

## Parents: Payments and Billing Mobile App Guide

The Kangarootime Mobile App provides parents convenient access to the most commonly used account features. but some features have been limited to website-access-only in order to ensure an optimal user experience. After you register your account via the email invitation from your child's facility, you can download the Kangarootime App for your Android or Apple smartphone, then simply log in with your account credentials.

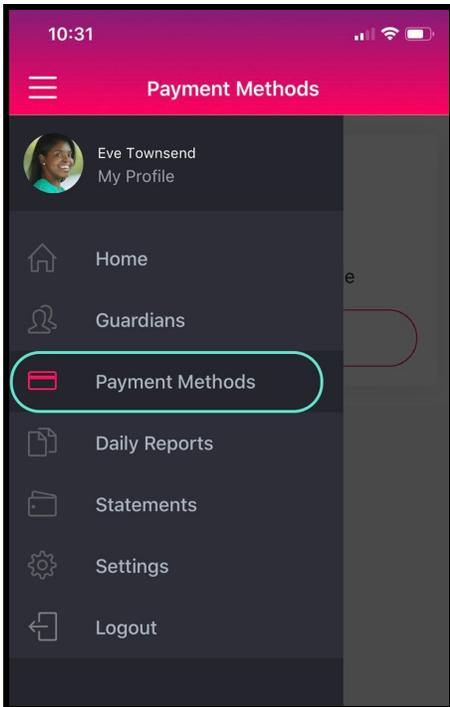
**Don't have a smartphone?** Manage Payment Methods and Billing via a web browser at <https://www.kangarootime.com/parents/login>

### Quick Links

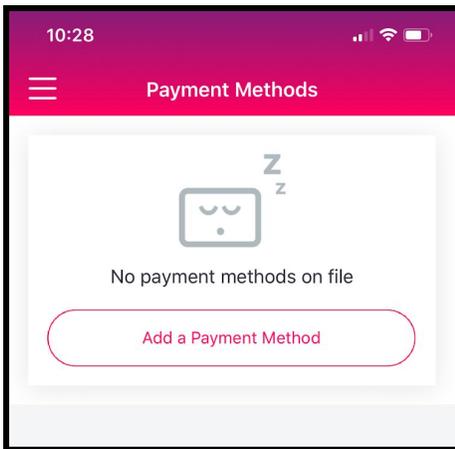
- [Adding Payment Methods](#)
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- [Deleting Payment Methods](#)
- [Editing Payment Methods](#)
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### Adding Payment Methods:

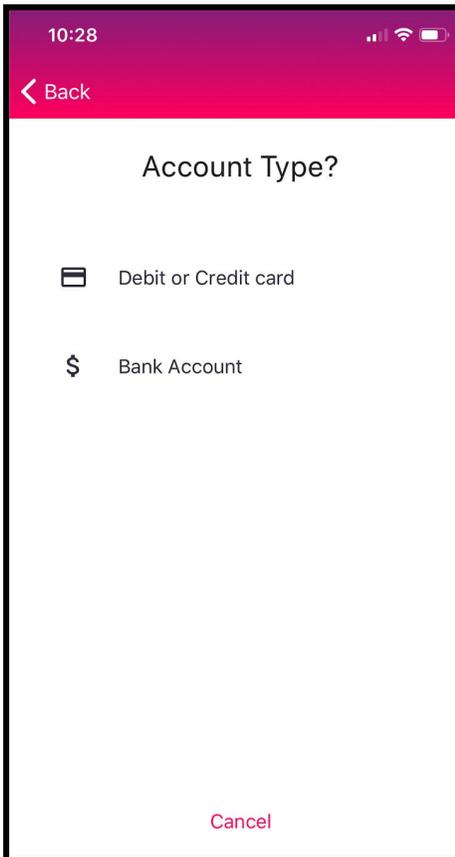
1. Click **the menu** in the upper left hand corner
2. Choose **Payment Methods**



3. Click **Add a Payment Method**



4. Click on **Debit or Card** or **Bank Account** as appropriate



5. Follow the prompts and enter the account information

- a. Debit and Credit Cards:
  - i. May incur a processing fee, check with school's policy for more info
  - ii. Billing Address must match what's on file, so double check this for accuracy
- b. Bank Account:
  - i. Indicate the type of account you are entering

6. **Autopay:** Please check your school's policy regarding when your payment will be deducted.

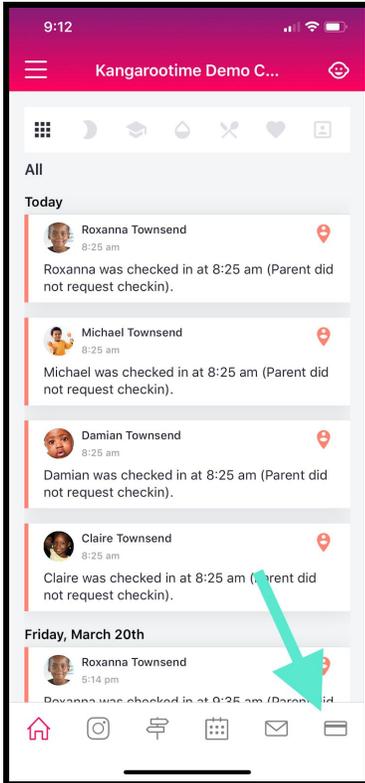
- a. **\*\*Auto Draft - Optional\*\*** Select the check box if you would like to enroll in autopay: "By checking this box, I am authorizing (School Name) to deduct my current balance from this account if they choose to participate in Authorized Withdrawal. I understand that I am responsible for any subsequent fees if this payment is declined or returned for any reason, including insufficient funds." This is not a requirement; only select this box if you wish to participate in Auto Draft.

**Note:** If your school requires you to have autopay turned on, this checkbox will automatically be selected and you will be unable to deselect it, unless you add another payment method that has autopay selected instead, then you may choose to deselect one of the payment methods on file.

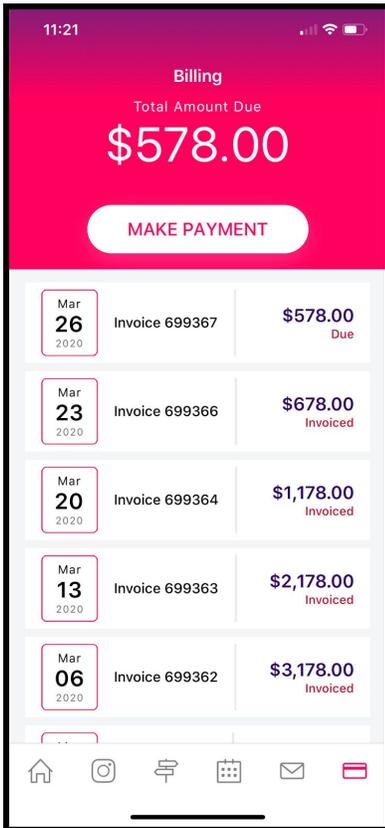
7. Click **Add Card** or **Add Bank Account** when complete

## Making a One Time Payment:

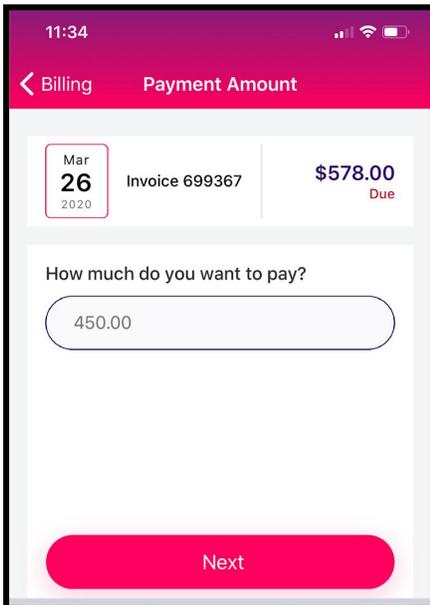
1. From the Home screen, click the **Payments** icon in the bottom right hand corner.



2. The total amount due will display at the top, choose **Make Payment**



3. Enter how much you would like to pay, whether a partial amount or full amount, then choose **Next**



4. Follow the prompts to either select an existing payment method or enter a new payment method. **Note:** as long as autopay is not marked, this payment will not reoccur.

### Deleting Payment Methods:

1. Click **the menu** in the upper left hand corner
2. Choose **Payment Methods**
3. To **Delete a payment method**, swipe your finger from right to left across the desired payment method.
4. Click the red **Garbage Can** symbol
5. Click **Yes** to confirm you want to delete the chosen payment method.

**Note:** You will not be able to delete a payment method if your school requires you to have a payment method setup with autopay at all times.

### **Editing Payment Methods:**

1. Click **the menu** in the upper left hand corner

2. Choose **Payment Methods**

3. Click the payment method and make necessary adjustments.

**Note:** You will not be able to edit the account number or details, but can make minimal changes, (e.g., your autopay preferences)

4. Click **Update** when finished

### **Viewing Billing Statements:**

1. Click **the menu** in the upper left hand corner

2. Choose **Statements**

3. Change the Start and End date criteria to desired date range

4. To download and print your statement, you will need to log into your account using a web browser (we recommend Google Chrome). Access <https://www.kangarootime.com/parents/login> to login, click **Billing**, then click **Statement**.

**Note:** Statements will allow you to view all your transactions (line items and payments) for a specific date range. You may select to export the report to a PDF for tax purposes.

**For further questions, please contact the Customer Success team at [support@kangarootime.com](mailto:support@kangarootime.com) or (716) 261-9889.**