



Parent and Guardian Payments & Billing FAQs

The Primary Account Holder and Guardians with Billing privileges are able to access the Billing features via the Kangarootime Parent Mobile App and the web browser version at <https://www.kangarootime.com/parents/login>

Who is considered a “Guardian”?

The term Guardian is just an account type in Kangarootime. The Primary Account Holder will invite other adults (co-parent, nanny, grandparent, etc.) to have a Guardian account and will assign various privileges (e.g., billing, check in/out, messages, etc.). There can only be one Primary Account Holder per family.

How does someone get Billing privileges?

The Primary Account Holder in the family or certain school employees can edit the privileges for guardians as needed.

Can I pay my bill online?

Yes. You can choose to make one-time payments or set up autopay in the app or on the web browser.

Can other people in the family make payments?

Yes, as long as they have a Kangarootime account and they have been granted billing privileges, they can make payments.

Can other guardians see my payment credentials?

No. Guardians with billing privileges will be able to see details like the amount due and historical billing activity, but only the last four digits of payment methods will display on the billing statements for record keeping purposes.

Can multiple people in the family have Autopay turned on?

Ideally, each family will only have one autopay method saved in the account, otherwise the school may encounter difficulties processing your payments. Please check with the school to ensure your payments are set up to run smoothly.

How do I make a partial payment?

On the Make a Payment screen, type in the amount you want to pay before initiating the payment. Just remember that if you have Autopay turned on, the remaining balance will be deducted from your chosen account.

When does Autopay run?

Contact your school for this information as each school dictates this based on their policies. Please note that the entire balance will deduct on the scheduled day.

Can I view my invoices online?

Yes, you will see the total amounts invoiced on the mobile app. To view the details and download invoices, access billing and payments via a web browser.

Can I access and view my billing statement for taxes?

Yes. Once you log into the mobile app, click the Menu in the upper left hand corner, click Statements, where you can choose a specific date range to view activity. If you would like to download the Statements, be sure to access this via the website instead of the mobile app.

Why was my payment not successful?

The most common reasons for failed payment attempts are:

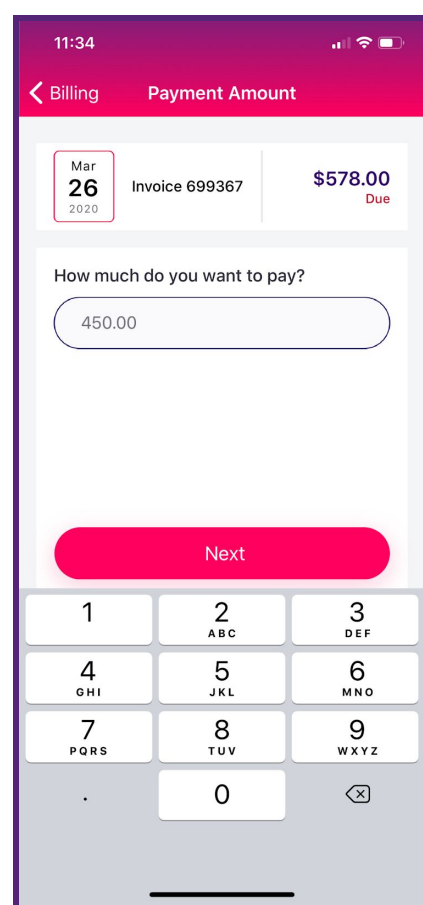
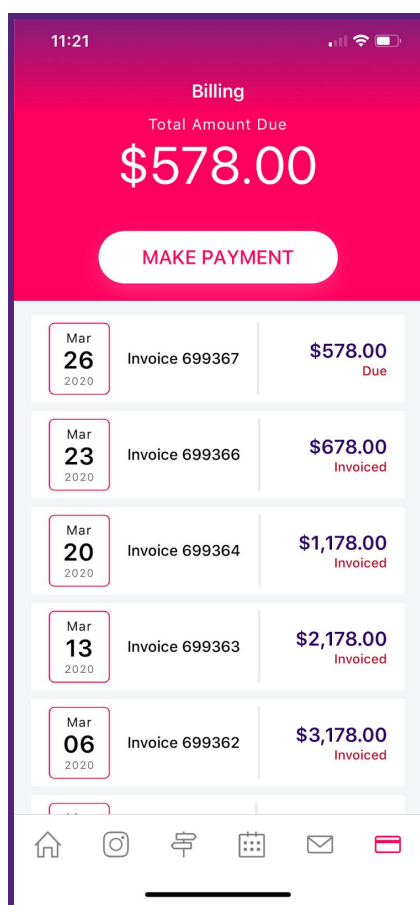
- An incorrect account number was entered; if this happens, the existing payment method should be deleted and re-entered in Kangarootime
- There are not enough funds to cover the total balance (NSF)
- The billing address on file is missing or incorrect; check your address in the profile before attempting to pay again
- The card company is responding with the message of "Do Not Honor," which typically indicates it was reported as lost or stolen, so the card holder should contact the card company directly

The parent mobile app can be found in the Google Play Store and Apple App Store by searching: "Kangarootime Parent"

Or by following the links below:

Androids: <https://play.google.com/store/apps/details?id=com.kangarootime>

Apple: <https://itunes.apple.com/us/app/kangarootime-parent/id1425931902>



For further clarification or questions, please contact the Customer Success team at support@kangarootime.com or (716) 261-9889.