

# **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 app until the registration process has been completed on the website.

## **TIME CLOCK CODE**

Please make sure to set up your time clock code that you will be using for pick-up. You can set the time clock code in the Sandbox Parent Portal by clicking on settings, then under notifications click the pencil to the right to set the code. Any person that picks your child up must have this code.

## **PAYMENT PROCESSING**

At this time, we are only accepting ACH for the online payment portion. Parents will add checking account information in the parent portal under settings. Stripe/Sandbox will then make two small deposits into your account. It can sometimes take up to 48 hours before the deposits are made. The two deposits will be a few cents worth. You will then verify your account by entering those deposits in the parent portal under settings in the parent portal and then look under payment details. If you have issues please contact me and I will help you get them resolved.