

**This document will serve as a guide in helping you get your account with MyMealtime setup and also answer many frequently asked questions.**

**What is MealTime Online?**

MealTime Online is a secure web site which you can use to:

- Make credit-card payments online into cafeteria accounts
- View cafeteria account purchases
- View payments made online

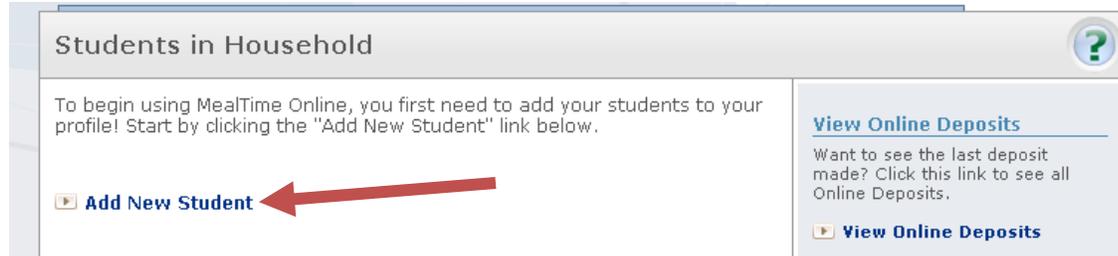
**How do I get started?**

When you first visit [www.MyMealTime.com](http://www.MyMealTime.com) , you will first need to create a profile. Click the [Create new profile](#) link and provide the required information. Once a profile is created, you can sign in using this username and password. Links to the MyMealtime website will also be on the Rochelle Elementary District website at [www.d231.rochelle.net](http://www.d231.rochelle.net)

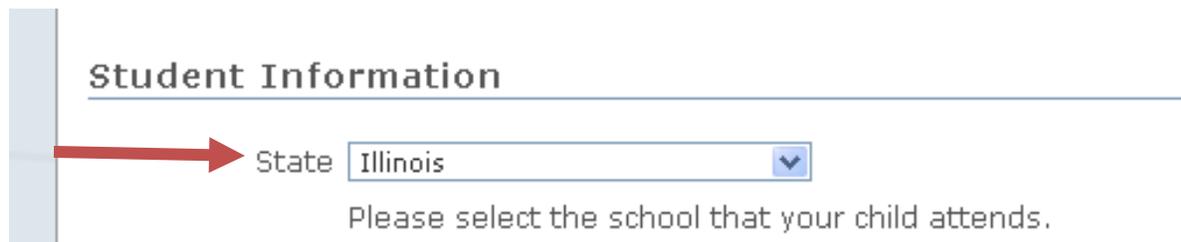
After signing in you are brought to the main user screen. The first step is adding your student to your login information. Start by click on the Meal Account Deposits button:



Next click on the Add New Students Link



Use the drop down menu for state and make sure that Illinois is selected:



Double Click or click the "+" icon on Rochelle Elem Dist 231 from the list of available schools and click on your child's school.



Enter your child's first name as it appears on their enrollment form as well as their 6 digit ID number (found on the student's report card as well as their enrollment form) then click on the Add Student Button.

### Add Student

1. Select a state from the list to view participating s
2. Double click on your school district to view the sc
3. Click on your student's school.
4. Enter your student's FirstName and Passcode or margin for more information).

#### Student Information

State  

[Change Schools](#)

**School:** Lincoln School

First Name

Student Id

 [Back to Home](#)

Your child should now be associated with your Mealtime Online ID and you can start making deposits.

You can assign multiple students to your account to make bill payment even easier.

Below are some frequently asked questions:

**Is an email address required in order to use MealTime Online?**

Yes. MealTime Online requires an email address to setup your profile. Your email address will be used to send confirmations of your online deposit. You will also get an email if you have forgotten your password and ask to have it reset. Your email address is secure and will not be sold to a third party.

**Is there a fee for the MealTime Online Payment service?**

There is a small website use fee for making Deposits on this website which will be displayed prior to payment.

**After viewing a page for a while, I click on a link, and I end up back at the Login screen. Why does this happen?**

When there is no activity on a page for 20 minutes you are automatically logged out for security reasons.

**What precautions has MealTime Online taken to protect my privacy?**

MealTime Online respects your right to privacy. Your personal information is never sold to any 3rd parties. We do not store or keep any of your credit card information.

MealTime Online has taken several steps to protect the security of your online transactions. We use a Secure Socket Layer (SSL) connection which provides 128-bit encryption of all deposit/credit card information. MealTime Online uses a Server Digital ID Certificate through [VeriSign](#). Once your SSL connection is established, your browser window will indicate either a "closed padlock" or an "unbroken key" icon at the bottom of your browser window. SSL, 128-bit encryption, and a Server Digital ID Certificate all work in tandem to ensure that nobody can get to your private, sensitive information.

See our [Privacy Policy](#) for more information.

**How can I get more help?**

Your student's school is the best source of information if you have questions about passcodes, student IDs, student profile information, frequency of payment processing, availability of deposits or status of your free and reduced price meal application. If you have questions about the website or payment processing, submit a detailed request [here](#).

**Why are the username and password entry fields missing when I try to sign in?**

The MealTime Online website displays correctly with Internet Explorer version 5.5 or higher. To determine which version of Internet Explorer you are using, from the Help menu select About Internet Explorer. If the version is older than 5.5, you must upgrade to the latest version.

**I am locked out of the site. How can I clear this to retry my username and password?**

Once you are locked out of the site, you must close all open instances of your internet browser and restart it before trying again.

**If you have further questions you can call the Technology Director William Wise at (815)561-0090 or visit the [mymealtime.com](http://mymealtime.com) website for additional help. Thank you**