



## RESTO BILLING FAQs

***I signed into myschoolbucks account and it says “the district is not accepting payments at this time.” What do I do?***

This year, the student accounts were split by campus. This requires a one-time action on your part to see your correct account balance. Log into your account and next to where it says, “Welcome” and your name, click there, then click on “my students” and remove your student(s) account(s). Once removed, you can click “add student” to re-add them to the correct campus.

***Should I create a new account on myschoolbucks.com?***

No, you will just need to remove and re-add your student to continue using myschoolbucks.com account.

***I can't see Lycee under my districts.***

You must choose The Healthy School Food Collaborative under my districts. After, you have the option of choosing Lycee Upper (Johnson Campus) or Lycee Lower (Patton Campus).

***I have a positive balance on my old account. How do I transfer those funds?***

Please email our Healthy School Food Collaborative representative, Van, at [van.cao@thsfc.com](mailto:van.cao@thsfc.com) for assistance in transferring the balance.

***My child has never eaten the school lunch. Why does my account have a balance?***

While there is a slight chance of error in scanning the student's card, many students have chosen to eat school lunch in addition to their own lunches. In order to purchase a lunch, the student must present their student ID card and state their name. This reduces the error of changing the incorrect account.

***My child eats breakfast at home. Is breakfast being served at school to my child?***

Breakfast is available to all students beginning at morning drop-off and ending when the school bell rings. By law, the school is required to feed any child that comes through the breakfast or lunch line.

***Why has it taken so long to receive my Resto! bill?***

Resto! bills are always available to view and pay online at myschoolbucks.com. You may also use myschoolbucks.com to monitor your child's lunch purchases and set a notification for when the balance gets to a certain amount. You can pay online or you may mail or turn in a check or cash to avoid the online transaction fee of \$1.95.

***Who can I contact with questions about my Resto! bill?***

For questions on your Resto ! bill, you can contact our bookkeeper, Anne, at [achapman@lfno.org](mailto:achapman@lfno.org) and our Healthy School Food Collaborative representative, Van, at [van.cao@thsfc.com](mailto:van.cao@thsfc.com) for assistance.