



This Job Aid outlines the necessary steps you will need to follow to be added as a parent or guest user to your students Deacon Dining account. It's important to note, only the student account holder can add a parent or a guest user.

1. How do I gain access my student's Deacon Dining account?

Only the student account holder has the ability to add a parent or guest user to their Deacon Dining account. It is a very easy and fast process. After they have added you as a user, they will also need to assign you access privileges to the account.

2. How do I login?

After you have been added as guest user, you will receive an email. Please keep this email for directions and login information to the parent/guest access to Deacon Dining.

Dear Mom,

Bridgett has created a Guest User account for you. Now you will be able to easily add value using saved payment methods and set-up an automatic recurring allowance (a great student budgeting tool).

To access your guest account, please visit <https://wakeforest.campuscardcenter.com> and enter the information below:

Username: mdeacon
Password: 123abc

If you need further assistance, please e-mail us at parentsupport@wakeforest.edu or call our support center at 336-758-5607.

Thank you,
Deacon OneCard Team
<https://wakeforest.campusdish.com/>

Parent/User Deacon Dining URL

Login Information to Deacon Dining. This will be unique to you and created by the student account

3. How can I add value and manage my payment methods on my student's Deacon Dining account?

To Add Value & Mange Payment Methods, click on the Add Value link.

Welcome back bridgett!
Sep 11, 2017
11:34 AM

Click Add Value

Guest Home
Add Value
Auto Reload
Payment Methods
Logout

Cardholder Website / Account Home /

Account Home

Name Bridgett Clancy

Deacon OneCard Number xxxxx7874
Deacon OneCard Status Active
Deacon OneCard Number xxxxx7874
Deacon OneCard Status Active
Deacon OneCard Number xxxxx1507
Deacon OneCard Status Active
Deacon OneCard Number xxxxx8740
Deacon OneCard Status Active

> Upload Photo

Complete the Add Value screen, click Next Step and Submit.

Welcome back bridgett!
Sep 11, 2017
11:42 AM

Cardholder Website / Add Value /

Add Value for Bridgett Clancy

Step 1 : Payment Amount

Enter how much value you would like added to each account. You can add value to one or more accounts.

Account	Balance	Payment Amount
Deacon Dollars	\$ 0.00	\$ <input type="text"/> .00

Calculate Payment Grand Total : \$ 0

Step 2 : Payment Method

Enter the payment information of the debit or credit card you would like to pay with. You can select a previously saved payment method or enter a new one.

Use Existing Payment Method: -- select -- [Edit]

Card Type: -- Select CreditCard Type --

Card Number:

Expiration Date: -- / --

Name on Card:

Address 1:

Address 2:

City:

State/Province/Region: -- Select State --

Country: United States

Zip/Postal Code:

Confirmation e-mail address: clancybt@wfu.edu

Save Payment Method

Card Nickname:

Next Step **Cancel**

1 Enter the Payment Amount and click Calculate.

2 Enter the Payment Method and your billing address.

3 You can select Save Payment Method, if you wish to save the payment

You can also create and manage auto reload settings to make sure that the account never runs low. Click Auto Reload and Add New to set this option up.

Welcome back bridgett!
Sep 11, 2017
2:46 PM

Cardholder Website / Account Home /

Auto Reload Settings for Bridgett Clancy

Auto Reload Settings

Create and manage auto reload settings here to make sure your account never runs low. You can control exactly when and how often payments are automatically made to your account. You must have a **saved payment method** on file to create an auto reload settings.

2 > Add New

> Upload Photo

My Accounts

View your accounts and balances below. To view detailed transaction activity select view

> View Transactions	Account	Account #	Available Balance
	Deacon Dollars	800019798846	\$ 0.00

Recent Deacon OneCard Transaction History

View your last ten transactions below. To see more history, please select the "View Transactions" option for a specific account above.

Date	Time	Description	Account	Type	Amount
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Lastly, you need to define the Auto Reload parameters. Complete the options for when the auto reload will reload, the payment method and amount. Click Save to set the Auto Reload options.

3 Cardholder Website / Add Auto Reload Settings

Auto Reload

Payment

By auto-reloading your account, you can make sure it's always ready to use when you want it. We have made this process simple, with just a few easy steps.

When?

Auto-reload my account when the balance is at or below \$

Auto-reload my account every week on this day

Auto-reload my account every month on this day

Payment Method?

From: Edit New

How Much / Amount?

To: \$

End Status?

Keep it active

Suspend it on

Save Cancel

Set the threshold for when the account should auto reload.

Set the payment method, amount, and status of the auto reload transaction.

You can also set up and securely save debit and credit card information so that you can easily add value to your account in the future. To do this, on the Guest Home Screen, click Payment Methods and New. After you complete entering the credit card type, number and expiration date you will need to fill out your billing address, give the card a nickname, and click Submit.

Welcome back bridgett! Sep 11, 2017 2:46 PM

Guest Home Add Value Auto Reload **Payment Methods** Logout

Cardholder Website / Payment Methods /

Payment Methods Add for Bridgett Clancy

My Credit & Debit Cards - Add

1 Card Type:

Card Number:

Exp Date:

2 Name on Card:

Address 1:

Address 2:

City:

State/Province/Region:

Zip:

Country:

Card Nickname: (i.e. Mom's Visa)

Submit Cancel

View your last ten transactions below. To see more history, please select the "View Transactions" option for a specific account above.

Date	Time	Description	Account	Type	Amount
------	------	-------------	---------	------	--------

4. How do I view the Account Balance?

From the Guest Home screen click, View Transactions. The View Transactions window opens and you can see the Transaction Activity information.

Welcome back bridgett! Sep 11, 2017 11:24 AM

Guest Home Add Value Auto Reload Payment Methods Logout

Cardholder Website / Account Home /

Cardholder Website / Account Home / View Transactions /

View Transactions

Transaction Activity

Account #: 800019798846

Plan Name: Deacon Dollars

Available Balance: \$ 0.00 Points

Actual Balance: \$ 0.00 Points

Id	Date	Type	Description	Amount	Approval #	Settled Date
Page 1/0						

View your accounts and balances below. To view detailed transaction activity select view

1 From the Guest Home page, click View Transactions

Account	Account #	Available Balance
> View Transactions	Deacon Dollars 800019798846	\$ 0.00

Recent Deacon OneCard Transaction History

View your last ten transactions below. To see more history, please select the "View Transactions" option for a specific account above.

Date	Time	Description	Account	Type	Amount
------	------	-------------	---------	------	--------

5. It looks like I do not have any options on my account. Why?

If you login to your account but you have no options on your account, you will need to contact your student and ask them to grant you account privileges. Only the student account holder has the ability to add a parent or guest user to their Deacon Dining account. They are also the only person who can assign you access privileges to the account.



Welcome back bridgett! Sep 11, 2017 4:45 PM

Guest Home Logout

Cardholder Website / Account Home /

Account Home

Name: Bridgett Clancy

Deacon OneCard Number: xxxxx7874

Deacon OneCard Status: Active

Deacon OneCard Number: xxxxx7874

Deacon OneCard Status: Active

Deacon OneCard Number: xxxxx1507

Deacon OneCard Status: Active

Deacon OneCard Number: xxxxx8740

Deacon OneCard Status: Active

Upload Photo

Please note, this user does not have any options under their Guest Home Menu.