

Student Lunch Account Frequently Asked Questions

1. *How do I add money to my child's lunch account?*

To add money to your son or daughter's lunch account online go to www.lths.org and click on the word EPay just below Recent News. This will take you to the District's E-Pay website. Scroll to the bottom of the page and you will see a number of items in green that you can pay for online with a credit card—Lunch Account Deposit is one of those things. You can also add money to your child's lunch account by check. Checks should be written to Arbor Management and your child should drop them in the Lunch Account Deposit drop box located in the cafeteria at each campus.

2. *How do I know how much money my child has left in his/her lunch account?*

To check the balance of your child's lunch account go to www.lths.org and click on the word Parents at the very top of the page. Then click on the link that says "To View Your Child's Lunch Account Balance Click Here (Lunchbox)". You will need your login and password to access this information. More detailed instructions can be found by clicking the link on the Parents page that says "How to Check Your Child's Lunch Account Balance Online (Lunchbox Instructions)".

3. *What is my Lunchbox login and password?*

You will need your Lunchbox login and password to check your child's lunch account balance online. Your login is **your** last name and the first 3 letters of **your** first name (not your child's). Your password is your oldest child's 9-digit LTHS ID number beginning with 2050. Please note that each student can only be linked to *one* Lunchbox login, therefore the logins were created for the parent that regularly makes the child's online lunch account deposits. If this does not work for you, please email scroix@lths.org with your name and your child's name. We will verify or correct your login and reply to your email accordingly. *You do not need a login or password to make a lunch account deposit online; see FAQ #1.*

4. *How does my child access his/her lunch account money?*

Once you have added money to your child's lunch account either online with a credit card or by check written to Arbor Management, your child can access that money by scanning his/her finger using the biometric finger scanners at the cafeteria registers. If your child's biometrics have not been loaded into the Lunchbox system yet, the cafeteria cashier can look up your child's account with your child's ID number.

5. *How do I "set up" my child's lunch account?*

Only one thing needs to happen for your child to begin using a lunch account instead of using cash to purchase lunch—money needs to be deposited into your child's account. See FAQ #1 for directions on this topic. However, in order for your child to use the biometric finger scanners, your child will need to bring a copy of the signed Biometric Consent Form to the cafeteria manager and

he or she will collect your child's biometric information by scanning your child's finger. The Biometric Consent Form can be found on the Parents page of the LTHS website, under School Forms.

6. When I log into the Lunchbox website and click on General Maintenance like the instructions say to do, nothing happens. Why?

This will happen if you are using either Apple Safari or Mozilla Firefox for your web browser. Currently, the Lunchbox website application is only compatible with Microsoft Internet Explorer.

7. Is there an additional fee to pay my child's lunch account deposit online with a credit card?

No. There is no additional fee for making a lunch account deposit online. If you want to deposit \$25 in your child's lunch account, all you will pay is \$25. While the E-Pay website lists the words "Convenience Fee" on the confirmation screen, the amount is \$0. See the sample screen image below.

