Dear Parents and Guardians,

To help you manage your child's school lunch account on Aspire, we've compiled some important information and tips.

Balance Reminders: Please note that balances carry over from year to year. These notifications are paused during the summer and resume when school starts again. Although I aim to send these reminders weekly, you can also use Aspire's tools to set up automatic balance notifications.

Setting up Aspire (New Families): To set up your Aspire account, please follow the steps below:

1. **Ensure You Have an Email Address**: You will need a valid email address to start the process. Each email address can only be used to create one user account.
2. **Visit the Aspire Login Page**: Go to the Aspire login page and click on the "Request Username" link.
3. **Create Your Account**: Follow the prompts to create your account. You'll need your student's ID number (also known as their lunch number) and some other personal information. This information is typically provided by teachers at the beginning of the school year, or you can call the front office to obtain it.
4. **Multiple Students:** If you have multiple students, you only need this information for one of them.

Setting Up Online Payments:

1. Find the "Online Payments" link on the right-hand side of the school's website (www.renacademy.org). This link will direct you to the Secure Instant Payments (Core Payments) website.
2. Secure Instant Payments offers the option to schedule automatic payments in addition to making single payments.

To set up online payments, you will need your student's first and last name, as well as their Student ID. Please note that Core Payment will not have access to your student's ID number.

For assistance with Core Payments, you can reach their support team at 435-503-8955 or 800-764-0844.

Important Reminder About Online Payments: Online payments may take up to 36 hours to be reflected in your child's lunch account on Aspire. Since Aspire is also used for cafeteria purchases, recent payments made through Secure Instant Payments may not be immediately visible to our lunchroom staff due to processing times. For the most current information on your student's balance, payments, and purchases, please refer to Aspire once the payment is processed.

Choosing Your Automatic Payment Amount

After an automatic payment runs, the system waits seven days before checking the balance again. When choosing your payment amount, allow enough to cover any negative balance and your student's upcoming meals during that time.

If the payment only clears the negative balance and leaves a small amount available, the account may become negative again before another automatic payment is triggered.

Continue monitoring your student's balance in Aspire, even when automatic payments are enabled. If funds run low during the seven-day waiting period, you may need to make a separate payment rather than wait for the next automatic payment.

Summer Reminder: If you use Core Payments' low-balance automatic payment feature through Core Payments, please review your payment setting before summer break. If you do not wish for payments to continue during summer, you may remove the payment plan and re-establish it when school resumes.

Onsite Payments: Payments made by cash or check can be given to the front office or kitchen. When making an onsite payment, please write "School Lunch" at the top of the envelope, along with your student's name, ID#, grade, and payment amount. Onsite cash or check payments typically post to the student's Aspire account on the same day.

Tracking Lunch Account Activity: To check your child's current lunch account balance and view payment history, log in to Aspire, go to the Lunch Account section, and click on "Account Balance Detail" at the bottom. This will show you all recent payments and lunch transactions.

Student Summary Email: Stay informed about your child's lunch account with the Student Summary Email. This feature provides a weekly report of your child's lunch balance, along with an academic update. To set this up:

1. On the right-hand side of Aspire, find and click "Subscribe."
2. Select "Subscribe to Student Summary Emails" and check the box to choose either Weekly or Daily email updates.
3. Enter your email address to start receiving these summaries.

Free and Reduced Lunch Application: To apply for free and reduced lunch benefits, please complete the application online through Aspire. Here's how:

1. Log in to Aspire and select your child's name to access their information.
2. On the right side of the screen, below the "Assessment and Fee" sections, you will find "Free/Reduced Application." Click on this link.
3. You will be directed to an introduction page with detailed information and a Q&A section.
4. At the bottom of the page, click "Apply now for free and reduced benefits."
5. Review the information provided before starting the application process. When ready, click "Begin Application."

We hope you find this information useful. If you have any questions or need assistance, please feel free to reach out.

Best regards,

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