

Setting up AutoPay in MySchoolBucks

In order to set up AutoPay through MySchoolBucks please log into your account through a browser; at this time AutoPay cannot be set up or edited via our mobile app. Please follow the steps below to set up your recurring payments:

- -Click on the blue circle with the person icon in the upper right-hand corner
- Choose your auto payment option: "When balance falls below" or "On a recurring basis"
- According to which payment option you choose, you will need to select a low balance amount (the amount your student's account will have to reach before payment is processed), or recurring breakdown (Every week, every two weeks, every three weeks, or monthly)
- Then select the amount you want to apply for besides the student account for which it is intended for.
- You will also have an option to select an end auto-pay date. If you choose to not set an end date it will continue to run until the parent disables the auto payment feature.
- Once you have configured your recurring payments, complete setup and save.

Please be aware that in order for AutoPay to successfully process your student's balance must be above the low balance threshold you have selected.

If your student is below that amount please make a one-time payment that will bring your student's balance above that low balance trigger; and will keep it there for over 24 hours.

Auto Payment settings cannot be triggered twice on the same day. This is when your auto payment is triggered the same day, and the balance falls below the threshold.

AutoPay runs on a set schedule. MySchoolBucks runs a task to process AutoPay payments at 5 a.m. and 5 p.m. Eastern Standard Time every day.

Most issues with AutoPay are caused by one of the following reasons:

- School updates are offline and your student's balance suddenly drops below the threshold when the balance updates are able to be processed.
- Student's balance does not remain above the low balance threshold for 24 hours. When the balance doesn't remain above the low balance threshold for 24 hours the AutoPay is not able to reset.

We suggest turning the AutoPay and then re-enabling it. This should reset the AutoPay for your students to ensure that the payments process correctly in the future.

How to turn on /off AutoPay

- Click on the person icon in the upper right-hand corner of your screen
- In the drop-down that appears select "Autopay Settings"
- Click "Autopay Settings".
- Click Disable/Enable AutoPay (bottom left of screen)

Note: Once you disable AutoPay you will receive a confirmation email.