# **Wordware Family Website Instructions**

### **Registering on the Family Website**

Important: You must fully complete registration in one session in order to guarantee that there are no problems with activating your account. If you think you may not be able to complete registration in a given time, please wait until you know you will not be interrupted. The majority of problems with access to the family site are caused by incomplete registrations.

- With a web browser, go to <a href="https://www.wordwareinc.com">www.wordwareinc.com</a>
- Enter username and password and click on the **SIGN IN** button
- This will bring you to the **New Account Registration** screen

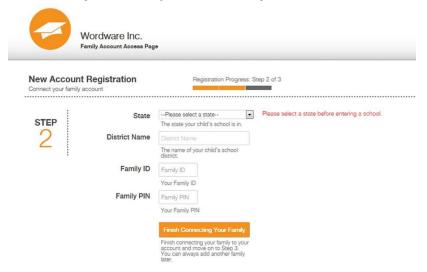


- Click on I HAVE A FAMILY KEY
  - O Click in the **FAMILY KEY** box
  - Enter key numbers
  - Click on the FINISH CONNECTING NEW FAMILY button

#### OR

- Click on I HAVE A FAMILY ID AND PIN
- Enter your Family ID and PIN
- This will bring you to the **New Account Registration** page

Please note: Family IDs, PINs and Family Keys are provided by your school district. If you do not have this information, please contact your school.



- Click on the drop arrow next to the STATE options box and select the appropriate state
- Click on the **SCHOOL NAME** box and enter the appropriate school name
- Click in the FAMILY ID box and enter the family ID number
- Click in the **FAMILY PIN** box and enter the family Pin number
- Click on the FINISH CONNECTING NEW FAMILY button



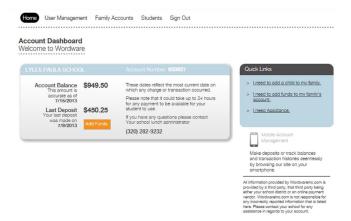
At this point, your registration is almost complete; however your account must be activated.

To activate your account, simply open your email account inbox and select the Wordware Inc email titled Wordware District Account Activation Required, then click on the contained link. It is very important that you complete activation before leaving this page.



### **Logging into Wordware Family Account**

- With a web browser, go to www.wordwareinc.com
- Enter username and password and click on the **SIGN IN** button
- This will bring you to the **Account Dashboard** home screen



### Adding Funds to the Account

- Click on ADD FUNDS button or click on the quick link I NEED TO ADD FUNDS TO MY FAMILY'S ACCOUNT
- Complete the transaction using your district's epay provider

## **Changing User Password**

- Click on USER MANAGEMENT
- Click on the **CHANGE YOUR PASSWORD** link
- Enter your current password
- Create and confirm your new password
- Click on **CHANGE PASSWORD** button

## **Changing User Security Question**

- Click on **USER MANAGEMENT**
- Click on CHANGE YOUR SECURITY QUESTION
- Click on drop the arrow next the **SECURITY QUESTION** options box
- Select desired security question
- Click in the **SECURITY ANSWER** box and enter answer
- Click on the **SAVE SECURITY QUESTION** button

#### **Changing Contact Preferences**

- Click on USER MANAGEMENT
- Click in the box(es) of desired contact preferences
- Click on the **SAVE CONTACT PREFERENCES** button

#### **Connecting to Other Family Accounts**

- \*Please be aware that at this time, you are able to connect to other family accounts. To remove other family accounts, you will need to contact your school lunch administrator.
  - Click on FAMILY ACCOUNTS
  - Click on CONNECT YOUR FAMILY ACCOUNT
  - Click on I HAVE A FAMILY KEY
    - Click in the FAMILY KEY box
    - Enter key numbers

Click on the FINISH CONNECTING NEW FAMILY button

#### OR

- Click on I HAVE A FAMILY ID AND PIN
  - Click on the drop arrow next to the STATE options box and select the appropriate state
  - O Click in the **SCHOOL NAME** box and enter the appropriate school name
  - o Click in the **FAMILY ID** box and enter the family ID number
  - o Click in the **FAMILY PIN** box and enter the family Pin number
  - Click on the FINISH CONNECTING NEW FAMILY button

# **Add Family User**

- Click on **FAMILY ACCOUNTS**
- Go to the family account where the user will be added
- Click on the ADD A FAMILY USER link
- Click in the box behind **EMAIL** and enter the users email

<sup>\*</sup>The new user will receive an email invitation from WordWareInc. With instructions on completing the process of being added to the account as a user