

WDMCS Online Payments (TouchBase) – Making a Transaction

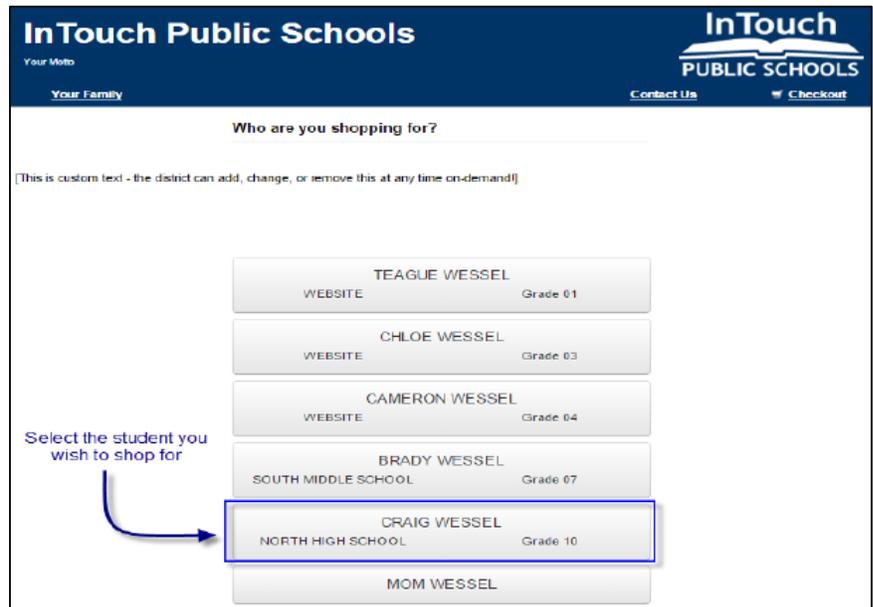
Our online payments portal is more than a place to make payments – we know that you’ll find it essential when managing your account or your student’s account.

TouchBase has been configured to use the following login credentials:

Username: your Infinite Campus username

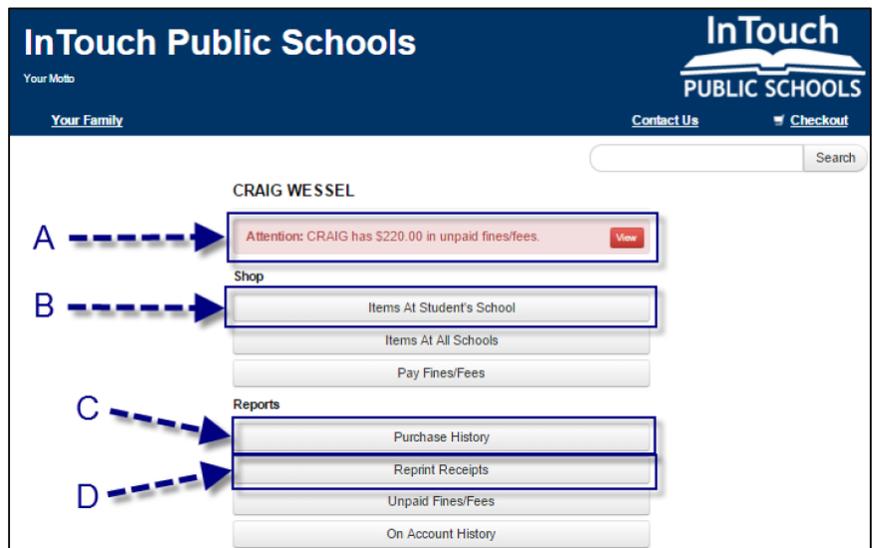
Password: the password you chose when you activated your account

For parents with multiple students in the district, after you are logged in, you’ll be able to see all of the students who are associated with you. To **select a student**, just click on the button with their name.



Once you’ve selected your student, everything will be specific to that student. This particular screen is called the **dashboard**. The most common tools you should become familiar with are listed below:

- 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 button – this is your indicator to look at, and pay, any fines or fees assessed to your student’s account. There are many reasons why a fine or

fee may be present on your account, and clicking on the **View** button will display the detail specific to your student.

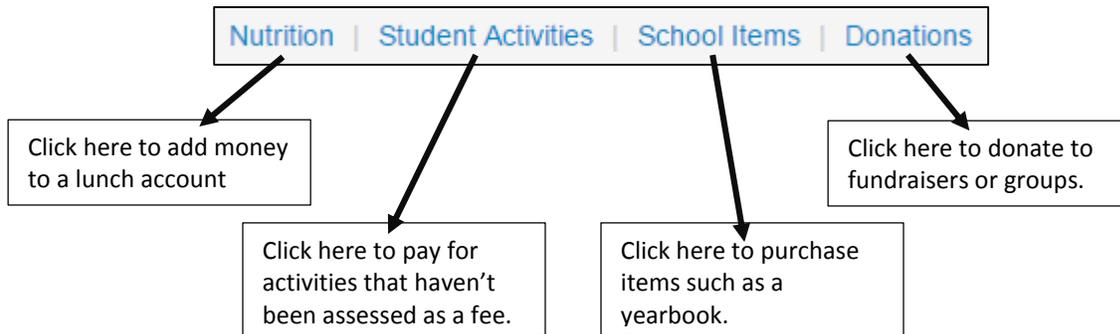
Helpful Hint:

If you have questions regarding a fine/fee assessed to your students account, please contact your student's building.

- B. **Items at Students School** is where you'll go to browse items available to your student for purchase. This should look familiar to you if you're familiar with online shopping. Once you've 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 (or yourself) 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*).

Purchasing Items

1. To start, click on the **Items at Student's School** button. This will take you to a new page with *categories* (below is an example list of categories). Click on the category to view the options available.



1. To purchase an item, simply click on the **Buy** button next to the option. This will add the item to your shopping cart. Adding money to your student's lunch account is similar . . . "buy" a preset amount for the Nutrition Deposit or scroll down to the bottom of the page and indicate your own amount.

Helpful Hint:

To switch to a different category, use the navigation menu at the top of the option list and click on the button with your student's school name.

2. Fines and fees are cannot be purchased as an item; rather they are assessed by the district and will appear at the top of your student's dashboard via the **View** button. Click on that button to view the fines and fees. To pay a fine or fee, click on the checkbox in the Select column, then click on **Pay Selected Fines/Fees**

Below are examples of screenshots of what you may see when making purchases.

<h2>Buy</h2>	<p>An item that's available for purchase in the webstore will display a blue "Add" button – this means it's available for purchase:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; width: 30%;">Item</th> <th style="text-align: right; width: 10%;">Qty</th> <th style="text-align: right; width: 10%;">Amount</th> <th style="width: 50%;"></th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">  <p>ASB CARD FEES REQUIRED FOR STUDENT ATHLETES TO PARTICIPATE IN SPORTS</p> </td> <td style="text-align: center; vertical-align: top;"> <input type="text" value="1"/> </td> <td style="text-align: right; vertical-align: top;"> <input type="text" value="15.00"/> </td> <td style="text-align: right; vertical-align: middle;"> <input type="button" value="Buy"/> </td> </tr> </tbody> </table> </div>	Item	Qty	Amount		 <p>ASB CARD FEES REQUIRED FOR STUDENT ATHLETES TO PARTICIPATE IN SPORTS</p>	<input type="text" value="1"/>	<input type="text" value="15.00"/>	<input type="button" value="Buy"/>
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<h2>Sold Out</h2>	<p>This notification will display if the quantity has been depleted on an item, or if the item is currently unavailable. <i>TIP: check the item description – there may be additional instructions for you regarding the item.</i></p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; width: 30%;">Item</th> <th style="text-align: right; width: 10%;">Qty</th> <th style="text-align: right; width: 10%;">Amount</th> <th style="width: 50%;"></th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">  <p>AP US GOVERNMENT & POLITICS TRIP SPACE IS LIMITED, FIRST COME, FIRST SERVED.</p> </td> <td></td> <td></td> <td style="text-align: right; vertical-align: middle;"> <input type="button" value="Sold Out"/> </td> </tr> </tbody> </table> </div>	Item	Qty	Amount		 <p>AP US GOVERNMENT & POLITICS TRIP SPACE IS LIMITED, FIRST COME, FIRST SERVED.</p>			<input type="button" value="Sold Out"/>
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<h2>Pay Fines</h2>	<p>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've added the fines to your cart, you'll be able to add the restricted item to the cart as well:</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; width: 30%;">Item</th> <th style="text-align: right; width: 10%;">Qty</th> <th style="text-align: right; width: 10%;">Amount</th> <th style="width: 50%;"></th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">  <p>THE PLANETS Support our hard working Symphony students! Attend their production of Holst's, The Planets!</p> </td> <td></td> <td style="text-align: right; vertical-align: top;"> <input type="text" value="Unavailable until fines are paid"/> </td> <td style="text-align: right; vertical-align: middle;"> <input type="button" value="Pay Fines"/> </td> </tr> </tbody> </table> </div>	Item	Qty	Amount		 <p>THE PLANETS Support our hard working Symphony students! Attend their production of Holst's, The Planets!</p>		<input type="text" value="Unavailable until fines are paid"/>	<input type="button" value="Pay Fines"/>
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<h2>Grade Restriction</h2>	<p>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 <i>should</i> be available to your student – please contact the school for more information.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="vertical-align: top;">  <p>CULINARY TRIP</p> </td> <td style="text-align: right; vertical-align: middle;"> <input type="text" value="Only available to grade(s) 12"/> </td> </tr> </tbody> </table> </div>	 <p>CULINARY TRIP</p>	<input type="text" value="Only available to grade(s) 12"/>						
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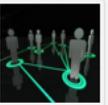
Combination Items

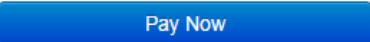
If you find an item has multiple options available, this is a 'Multipart item' and you have the option to select what items you wish to add to the cart. If any of the checkboxes are greyed out/unavailable to edit, this means they are required.

Item	Qty	Amount	
 REGISTRATION COMBO SAVE MONEY AND PURCHASE THE MOST COMMON ITEMS ALL AT ONCE!	1		<input type="button" value="Buy"/>
AP HISTORY	8.00	<input checked="" type="checkbox"/>	
ATHLETICS FUNDRAISER	12.50	<input checked="" type="checkbox"/>	
YEARBOOK SALES	80.00	<input type="checkbox"/>	

Donation

If an item is a 'variable price', this will allow you to place your own amount on the purchase.

Item	Qty	Amount	
 BAND DONATIONS THANK YOU FOR SUPPORTING OUR STUDENTS!	1	0.00	<input type="button" value="Buy"/>
 BAND DONATIONS THANK YOU FOR SUPPORTING OUR STUDENTS!	1	25.00	<input type="button" value="Buy"/>

- When finished shopping, click  at the top of the page. You will be redirected to the payment page.
- If you are satisfied with your cart, click on . You may also click on  to add more items or  to delete items out of your cart.
- Enter your credit card information as requested on the payment screen. Any fields in red are required information. Once filled in, click .
- These transactions are immediately available to both the parent as well as the school district.

Helpful Hint:

There is a convenience fee of \$0.40 for using the online payment system and a 2% transaction fee (minimum \$1.00, maximum \$5.00) for using a credit card. These fees are added to your total and be identified on your receipt.

You can avoid paying these fees if you make payments at your student's school. Cash, check or credit cards are accepted at all school buildings and the Learning Resource Center.

FAQs

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. WDMCSD 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, MasterCard and Discover.

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 with other systems. 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 wasn’t paid
- A quarterly transportation fee wasn’t paid
- A student didn’t pay a fee 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’VE TRIED TO LOG IN TO TOUCHBASE, BUT I HAVEN’T BEEN ABLE, WHAT SHOULD I DO?

If you are having issues signing into TouchBase, it’s most likely because you haven’t activated your account or have forgotten your password.

You can first try the recover password utility on the login page (<https://ia-westdesmoines.intouchreceipting.com>),

[Click here to set your password](#)

but if that doesn’t work, please contact your student’s school for further instructions.

Q: THERE IS AN ITEM MY STUDENT WANTS TO PURCHASE, BUT I DON’T SEE IT AVAILABLE IN THE STORE

A: TouchBase offers many items to parents and students, but there are certain items that may require handling in the school office. As a result, the item may not be available in TouchBase.

In addition, some items may only be available during certain times of the year. Be sure to check in often!