



November 2019 ~ Issue Three

Wordware Bits & Bytes

Our quarterly newsletter



IMPORTANT INFORMATION

See page 2 for
important dates
to keep in mind!

November is a month for being thankful. Our entire Wordware team would like to extend our appreciation to you. We thank you for your loyalty and enjoy having you as our customer.

Our newsletter will be sent
quarterly: February, May, August
and November

We hope you enjoy and find it
informative!



We want to make things easier for you, so please reach out to our tech support team when you need help. Our hours are 8 am - 5 pm CT, Monday through Friday. Support is easy to get through our support ticket option. District Site>Support>Contact Support. Then create a ticket or respond to an existing ticket. Be sure to give us plenty of details, as well as the best way to contact you. We can also be reached by phone at 800.934.2621. When you call, please have your TeamViewer up and ready.



Holiday Hours...



We will be closed the following dates so our Wordware team can spend time with their families:

November 28th and 29th
December 24th,25th
January 1st



TeamViewer

For Windows/PC users, the TeamViewer remote support tool link is located on both the District Site and the LCS1000 Mayflower Admin site. You will find it in the upper right-hand corner of the screen. If you are an Apple/Macintosh user, you will find a link to the TeamViewer by going to www.wordwareinc.com/support.

Things to note



Low Balance Notifications

Low balance notifications keep your families updated on their account balances; this can help keep your school debt low. Contact us if you are interested in learning more about Low Balance Notifications. We offer SMS (text messages), voice and email options.

Troubleshooting Low Balance Email Notifications

Do you have a family who is not getting their low balance emails? Here are some easy steps you can take to troubleshoot the issue:

- Verify email - Is the email the family wants to receive the emails at listed correctly in the Family Contact List?
- Check the Balance Notification Reports. This is found in the District Site>Family Tab>Balance Notification Reports. Is the email on the Undelivered List?
- If yes, click on the Details link for more information, then update the email in the District Site>Family Dashboard>Family Contact List. If no, check the Delivered List for the email.
- If the email is there, it has been delivered but may have gone in to the spam/junk folder; have the family check there for the email.

Still unable to resolve the issue? Please submit a support ticket (District Site>Support>Contact Support>Create a new ticket) with the following information: Family ID, Family First & Last Name and their email address.



Family Portal Website Settings

The Family Website Settings can give your parents more control over their balance notifications and their student's spending. These settings are found in the *District Site > Family Tab > Family Website Settings*



Leave this box unchecked if you would like your families to be able to customize the amount of their low balance threshold.
****Note: this setting only allows a higher low balance threshold than what the school has set. This allows families to receive the balance notifications more often.**

Leave this box unchecked if you would like your families to be able to make changes to line permissions and ala carte permissions

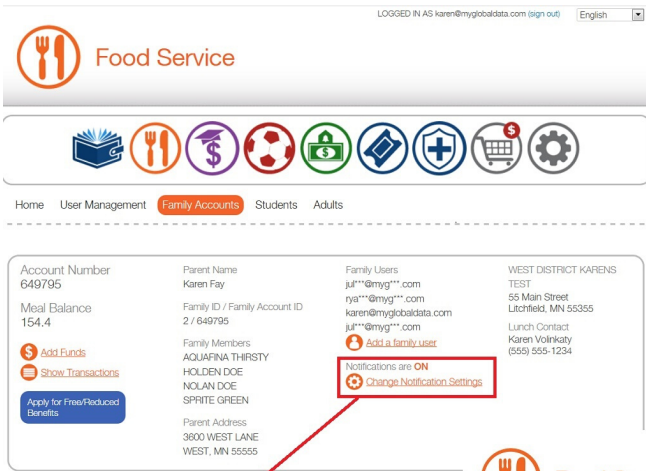
Meal Settings	Daily Limit	A La Carte
Breakfast	\$5.00	Yes
Lunch	\$10.00	Yes
Snack Line	\$5.00	Yes

If enabled, families can also choose A la carte line permissions and spending limits for each of their students.

Meal Settings	Daily Limit	A La Carte
Breakfast	\$ 5.00	Yes
Lunch	\$ 10.00	Yes
Snack Line	\$ 5.00	No

Family Website (continued)

On the Family Site, families can customize their low balance threshold level. This gives them more control over when they are notified of their family account balance. *Note: If the school defined balance threshold level is higher, the higher threshold takes precedence*



LOGGED IN AS karen@myglobaldata.com (sign out) English

Food Service

Home User Management **Family Accounts** Students Adults

Account Number 649795	Parent Name Karen Fay	Family Users jul***@myg***.com rya***@myg***.com karen@myglobaldata.com jul***@myg***.com	WEST DISTRICT KARENS TEST 55 Main Street Litchfield, MN 55355 Lunch Contact Karen Volk Katy (651) 955-1234
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Meal Balance
154.4

[Add Funds](#)
[Show Transactions](#)
[Apply for Free/Reduced Benefits](#)

Family ID / Family Account ID
2 / 649795

Family Members
AQUAFINA THRISTY
HOLDEN DOE
NOLAN DOE
SPRITE GREEN

Parent Address
3600 WEST LANE
WEST, MN 55555

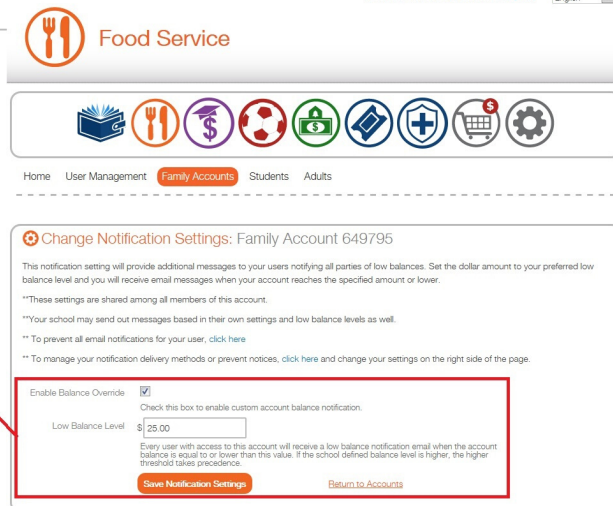
[Add a family user](#)

Notifications are ON
[Change Notification Settings](#)



Click here to customize low balance threshold

Then enable the balance override and enter low balance level amount here. Click the Save Notification Settings button to save your changes



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Food Service

Home User Management **Family Accounts** Students Adults

Change Notification Settings: Family Account 649795

This notification setting will provide additional messages to your users notifying all parties of low balances. Set the dollar amount to your preferred low balance level and you will receive email messages when your account reaches the specified amount or lower.

**These settings are shared among all members of this account.

**Your school may send out messages based in their own settings and low balance levels as well.

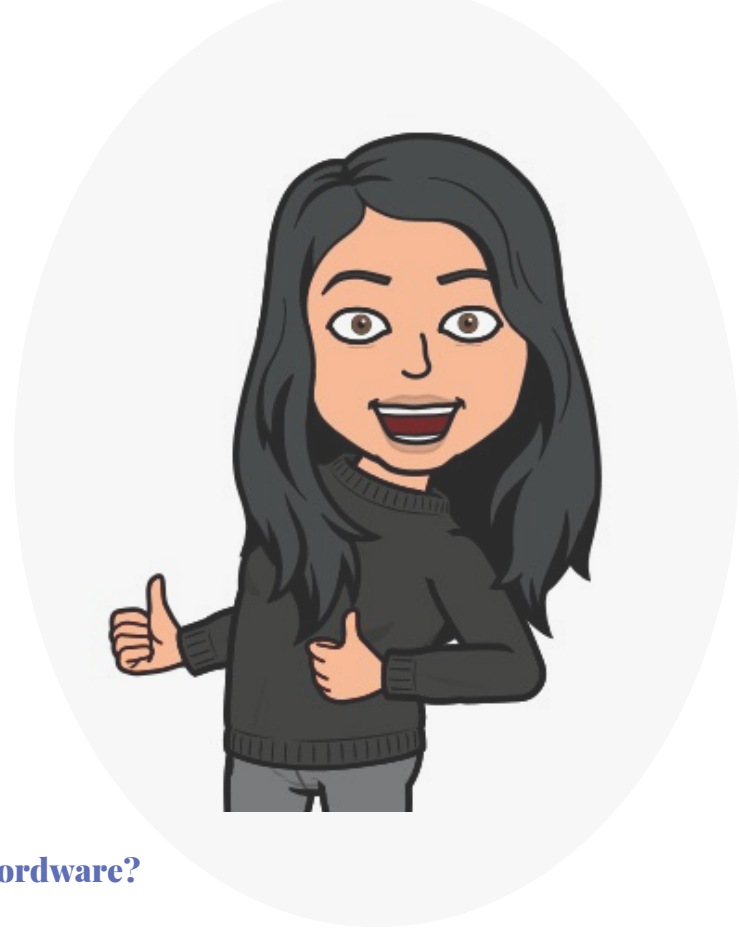
** To prevent all email notifications for your user, [click here](#)

** To manage your notification delivery methods or prevent notices, [click here](#) and change your settings on the right side of the page.

Enable Balance Override <input checked="" type="checkbox"/>	Check this box to enable custom account balance notification.
Low Balance Level	\$ 25.00

Every user with access to this account will receive a low balance notification email when the account balance is equal to or lower than this value. If the school defined balance level is higher, the higher threshold takes precedence.

[Save Notification Settings](#) [Return to Accounts](#)



Wordware Employee Spotlight~ Gemma Garcia

What is your job title and how long have you been with Wordware?

Support Technician and for 3 years now.

What do you like best about working for Wordware?

I enjoy the small team work environment, my co-workers are pretty amazing individuals and I admire them for what they know and the work they do. They are very caring and helpful and I am very appreciative of having that at my job.

What do you find most challenging about your job?

The most challenging part about the job is keeping tabs of new issues, existing issues and testing new features. Sometimes it can be an overwhelming amount of information to keep in mind, which is why it's important for me to write down notes.

What are three words that you would use to describe your manager, Harrison?

Intelligent, kind, squidward.

In your opinion, what makes Wordware stand out from its competitors?

Our support. I think for most software, the support/help area is a lot of QA sections and How To's and although those can be helpful, I think it's very nice to be able to help our customers directly with TeamViewer. New software can be intimidating to learn on your own; it's pretty unique that our customers have tech support that is very accessible to them with any questions they have and have someone walk them through how to use the software.

Wordware Employee Spotlight~

Gemma Garcia cont'd

What is the most important thing you have learned here?

I've learned a lot, but troubleshooting issues has really built a habit of being more investigative with new problems and being more self-sufficient with finding solutions.

Do you have a personal motto or mantra

It's all about keeping balance, with money, with health, with family, with time. Too much of anything is never good. Keeping a balance of positive productivity and leisure is good, I think.

If you were stuck on a deserted island, what three things would you bring with you?

A camera, music (don't question how), soap.

Do you have an office nickname?

No.

What's on your bucket list

Hawaii

Tell us more about yourself

I'm a pretty typical twenty something year old millennial. I like watching Netflix, streaming music, being on my phone, eating new foods, being with my friends and family. I generally like exploring new or different things. Throughout the week, outside the office, I like keeping active and being outside. I enjoy going on runs. During the weekend, I like eating out, which is also why I run; again it's all about balance.

Watch for upcoming additions of the Employee Spotlight.