

PARENT HELP TIPS – School Cash Online (SCO)

DISTRICT NAME: **Darien Public Schools**

PARENT SITE URL: <https://darien.schoolcashonline.com>

PARENT SIGN UP CRITERIA

First Name, Last Name, Date of Birth

3. Enter student information

Student Number

 

I don't have the student number.

First Name

 *

Last Name

 *

Birth Date

  *

Date format: mm/dd/yyyy

CONNECTION ERRORS

If a parent received this message when they are attempting to access your Board's unique School Cash Online Parent Site.

"Your Connection is Not Secure" or "This Connection Is Not Private".

Review the following possible causes below.

- Are you using the wrong URL?

Make sure you have not entered "www" into the URL before your District's SCO address.

Correct: <https://darien.schoolcashionline.com/>

Wrong <https://www.darien.schoolcashionline.com/>

Wrong <https://schoolcashionline.com/>

- Are the Date and Time Settings correct on your computer?
Make certain your computer is displaying today's correct date and time.
- MAC users - If you are using an old version the MAC Operating System (OS), Keychain may not see the latest version of any site's SSL Certificate.

Try with Chrome and Firefox. If you are still encountering these errors, update your OS.

Please note, SCO cannot provide support if you encounter problems with updating your OS. Directions on how to update your OS can be found here: <https://support.apple.com/en-ca/ht201541>

For more information about what SSL is, view this page: <http://info.ssl.com/article.aspx?id=10241>

For more information, direct parents to <https://darien.schoolcashionline.com/Home/Support>
Security section SSL, Security, Connection Not Private & Invalid Certificate Error Messages.

IF A PARENT IS NOT RECEIVING EMAILS THIS MAY HELP

Has a parent enabled email notifications?

[Home](#) > [My Account](#) > [Change Email Notifications](#)

Change Email Notifications

- I want to receive email notifications for new fees assigned to my student and updates on school-related activities.

White List the SCO URL (noreply@schoolcash.net).

Below is a list of links on how to *white list* a URL in Chrome, IE, and Firefox.

https://keepup.virginmedia.com/switchedonfamilies/webapp/pdf/whitelist_chrome.pdf

<https://www.techwalla.com/articles/how-to-whitelist-websites-in-microsoft-internet-explorer>

https://keepup.virginmedia.com/switchedonfamilies/webapp/pdf/whitelist_firefox.pdf

TIMES WHEN EMAILS GO OUT TO PARENTS (who have signed up on the SCO Parent Site and attached their student.

- Email notifications for new fees will go out on Monday, Tuesday, Wednesday, Thursday, Friday starting at 4:30 am EST. Time received by parent will depend on the volume of notifications in the queue.
- Reminder emails go out on the date they specify starting at 5:15 am EST. Reminder emails only go out for students who have not paid for that item.

WHEN SHOULD PARENTS CONTACT THE SCHOOL?

Contact your school office directly for the following issues:

- You require a refund for items purchased on School Cash Online
- When adding to the cart, the item displayed prevents you from completing your purchase correctly
- You made a purchase on an item incorrectly and want to change your order
- You are missing items that you thought were available to purchase. Items are created by the school and School Cash Online displays those items for parents to purchase

PARENT HELP DESK

PARENT SITE URL: <https://darien.schoolcashionline.com>



Protected by
256-bit encryption

[Privacy Policy](#)

[Terms & Conditions](#)

[Security Policy](#)

[Refund Policy](#)

[Support](#)

Contact Us

▲ Contact School Cash Online for support by email or phone.
Support for School Cash Online is available 24 hours a day, 7 days a week. Send us an email by completing the form below or call us at **1.866.961.1803**.

Please ensure the following information has been provided when completing the information below:

- District Name
- School Name
- Explanation of the Issue
- If adding a student, please provide all pertinent information relating to your student

This information will enable us to process your request in a timely fashion.

<https://darien.schoolcashionline.com/Home/Support>