



MySchoolBucks Frequently Asked Questions

Why Use MySchoolBucks?

MySchoolBucks gives parents the convenience and flexibility of one account to securely purchase from your student store and pay student fees with a credit card, debit card, or electronic check.

Do you have a mobile app?

MySchoolBucks has a FREE mobile app that is available for both iPhone and Android users in the [App Store](#) or [Play Store](#)! With the MySchoolBucks app, you can quickly and securely purchase from your student store and pay student fees using your credit card, debit card or electronic check. Just login with the same username and password you use on the MySchoolBucks website.

How do I get started?

1. Create your account for free with MySchoolBucks
2. Add your student(s) to your account using their school name / student ID
3. Browse your student's school's online store and add items to your cart
4. Securely check out using your credit/debit card or electronic check

*Note: Please contact your school to verify if your school's online store is available.

Will I be able to pay for school items immediately after I create an account?

Yes, you will be all set and ready to go after you sign up.

Problems Logging In

What do I do if I forget my username or password?

Resetting your password is easy. Simply click on the link "[Forgot username or password?](#)" in the login box on the homepage. Enter your username (in most cases, your email address) and select if you'd like to receive a text message or an email to reset your password. If you do not receive an email in the timeframe specified, please check your SPAM/Junk folder to see if the email was sorted there. If you chose to reset your password via text message and do not receive a text; please try the email option instead.



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In most cases, your username is the email address you used when you set up your account. If you need further assistance, please call us at 855-832-5226.

Why can't I find my district and/or school on the account signup screen?

If you are having trouble locating your district and/or school, the district might use a different display name on MySchoolBucks. Please contact your school to confirm the district's name and try again!

MySchoolBucks says my student cannot be found. What should I do?

Check with your school to make sure that the student's name is spelled exactly as the district has it on file. Verify that the student ID and/or date of birth has been entered correctly. Your student's ID can usually be found on school documents such as a report card, registration paperwork, transcripts, ID card, etc. For security and confidentiality reasons, if you need further assistance with your student's ID, you will need to contact your school or district office.

Security

How do I know my information is secure?

MySchoolBucks takes the security of your information - for you, your student, and your payments - very seriously. It is vital to the service we provide. The MySchoolBucks website and mobile app are fully compliant with the Payment Card Industry Data Security Standard, which is a set of security requirements set by Visa, MasterCard, and the other major payment brands, for card payments. This is the gold standard for payments security. All transactions are encrypted and transmitted securely.

What do you do with my personal information?

We will never sell your personal information. For detailed information on our privacy notice, click [here](#).



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Email Notifications

When I make a payment, can I have a receipt emailed to me?

You can easily opt in to receive payment confirmation emails. Receiving a confirmation email each time a payment is made makes it easy to keep track of all your school payments. This feature can be turned on through your account settings. Each time you make a payment, a receipt will be sent to the email address in your user profile.

General Payment Questions

Can other people make payments for my student?

If another person or family member needs to make a payment for your student, they can create their own MySchoolBucks profile. A student can be tied to multiple user accounts. If an additional account is needed, the account creator will follow the same simple three-step setup process.

How do I make a purchase on MySchoolBucks.com?

- **Website:** To make a purchase, begin by navigating to the School Store in the upper right corner of the page and selecting Store Home. From there, you can search for the items you need, view the product details, and add them to your cart after filling out any required fields. If you are purchasing multiple items, you can repeat this process. When you are ready to check out, click the Shopping Cart icon in the upper right corner. You will then select your payment method, click Continue, and finalize your purchase by clicking Place Order.
- **App:** To buy items using the MSB Parent App, start by tapping the Market Icon at the bottom of your screen and choosing the store you'd like to browse. You can then search for products, tap on them to see details, and fill out any necessary information before adding them to your cart. To add more items, simply tap the back arrow and repeat the process. Once you're ready, tap the Shopping Cart icon in the top right, proceed to Checkout, select your payment method, and tap Pay Now to complete the transaction.



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How can I add/remove a payment method from my account?

To add a payment method to your account please click on the blue circle with a person icon in the upper right corner. In the drop-down menu that appears select "My Billing Accounts". On that page you will see the payment methods offered by your district (credit card, debit card and/or e-check). Click on the Add Account button to add your preferred payment method. You can also click the star button to have that payment method be your default option when making a payment.

To remove a payment method from your account, visit the "My Billing Accounts" section of your profile. Click the remove button next to the payment method you wish to take off of your account. If you receive message that your billing account cannot be removed, please check your AutoPay settings to see if that payment method is attached.

What credit cards/methods of payment are accepted?

MySchoolBucks accepts Visa, Discover, MasterCard, and American Express. In some instances, schools and districts have enabled electronic checks. Your school district may differ on which types of payments they will accept. If you do not see your preferred payment method when you log in, contact your school and/or district for more information.

Is there a fee associated with using MySchoolBucks?

HPS may charge a Program Fee in connection with the Services and/or transactions processed through the Services. If a Program Fee is charged, it will be displayed onscreen before you complete the payment transaction. By completing the transaction, you agree to pay the Program Fee to HPS.

Why does my online bank statement show a pending MySchoolBucks charge even though my payment was declined?

If you enter an incorrect billing address during checkout, your credit card provider may place a temporary charge on your card. This temporary charge may appear as pending and will automatically be removed in 2-3 business days. Please contact your card provider for additional information.



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Payment History

How can I view my payment history?

- **Payments by Order History:** You can access your payment history through your order history. From the home page, click the "Person Icon" located in the upper-right corner and then select "My Order History." This section will allow you to view each individual payment you have made.
- **Download Payment History:** For your records, you have the option to download your complete payment history from "My Order History" section on the MySchoolBucks website.
- **Important Notes:** MySchoolBucks mobile app only displays payments from the past 30 days. For a full payment history, you must access your account through the website. Additionally, any payments made directly to your school or district will not appear in MySchoolBucks, so you should contact your school district for information on those transactions.

How do I see a transaction history that is older than 90 days?

For purchase history greater than 90 days, you will need to contact your school.

School Store FAQs

How do I purchase items for my student?

Most items can be found in the School Store drop-down menu in your account. Please be aware in order to view or purchase items in the school store you must first have a student added to your parent account.

Invoice FAQs

How do I purchase items for my student? Where can I find my school invoices?

You can view school invoices in your account by logging into your account through a web browser. Once in the account select the "school store" option at the top of your user profile. You will then see school invoices in the drop-down menu.



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What if I am missing an invoice or not sure why I have received one?

All invoices are issued directly by your school. For the best details on all invoices, you will want to reach out to your student's school directly.

Moving/Changing Schools

What happens if my student changes schools?

You can continue using your MySchoolBucks account as long as your new school uses MySchoolBucks!

If you are changing schools within the same school district, MySchoolBucks is automatically updated with your student's enrollment information.

What happens if I move to a new district?

If you move to a new school district that also uses MySchoolBucks, click the words "School District" at the top of your MySchoolBucks account to add a new school district to your profile

Refunds

How can I obtain a refund?

Payments placed through MySchoolBucks are quickly expedited to your school's bank for deposit. We ask that you work directly with your school to obtain a refund.

Merchandise Exchange and or Returns

Who should I contact for merchandise exchanges/ returns?

Please [contact your school](#) if you need assistance with a merchandise exchange or return. Your school will be able to support you with these requests.



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Technical Support

Who should I contact for technical help with MySchoolBucks platform?

If you have questions about creating your account or accessing your school's storefront, LAUSD's partner MySchoolBucks's dedicated support team is available to assist. Call (855) 832-5226 for assistance.