSpending website is at: <https://www.mykidsspending.com/>

To log in, use the e-mail address you signed up with in the first box and the password you were sent in your confirmation e-mail and click the login button. If you are having difficulty remembering your password, please skip to [how to request your password](#).

**MYKIDSSPENDING**  
Your portal to view and fund spending accounts at school

Home About Us Contact Us Get Started Privacy Policy

Welcome to *MyKidsSpending.com*, your portal for managing and funding your student's on-campus spending.

From the campus bookstore to the cafeteria or a quick stop between classes at the school snack shop, *MyKidsSpending.com* (MKS) works with schools across the country, helping parents better manage, control, and fund their child's daily campus transactions.

Using the MKS secure login system, parents and students can view account activity, add money to school spending accounts, and request PDF statements. Parents can register accounts for a single child, or multiple children, whether they're attending the same school or different schools.

*Your bank-to-school transactions are secure.*

[Learn more.](#)

Create Account or AddStudent

MKS is a property of Odin, Inc., a leading provider of Point of Sale (POS) solutions.

**Returning parents:**

Email Address or logon ID  
support@mykidsspendi

Password:  
.....

Login

Send Password

Press here if trouble logging in?

## **When I try to log in I get this error saying the log in failed.**

**Login FAILED! Wrong email or password.**  
*Returning parents:*

Email Address or logon ID

  
  
Password:

This error most frequently occurs if there is a typo in the password, or if you are using a different e-mail address to the one that you signed up with.

If you are certain the e-mail and password are correct and you are still having trouble logging into the site, it might have something to do with the browser that you are using. Older versions of browsers do not support a high enough level of encryption for credit card processing and are blocked for security reasons. Please try with a newer or different browser such as Chrome or Firefox. An alternative is to use a smart phone which typically will have a more recent browser.

One other issue that we sometimes encounter is when users are accessing the website through a computer at work, occasionally the network settings will prevent you from logging in. We don't have any control over that and suggest logging in from your phone using your own internet connection (not through a workplace provided wifi). If you would like to use your work computer, please contact your system administrator.

## **How do I get my password sent to me?**

Type your e-mail address into the "Email Address or logon ID" box, then click on the "Send Password" button. The e-mail should take no more than 30 minutes to arrive, so if you haven't received the link by then, please send an e-mail to [support@mykidsspending.com](mailto:support@mykidsspending.com) and we will send a link to you manually.

## **I can't remember my log-in e-mail.**

If you can't remember the e-mail address you registered with, please send an e-mail with your student's name, ID number if you have it, and the name of the school they attend to: [support@mykidsspending.com](mailto:support@mykidsspending.com).

## Making a Deposit

Once you are logged in, you will see the main page for MyKidsSpending account. For the purposes of this guide, the school is our demonstration school, Asgard Academy, but you should see the school name and logo that your student attends.



*Welcome back Lee Mather*

*Welcome to MyKidsSpending at Asgard*

|                         | ID NUMBER | BALANCE | NICKNAME | FIRST NAME | LAST NAME |                                    | AUTOFUNDING |
|-------------------------|-----------|---------|----------|------------|-----------|------------------------------------|-------------|
| <a href="#">SUMMARY</a> | 36658     | \$0.00  |          | Lakisha    | Liles     | <a href="#">TOGGLE AUTOFUNDING</a> | Off         |



There are two ways to add funds to your student's account:

The “Fund Accounts” button allows you to make a one-off deposit as needed, using either an electronic check or a credit card.

The “Auto Transfers” button allows you to set up a checking account so that funds will automatically be added to your student's spending account from your checking account according to the parameters you set. Please note auto-funding requires a checking account and cannot be set up with a credit card.

## Fund Accounts

[Account Home](#)

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### Fund accounts

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**Total: 100.00**

| Name          | ID Number | Balance | Enter amounts then press Update                       |
|---------------|-----------|---------|---|
| Lakisha Liles | 36658     | 0.00    | <input style="width: 50px;" type="text" value="100"/> |

|                                |             |   |
|--------------------------------|-------------|---|
| E Check Convenience Charge     | <b>1.75</b> | <input type="button" value="Process Electronic Check"/> |
| Credit Card Convenience Charge | <b>4.00</b> | <input type="button" value="Process Credit Card"/>      |

**Service Charges**

→ **Payment by Credit Card**

*The minimum deposit amount is \$10. The convenience charge is 4%. The minimum convenience charge is \$3. Funds are generally available within 24 hours. There is a \$30 charge for a credit card chargeback from a contested charge.*

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→ **Payment by Electronic Check**

*For each deposit by check, there is a service charge of 75 cents plus 1% of the total deposited. For example, for a deposit of \$100, the fee would be \$1.75. For each check returned unpaid by the bank, there will be a \$20 charge to the account.*

To make a one off deposit, first click the Fund Accounts button. Then enter the amount that you would like to add and then click on the update button on the middle left of the screen.

The service charges applicable to each payment option for the amount entered will display. Select the payment option you wish to use to continue: Process Electronic Check or Process Credit Card.

## Process Electronic Check

If you do not have a checking account on file, then you will be taken to the Bank Account information screen.

### Bank account information

You'll use this screen to save your bank account information in our site and set up automatic transfers from your MySpending account. Please note that payments may also be labeled with our parent company, Odin, Inc.

[Clear Existing Information](#)

Account Nickname for Notifications   
Bank Name   
Account Number

Please be sure to enter the correct account number. There may be a charge if the bank rejects the deposit because of an incorrect account number.

Verify Bank Account Number

You should only verify your bank account number if you're entering a new account number.

Country

Routing/Transit Number

Use the 3-digit number from the bottom of a physical check, or if you are in Canada, the 3-digit transit number immediately followed by the 3-digit institution number.

Account Type

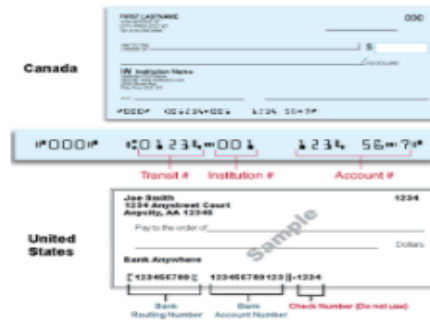
Name on Account

Address on Account

City

State/Province

Zip/Postal Code



### Auto-funding options

In order for the account to fund itself when the balance is low, the following box will need to be checked. This will apply to all accounts in this login. Skip this section if you do not want the account to be automatically funded.

Enable Auto Replenish

Each person in your account will be funded when they reach the minimum balance.

Balance at which to add funds

Amount to be added to account

Please keep in mind that it may take a few days for the account to receive the funds.

[Submit](#) [Clear Existing Information](#)

Enter in your checking account information as required. If you do not wish to use Auto Funding, then you can leave the auto funding section alone and just click the Submit button at the bottom of the page. Instructions on setting up Auto Funding appear later in this document.

[Account Home](#) [Sign Out](#)

**Total Charge: \$101.75**

|                 |   |                                       |
|-----------------|---|---------------------------------------|
|                 | <input type="text" value="Lunch account ending in 3456"/> | <input type="button" value="Change"/> |
| Address         | <input type="text" value="24 House Road"/>                |                                       |
| City            | <input type="text" value="Cambridge"/>                    |                                       |
| State/Province  | <input type="text" value="MA"/>                           |                                       |
| Zip/Postal Code | <input type="text" value="02814"/>                        |                                       |
| Country         | <input type="text" value="United States"/>                |                                       |

I Authorize MyKidsSpending to charge my referenced bank account for the above amount.

Once you have submitted your checking account information, or if you already have a checking account on file, then you will be taken to the payment processing screen, seen above.

Please take a minute to confirm you are using the correct checking account. If you are not using the correct account, please click on the "Change" button to make the necessary changes.

If you are happy with the total, which includes any processing charges, click on the "Submit" button to process the deposit.

Your request will not be sent until you click the Submit button and your approval code will display at the bottom of the box and you will receive an e-mail confirmation of the deposit.



## Process Credit Card

As we do not keep credit card information on file, once you click on the “Process credit card” button, you will be taken to the payment processing screen as shown below.

The total charge, including any processing charges, is displayed at the top.

Enter the card information that you would like to use. We accept VISA, MasterCard, Discover, and American Express.

If you are happy with the total charge and the card information that will be used, please click on the “Submit” button.

You will receive an e-mail confirmation of the deposit.

Account Home

**Process credit card**

**Total Charge: \$104.00**

**Secure Credit Card Information**

Name (First Last)

Phone Number

Address

City, State/Province, Zip/Postal Code

Country

Type

Credit Card Number

Expiration Date

CVV2 Code

After successfully making a deposit, either by electronic check or credit card, your account balance on the MyKidsSpending website will immediately reflect your deposit.

The account balance at the school will reflect this deposit once synchronization between the website and the school takes place. While we ask that you leave 24 hours for the funds to be available in case of communication errors, they will often be available more quickly (within 5-10 minutes).

## Automatic Transfers

You have the option of saving your checking account information to the MyKidsSpending website, and when your student reaches a certain dollar amount in their account, a deposit will be scheduled for you.

To set up Auto Funding, from the main page click on the “Auto Transfers” button.

Input the checking account information for the checking account you would like to use, if you do not already have it saved. (Please note we are not able to use a credit card for automatic funding.)

### Auto-funding options

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*In order for the account to fund itself when the balance is low, the following box will need to be checked. This will apply to all accounts in this login. Skip this section if you do not want the account to be automatically funded.*

Enable Auto Replenish

*Each person in your account will be funded when they reach the minimum balance.*

Balance at which to add funds

Amount to be added to account

*Please keep in mind that it may take a few days for the account to receive the funds.*

Put a check mark in the box marked Enable Auto Replenish to turn auto funding on.

Specify the balance at which automatic funding is triggered. The default is \$25, but can be altered. When your student reaches this balance, the auto fund process will begin. We recommend not choosing an amount below what your student might spend in 2 days in order to keep the account positive.

Specify the amount to add to your student's account. The default is \$100, but can be altered.

Click on submit to accept the changes.

As an example, if your student's threshold is \$25, and their spending activity on Tuesday brings their balance to \$20, then you should get an e-mail on Tuesday night letting you know that a deposit has been scheduled.

The deposit itself will then be processed on Wednesday night, and a second e-mail confirming the deposit has been processed will be sent out to you.

**An important note on timing:** - Setting up auto funding does not immediately make a deposit, it just switches on the auto fund process. If you would like to make funds available for your student to use immediately, the quickest way is making a separate deposit using the fund accounts button.

## **Disabling Auto-Funding**

You can turn off auto-funding at any point if you no longer wish to use it, including in-between the first notification email and the actual auto-fund event. We include a link to deactivate auto funding when we send a notification e-mail that a deposit has been scheduled.

Alternatively, you can log in to your MyKidsSpending account and remove the check mark from the Enable Auto Replenish box.

If auto-funding is enabled on your account and the bank for any reason rejects the auto-fund, the auto-fund option will be automatically disabled on your account as a precaution. Therefore, if you get an “e-check failed” email, this means the auto-fund did not take place and the auto fund option has been disabled. You will need to access your MyKidsSpending account, correct whatever error was reported by the e-check failed email, and re-enable auto-funding.

## Viewing Account Activity

To get a list of your student's spending activity, from the main page, click on the "Summary" link, to the left of your student's ID number to get to the account summary page.

Account Home

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Account summary

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**Lakisha Liles**

|                        | TOTAL |
|------------------------|-------|
| Spending During Period | 0.00  |
| Deposits During Period | 0.00  |
| Balance Due            | 0.00  |

**Please Select Date Range**

*Hint* → To select a date range, click on a day on the first calendar for the beginning of the range, and a day on the second calendar for the end of the range. To go to a different month, click on either arrow button next to the name of a month.

From: 07/01/2017

| July 2017 |     |     |     |     |     |     |
|-----------|-----|-----|-----|-----|-----|-----|
| Mon       | Tue | Wed | Thu | Fri | Sat | Sun |
| 26        | 27  | 28  | 29  | 30  | 1   | 2   |
| 3         | 4   | 5   | 6   | 7   | 8   | 9   |
| 10        | 11  | 12  | 13  | 14  | 15  | 16  |
| 17        | 18  | 19  | 20  | 21  | 22  | 23  |
| 24        | 25  | 26  | 27  | 28  | 29  | 30  |
| 31        | 1   | 2   | 3   | 4   | 5   | 6   |

To: 07/31/2017

| July 2017 |     |     |     |     |     |     |
|-----------|-----|-----|-----|-----|-----|-----|
| Mon       | Tue | Wed | Thu | Fri | Sat | Sun |
| 26        | 27  | 28  | 29  | 30  | 1   | 2   |
| 3         | 4   | 5   | 6   | 7   | 8   | 9   |
| 10        | 11  | 12  | 13  | 14  | 15  | 16  |
| 17        | 18  | 19  | 20  | 21  | 22  | 23  |
| 24        | 25  | 26  | 27  | 28  | 29  | 30  |
| 31        | 1   | 2   | 3   | 4   | 5   | 6   |

| QUANTITY | ITEM | DATE | AMOUNT |
|----------|------|------|--------|
|----------|------|------|--------|

This page will, by default, show you the current month's activity, but you can use the two calendars on the page to display a custom start and end date. After selecting your date range, click on the update button. The summary section at the top of the page will give you a total for the spending during the period, the amount added to the account during the period and any purchases for the time period selected will be shown at the bottom of the page.

Please note: Your balance is not a real time balance. Your school synchronizes the day's activity with what you see on the web each night, so the balance you see will generally be your child's account balance from the end of the prior day.

## Requesting a Statement

From the home page, click on Statements button to go the statements page.

**Enable Statement Delivery**

Check off this box if you would like to receive emails notifying you when your student's account balances gets low. Then click Submit at the bottom of this page. (You can also change the "low balance" threshold at the bottom of the page.)

**Request copy of statement.**

Check off this box if you would like to request a statement covering a particular date range. (Statement delivery must be enabled.) Then clicking on a specific starting date in the calendar below, using the arrows to navigate back to previous months, and click Submit at the bottom of this page.

Please select the start date for the statement

| July 2017 |     |     |     |     |     |     |
|-----------|-----|-----|-----|-----|-----|-----|
| Mon       | Tue | Wed | Thu | Fri | Sat | Sun |
| 26        | 27  | 28  | 29  | 30  | 1   | 2   |
| 3         | 4   | 5   | 6   | 7   | 8   | 9   |
| 10        | 11  | 12  | 13  | 14  | 15  | 16  |
| 17        | 18  | 19  | 20  | 21  | 22  | 23  |
| 24        | 25  | 26  | 27  | 28  | 29  | 30  |
| 31        | 1   | 2   | 3   | 4   | 5   | 6   |

At what balance would you like to receive a statement? Please enter the number here. (For example, 25 is our default.)

On this next screen, you can enable statements by checking the box to "Enable Statement Delivery." A statement will be sent to you once your student's balance reaches the amount specified at the bottom of the page.

To request a statement on demand, check the "Request copy of statement" box and select a date from the calendar that you would like the statement to start.

After you have entered your Statement Delivery settings click on the Submit button. Statements will not be enabled unless you click Submit.