SchoolCashOnline

KEVGROUP

FAQs

Got a question?
We have answers!

Check out our frequently asked questions below:

Help! I've forgotten my login/ password!

Click on "Sign In" at the top right of the page and then click on "Forgot your password?" link to reset your password. A temporary password will be sent to the email address registered with your account.

How secure are my purchases?

School Cash Online is committed to protecting your information. We adhere to the Personal Information Protection and Electronic Documents Act (Canada) (PIPEDA), Canada's anti-spam legislation (CASL) and are compliant with the latest industry standards for payment card security (PCI). For more information, please visit: www.schoolcashonline.com/Home/Privacypolicy

What emails will I get from School Cash Online?

Don't worry, we hate spam too! You will receive emails with your receipts, and payment reminders when you have things to purchase.

What if I can't find my student?

Contact your school to confirm your student's details (name, birthday, student #) to ensure it matches exactly what was entered in your school's records.

What if I can't find my school?

Depending on your district, not every school may be starting *School Cash Online* at the same time. Please confirm with your school if the school is participating in offering this to parents.

What if I can't see any items?

Each school creates their own items for purchase and assigns them to the students. Once assigned, they will appear in the Student Items tab on *School Cash Online*. Please contact your child's school bookkeeper if you do not see the item you are looking for.

Do I need to re-register a student that moves to a different school?

If the student is moving to another school within the district, and *School Cash Online* is available for that school, then the items for the student will automatically be updated to reflect the new school.

If the student is moving outside the district or to a school that does not have *School Cash Online*, the student will be de-activated in *School Cash Online*.

What if I want a refund?

Please contact your school office if you would like to request refunds for any items purchased.

Need Help?
Contact Parent Help Desk

1.866.961.1803

parenthelp@schoolcashonline.com