

# TOUCHBASE | ONLINE PAYMENTS

TIPS AND TRICKS FOR NEW PARENTS / CUSTOMERS

## WELCOME!

Thank you for using our online payments portal: TouchBase. Our online payments portal is more than a place to make payments – we trust you'll find it a key tool when managing your students' account!

As a parent/customer, you will be able to:

1. Purchase items online
  2. Make tax credit donations online
  3. Pay for fines and/or fees online
  4. Pay fines, fees, or purchase items for all your students in one transaction
  5. View/print/save your student/customer ledger
  6. View/print/save your receipts
- And much more!*

## WHAT IS THIS NEW APPLICATION?

InTouch Receipting and TouchBase Online Payments are part of a cutting edge software package Kyrene School District has implemented to streamline the management, reporting, and accountability of your student's financial record, as well as making it easy on *our* customers – *the parents* – to purchase items or pay student fines and fees - all in one portal.

As a parent, this new application allows you to access your students' account online using a computer, via your favorite mobile device, or in person, at any one of our school locations.

## HOW DO I SIGN IN TO THE ONLINE PAYMENTS PORTAL?

Log onto the website: <https://az-kyrene.intouchreceipting.com/>

The online payments application – TouchBase – has been configured to use your ParentVue username. If you have not set up a ParentVue account, please contact your child's school to get your activation key. If you have a ParentVue account, click on 1<sup>st</sup> Time Users and set up your TouchBase account. You can use the same password for TouchBase as you use for ParentVUE.

Welcome to Queen Creek Unified School District online payment portal!

On this website you can:

- Pay student fees and fines
- Make tax credit donations
- View payment history
- Print or re-print receipts within your account
- View any outstanding fees and fines

Please note, you must have a ParentVUE account in order to use the online payments portal. You may register as a new user if you do not have a Queen Creek student, or you want to make a tax credit donation! If you do not currently have a ParentVUE account and wish to use the online payment portal, please contact your student's school to get your activation key and then [CLICK HERE](#) to start the process.

**1st Time Users:**

Username: Your ParentVUE username  
 Password: [Click here to set your password](#)

Even if you have an active ParentVUE account, you must follow the 1st time user for this site to access the portal. You may use the same password as used in ParentVUE. Please note that it may take up to 24 hours after creating your ParentVUE account before being able to log in to this portal.

**Already registered?**

Username: Your ParentVUE username  
 Password: Password created during first visit

If you need to reset your password, please [CLICK HERE](#) to have a password reset email sent to your email address on file.

Now Accepting Tax Credit Donations Online!

**Non-Parent Guest Users:**

If you do not have students in Queen Creek Unified School District but want to set up an account, please [CLICK HERE](#) to create an account. With an account, you can return and re-print past receipts and donations. Please retain your user name and password for future use. You do not need to create an account on each visit.

**Tax Credit Donations:**

To submit your tax donation without an account click the button below. Donations without an account will not allow reprinting of receipts. Please create an account if you anticipate needing to reprint your receipts in the future.

[CLICK HERE TO MAKE A TAX DONATION](#)

User Name

For parents with multiple students in the district, you'll be able to see all of your students with your one username and password once logged into TouchBase. Once you've selected your student, the shopping experience will be specific to that student.

I'VE SIGNED IN, NOW WHAT? ONCE YOU'VE SIGNED IN, SELECT THE STUDENT YOU WANT TO SHOP FOR:

The screenshot shows the InTouch Public Schools website interface. At the top, there is a navigation bar with the logo 'InTouch PUBLIC SCHOOLS' and links for 'Your Family', 'Contact Us', and 'Checkout'. Below the navigation bar, the main heading is 'Who are you shopping for?'. A note below the heading states: '[This is custom text - the district can add, change, or remove this at any time on-demand!]'. The main content area displays a list of students in a table-like format:

TEAGUE WESSEL	Grade 01
WEBSITE	
CHLOE WESSEL	Grade 03
WEBSITE	
CAMERON WESSEL	Grade 04
WEBSITE	
BRADY WESSEL	Grade 07
SOUTH MIDDLE SCHOOL	
CRAIG WESSEL	Grade 10
NORTH HIGH SCHOOL	
MOM WESSEL	

An arrow points from the text 'Select the student you wish to shop for' to the 'CRAIG WESSEL' row, which is highlighted with a blue border.

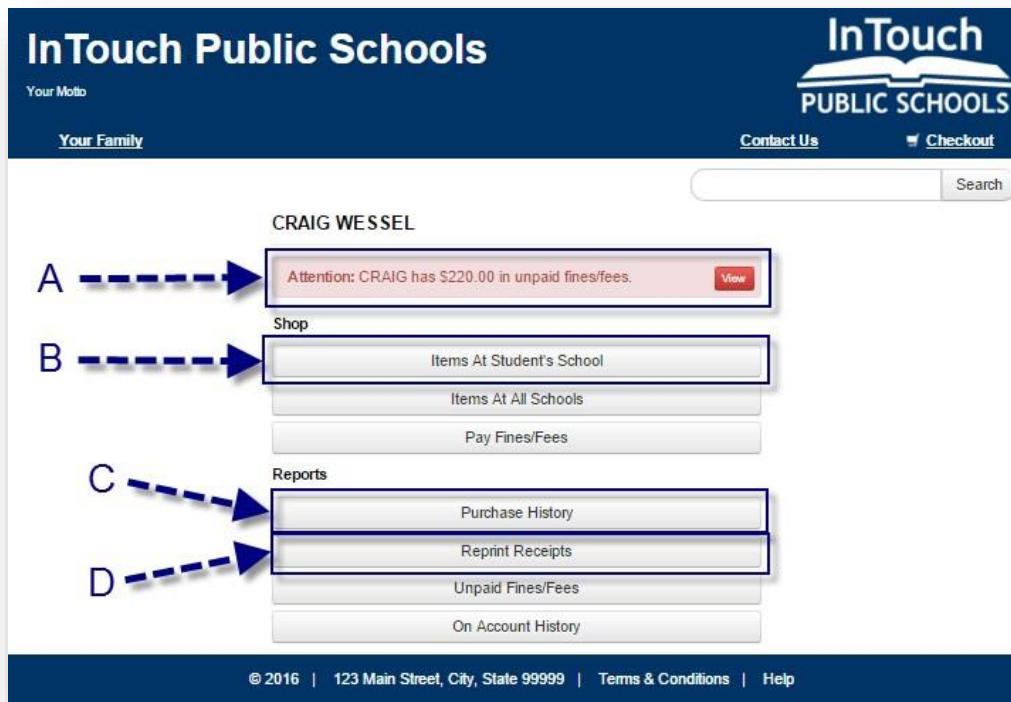
© 2016 | 123 Main Street, City, State 99999 | Terms & Conditions | Help

**TIP:**

*You will see all of your students displayed in your student list, including yourself. Your record is displayed so that you can purchase using your own account. You may wish to provide a tax credit or other donation or donate to a club or activity.*

Once on your student dashboard, everything will be specific to your student. Here are the most common tools you should become familiar with:

Figure 1



- A. Fines and/or Fees may be present on your student’s account. If your student *has* a fine/fee on their account, you will see a **RED** notification window – this is your key to look at, and pay, any fines or fees assessed to your students account. There are many reasons why a fine or fee may be present on your account, and selecting “VIEW” will display the detail specific to your student.

*NOTE: If you have questions regarding a fine/fee assessed to your students account, please contact your students’ school, or visit the “FAQ” section at the end of this document.*


- B. **“Items at Students School”** is where you will go to browse items available to your student for purchase. This should look familiar to you if you are familiar with online shopping. Once you have selected items in the webstore, you can view/edit your cart, or proceed to checkout.
- C. **“Purchase History”** is an on-demand tool for you to use to track your purchase history. This allows you to confirm prior purchases or confirm payment was delivered by your student to the building.
- D. **“Reprint Receipts”** is a tool that allows you to print a single receipt rather than your full payment ledger (*Purchase History*)

## I AM IN THE WEBSTORE, BUT SOME ITEMS ARE NOT AVAILABLE TO ME, WHY?

The online payments portal is integrated with many other systems across the district, and as a result, the webstore items can be ‘flagged’ to limit what students can purchase items. Below are examples of what you may see in the webstore, and the reason(s) certain items look the way they do:


### “Buy”

An item that is available for purchase in the webstore will display a blue “Add” button – this means it is available for purchase:

Item	Qty	Amount	
 ASB CARD FEES REQUIRED FOR STUDENT ATHLETES TO PARTICIPATE IN SPORTS	1	15.00	Buy


### “Sold Out”

This notification will display if the quantity has been depleted on an item, or if the item is currently unavailable. *TIP: check the item description – there may be additional instructions for you regarding the item.*

Item	Qty	Amount	
 AP US GOVERNMENT & POLITICS TRIP SPACE IS LIMITED, FIRST COME, FIRST SERVED.			Sold Out

### “Pay Fines”

This is displayed when an item is marked to restrict purchases for students with outstanding fines on their account. If you click the “Pay Fines” button, this will take you to the fine window where you can add all applicable fines to your cart. Once you have added the fines to your cart, you will be able to add the restricted item to the cart as well:

Item	Qty	Amount	
 THE PLANETS Support our hard working Symphony students! Attend their production of Holst's, The Planets!			Unavailable until fines are paid Pay Fines

**“Grade Restriction”**

Items that are restricted to a specific grade are only available to students enrolled in the listed grades. If you find your student is listed in the wrong grade, or the item you wish to purchase *should* be available to your student – please contact the school for more information.

	CULINARY TRIP	Only available to grade(s) 12
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**FAQ | COMMONLY ASKED QUESTIONS****Q: IS MY CREDIT CARD DATA STORED WHEN I USE THE ONLINE PAYMENTS APPLICATION?**

A: No – the online payments application does not store your card data under any circumstance. Kyrene School District does not store your credit card data under any circumstance either. The online payments portal uses PCI compliant processes and security protocols to ensure your data is protected while being processed. All payments are secure and protected.

**Q: WHAT CARD TYPES ARE CURRENTLY ACCEPTED ONLINE?**

A: Visa and MasterCard.

**Q: I HAVE A FINE ON MY STUDENT’S ACCOUNT. WHY WOULD MY STUDENT HAVE A FINE?**

A: There are several reasons why your student may have a fine. The online payments application is integrated to each school, and many other district systems send the online payments application data. The most common reasons for why a fine is on a student’s account are:

- A student lost or damaged a library/textbook
- A class fee was not paid
- A student damaged school property
- A student did not pay a field trip fee, a club due, etc. on time.

If there is a fine on your account, certain items may be restricted for purchase until the fine/fines are paid.

**Q: I HAVE TRIED TO LOG IN TO THE WEB STORE, BUT I HAVE NOT BEEN ABLE, WHAT SHOULD I DO?**

If you are having issues signing into the web store, it is most likely because you have not created a password, or because you are not signed up/enrolled in the parent portal. You can first try the recover password utility on the login page, but if that doesn’t work, please contact the school for further instructions.

**Q: THERE IS AN ITEM MY STUDENT WANTS TO PURCHASE, BUT I DO NOT SEE IT AVAILABLE IN THE STORE. WHAT DO I DO?**

A: The web store offers many items to parents and students, but there are certain items that may require hands-on management. As a result, the item may not be available in the web store. Typically, if there is an item requires this level of management, a fee will be assessed to the applicable students. Some items may only be available during certain times of the year. Be sure to check in often!