

RenWeb Cafeteria Program FAQ

1) How do I access my child's lunch account.

Cafeteria accounts can be accessed by logging into ParentsWeb (official name for the parent version of RenWeb)

- log into RenWeb using the following link <https://logins2.renweb.com/Logins/ParentsWeb-Login.aspx>? (as reminder the district code is STMCS-TX)
- click on FACTS (link can be found in left column), this will redirect you to your FACTS homepage
- click on prepaid and you will see the balance for your child/children

Once logged in, you can add funds to your child's account, check balances, and view purchases (charges).

2) How do I add money to my cafeteria account:

Parents now have the ease and convenience of using their FACTS account to add funds to the cafeteria accounts. The following steps detail how to make a payment:

- Access the cafeteria account using the steps in FAQ #1
- Click "Add Funds" button to add Funds under the student's name
- Enter payment amount
- Select "Next - Payment Method"
- Confirm Payment

3) Do I have to use the account I have set up for tuition to deposit money into my child's lunch account?

You can utilize the bank account/credit card already being used for tuition or you can add another bank account/credit card in FACTS to be used for cafeteria payments.

While payments via FACTS (as described above) is the preferred method, you can still send checks and cash to the school and those funds will be added to your account. We will also continue to utilize the electronic payment feature on the school website for an interim period of time.

4) What about the remaining balance on my child's lunch account from the end of last school year?

All remaining balances have been transferred to your RenWeb cafeteria account.

5) I made a payment to my cafeteria account over the summer, will that deposit be loaded onto the RenWeb plan?

Yes, all payments made since June 2018 have been applied to your RenWeb cafeteria account.

6) How can I see what my child is purchasing for lunch?

- Access the cafeteria account using the steps in FAQ #1
- Click on the balance which will display a report of the financial transactions for that account.

7) What are restrictions and how do I place them on my child's account.

Daily dietary and spending restrictions can be placed on a student's account. Examples include no dessert or dollar limit per day. If you would like a restriction set up, please fill complete the electronic form on the Lunch page of the school website (found under the parents tab).