

SANDBOX INFORMATION

SANDBOX ACCOUNT SETUP

Please make sure your sandbox account has been activated. After completing the registration form, an email will be sent requesting that you set-up your parent portal account. The email time frame varies and could be as long as 48 hours. If your link expires before you have an opportunity to register, please complete the process at: <https://parentportal.runsandbox.com/> . You will need to use the login information that was used when you registered your child. **AFTER setting up your parent portal**, you should then be able to login into the app. You will not have access to the app until the registration process has been completed on the website.

Setting up Direct Debit

Setting up a payment method should always be done in the Parent Portal. Once you have set up your payment information, you are free to pay invoices through the Parent App as well.

Setting Up Direct Debit

1. Go to your Parent Portal > Settings
2. Scroll to the bottom > Add payment method
3. Add your routing and account number
4. Wait up to 1-3 business days for two microdeposits to show up in your account
5. Verify the account with those two microdeposit amounts
6. Choose if you would like to enable automatic withdrawal (this is not a necessary step)

Some individuals experience issues when verifying their account - in the case where you receive an error message, please delete your account and try again. You will receive new microdeposit amounts - make sure you use those amounts when trying for the second or third time.