## WHO HAS ACCESS TO MY ACCOUNT INFORMATION?

The food service department at your child's school and its agents have direct access to the information. Meal Magic Corporation and its agents have access only to the extent necessary for processing deposits and maintaining the web site.

## HOW DO I KNOW MY INFORMATION IS SECURE?

Communication between your computer and SendMoneyToSchool.com is encoded using a Secured Socket Layer certificate from a highly-trusted provider of web site security solutions. Your web browser should display a closed lock when you are viewing a secured page.

## WHAT CAN I DO HERE?

You can make deposits to your child's account, view your child's account activity, and see what your child has purchased. You can also purchase items from your school district's store.

## HOW SOON WILL MY DEPOSITS BE PROCESSED?

Typically deposits will appear in your child's account within 15 minutes. However, due to circumstances beyond our control, occasional processing delays could occur.

## WHAT IF I DO NOT KNOW MY CHILD'S ID NUMBER?

You will have to contact your child's school to get the ID number. SendMoneyToSchool.com cannot process requests without correct ID numbers.

## CAN I MAKE ONE DEPOSIT FOR ALL OF MY CHILDREN?

Yes. When you make the deposit you will tell us how much you want to place into each child's account. SendMoneyToSchool.com will show you the total charge for all the deposits and combine them into a single transaction.

## CAN I MOVE MONEY FROM ONE CHILD'S ACCOUNT TO ANOTHER'S?

Certainly. Once you've registered more than one student under your account, you can transfer funds between children. The only catch is that you can only transfer as much money as was deposited through this site, and both students in the transfer must be from the same school district.

## WHY AM I NOT SEEING EMAILS SENT FROM THIS SITE?

Sometimes emails received from various sites are sent to the "junk" or "spam" folder of your email service, so you will likely find them there. To avoid this issue in the future, just add "no-reply@mealmagic.com" to your address book or contact list.

## WHY AM I GETTING AN ERROR REGARDING THE CERTIFICATE NAME NOT MATCHING?

This error could occur if your system has not been updated with the latest root certificates. You should apply operating system updates to ensure that your system has all the newest security patches installed. If your root certificates are up to date, this error indicates the possibility that either spyware or malware exists on your computer. The address bar in your browser should begin with https://www.SendMoneyToSchool.com/. If it begins with anything else, this is a serious problem. Do not use SendMoneyToSchool.com on any computer that returns a certificate error. Doing so could allow others access to your private information. Be sure your operating system is current with all security updates and scan your computer for malicious software.