Getting Started

- Open the TouchBase webpage – [https://touchbase.bsd405.org/](https://touchbase.bsd405.org/) and select one of the following options -
  - Each registered student has a web account.
  - The User Name is the Student’s ID
  - The Password is the student’s last name.
  - Passwords are case sensitive.
  - If you have forgotten your login information please send an email to posalerts@bsd405.org.
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- Once logged in you will see the student(s) listed that this login is associated with. To view transactions/fines/items specific to a student, click on their name.

- Clicking on “Your Family” will bring you back to the list of students associated with this account.
- Clicking on “Contact Us” will show the email address of the support staff posalerts@bsd405.org
- Clicking on “Checkout” will take you to the check out page.

Select your student
- This area will display items related to this student.
  - Shop
    - Any active Fees or Fines will be displayed here
    - “Items At Student’s School” will open the area for items for sale at this student’s school
    - “Items At All Schools” will open items that are available for purchase at other school location open for anyone to purchase
    - “Pay Fines/Fees” area will display specifics on Fines/Fees
  - Reports- these are to view details related to this student.

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SHOP
- “Items At Student’s School”
  - When looking for a specific item the “Search” can be used. Enter some text and hit “Search”. A list of items available to this student for purchasing that match in part to the search criteria will be listed as available to purchase
  - You are here – Identifies the school that the categories/items are associated with.
  - Categories – Lists the categories that items are grouped under for this school.

- Click on a category to see the items listed within it.
- Set the quantity to purchase and amount to be paid if applicable and click “Buy”
- The Checkout area will display the number of items in the “Cart”

- “Items at All Schools” is an area to view items available for purchase at other sites whether or not your student is associated with that school.

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- Click on the options to see what is available to purchase at sites that this student is not associated with

The “You are Here” will display the location and category of the items being displayed that are available for purchase.

- “Pay Fines/Fees” is an area to see all pending fines and fines assigned to this student. If an item is not available for purchase because the student has a fine, the fine must be paid for before the item will become available.
  - Select the fines and/or fee to be paid and select “Pay Selected Fines/Fees”

- When selecting “Pay Selected Fines/Fees” the Checkout page will be displayed. If more shopping is needed Click on “Your Family” to re-select the student and add more items to the cart.

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CHECKOUT

- Click on “Checkout” to complete the transaction
  - To remove an item click on the “Remove” button.
  - To add more items to the basket click on the “Continue Shopping” button.
  - To continue with the checkout process click the “Checkout” button.
  - The district does not keep or store any credit card information.

- Enter the Payment information and click the “Pay Now” button to complete the transaction.
- Once the transaction is complete a receipt will display
  - The receipt can be printed immediately or it can be looked up later.

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REPORTS

- “Purchase History” this report shows the history of purchases for this student. The Date range can be set to pull up purchases within a specific date range. Clicking “Refresh” will update the report view.

- “Reprint Receipts” will bring up a list of receipts associated with this student.
  - Selecting “View” will show the details of the selected receipt.

  The report will show the details of the selected receipt and be available for printing.

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- **“Unpaid Fines/Fees”** this report shows the open fines and/or fees for this student. The Date range can be set to pull up purchases within a specific range. Clicking “Refresh” will update the report view.

- **“On Account History”** BSD is not currently utilizing this feature.

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YOUR ACCOUNT

In this area you can update your password. All other updates to student specific accounts must be made in the Student system through your student’s school registrar.

All contact data will be updated each night via a load of students. Only the change of password will not be overwritten.

Having your contact data including email address up to date on your student’s record will ensure that the “Lost Password” functionality can be utilized, otherwise an email must be sent to posalerts@bsd405.org to reset your password.

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TROUBLESHOOTING
If you are experiencing an issue were you are being logged out when you go to checkout or you are noticing that you cannot click on items to purchase, here is how to fix this issue:

- If you are using IE version 10 or greater for your internet browser, you will need to run it in compatibility mode.
  - When you open internet explorer click on the tools at the top
    - Copy the address into the add this website and click add

If you have any questions please send an email to posalerts@bsd405.org
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This should fix the issue.

If you are still experiencing issues, please contact posalerts@bsd405.org

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