School Cash Online Frequently Asked Questions (FAQs)

What is School Cash Online?

School Cash Online is a safe, simple and secure way for parents to pay for field trips, yearbooks, hot lunches, spirit wear, agendas, athletic fees and more.

Can each parent/guardian have a separate account?

Yes. School Cash Online is designed for parents/guardians to have individual accounts. The student can be added to a maximum of five different accounts. Once a field trip or activity has been purchased, it will disappear from the other account(s) to avoid duplicate purchases.

What methods of payment are available?

Payments can be made by eCheck and Credit Card (Visa or Mastercard). For security reasons, School Cash Online does not store credit card or bank account information. Payment information must be entered at each checkout.

What is eCheck?

An eCheck is an electronic version of a paper cheque used to make online payments. Anyone with a checking/savings account can pay by eCheck through School Cash Online.

When paying with an eCheck, the transaction will be held as pending until the electronic funds have cleared your bank. For security reasons, School Cash Online does not store your eCheck information therefore, parents must enter this information at each check out.

How will I know there are items to be purchased?

When school staff add items to your child's profile, e-mail notifications will be sent to the account holder. Please verify that you wish to accept email notifications by clicking "My Account" and "Manage Email Notifications".

Why does the School Cash Online Payment System need my email address?

Your email address is used for the following:

- to log you in to the system
- to send you receipts for payments made
- to send notifications of school items for purchase
- to send reminder emails
- to send notifications when payments are rejected if applicable

These are the only messages you will receive from the School Cash Online system.

I did not receive an email notification as part of the account registration process. What do I do?

When signing up for School Cash Online, you should receive an email with a verification link that must be used to activate your account. If you did not receive an email, please check your junk mail folder.

I am trying to purchase an item, but it is not listed. What should I do?

Each school creates items for purchase and assigns them to students. Once assigned, they will appear in the Student "Items" tab in School Cash Online. Please contact your school office if you do not see an item.

How long does it take for money to be deducted from my bank account?

Most payments are deducted within three to five business days. This depends on your individual banking institution.

Will I get a receipt for purchases?

Once an item is paid for, you will receive confirmation. A receipt will be sent to the account holder by email. Electronic receipts are stored in the "Payment History" tab.

Are refunds available?

Refunds will be available if the product or service is cancelled or at the school's discretion. For refund inquiries, please contact the school account clerk directly. Please do not contact the School Cash Online helpdesk. Refunds may take up to four days to be processed.

I paid for an item online, but now my child is no longer attending or no longer requires the item. How do I obtain a refund for that item?

If you paid for an item that your child no longer requires and you would like a refund, please contact the main office at your child's school. If you paid by eCheque or credit card, the funds will be transferred back into your bank account or credit card electronically. If you paid by myWallet, the funds will be transferred back into your myWallet account.

Why can't I attach my child to my account?

Please ensure the legal name of your child is used when attempting to attach your child to your account. Use the information the school has on file from registration. The birth date must also contain numbers in the format of mm/dd/yyyy. All fields must contain two to four numbers including zeros where appropriate e.g. 01/21/2010 for January 21, 2010. *Please remember that the student number field is optional.*

How many items can I pay for at one time?

You can purchase multiple items at once.

Is the School Cash Online software secure?

Keeping your personal information safe is a priority. School Cash Online will never contact you by phone, email or mail to ask you to divulge confidential information. School Cash Online does not share any of your personal information with any third party. The software does not store your payment information on the web server or any computers or other devices.

School Cash Online has partnered with industry-leading data centers and financial institutions to ensure that banking information is transmitted safely and securely. The website is certified as compliant with Payment Card Industry (PCI) Data Security Standard (DSS). This ensures that all information is appropriately encrypted and not transmitted outside a PCI-safe environment.

It is important to note that although School Cash Online facilitates the transactions as a service provider, it is the tier one chartered banking partners, and not School Cash Online, that send money from parents to the school via a secure industry leading electronic funds transfer (EFT) process. In addition to PCI compliance, School Cash Online transmits data using HTTPS (secure internet protocols), and has established internal risk protocols that are constantly improving based on new technology.

Can I still register even if I'm not ready to make online payments?

Yes! You can and should still register for School Cash Online even if you are not ready to make online payments. School Cash Online can be used as a great way to keep up to date on what is happening at your child's school.

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

No. If the student is moving to another school within Rainbow District School Board, the items for the student will automatically be updated to reflect the new school. If the student is moving to a different school board, the student will be de-activated from School Cash Online.

I received a rejected payment notification email, what do I do?

There are two reasons for a rejected payment:

1. The incorrect bank account information was entered when paying by eCheck.
2. There were insufficient funds.

When a rejected payment occurs, both the parent and the school are notified by email.
Should this occur, the parent must log back in and re-submit payment for the item.

If you no longer wish to purchase an item for which the payment has been rejected, please contact the main office to have the item deleted.

Need Help?

Go to helpdesk.supportschoolcashonline.com.
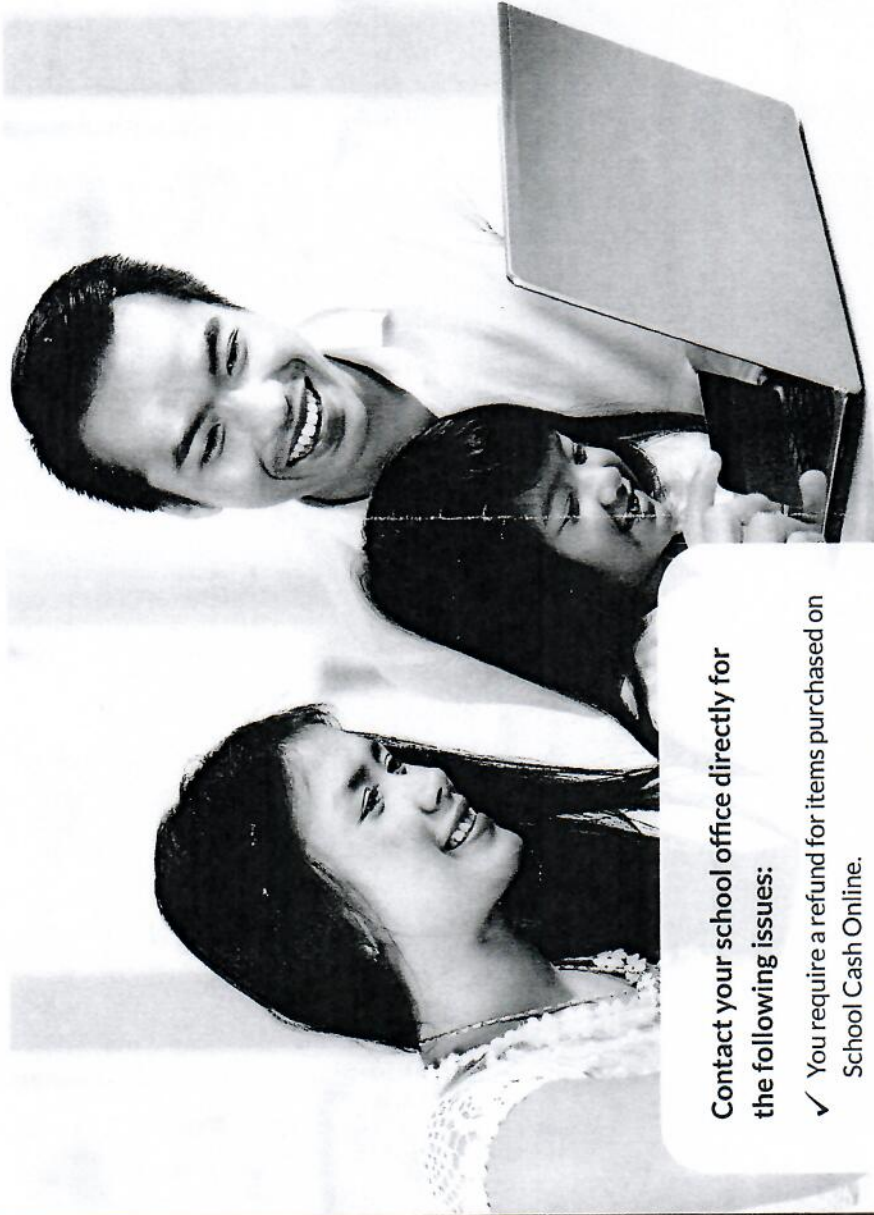
Contact your school office directly for the following issues:

✓ 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.

How To Make Online Payments for Your Student Fees using

SchoolCashOnline

Powered by **KEV**GROUP

Fast, safe, convenient.

FAQs

I've forgotten my password.

Click on the "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?

KEV Group's top priority is to keep your personal information safe. Go to https://helpdesk.supportschoolcashonline.com and see Security for Security Policy and Privacy Policy.

What if I can't find my student?

Contact your school to confirm your student's details (sign up criteria) to ensure it matches exactly with what was entered in your school's records.

What if I can't see any items?

Each school creates their own items for purchase and assigns them to students. Once assigned, they will appear online under the student tab.

Welcome to
SchoolCashOnline

School Cash Online is an easy to use and safe way to pay for your children's school fees.

✓ Conveniently make payments for student fees online.

✓ Stay connected and informed of all school activities.

✓ Never miss out on field trips, school events, yearbooks and more.

All you have to do is register, attach your students and in no time, you will be able to make payments online.
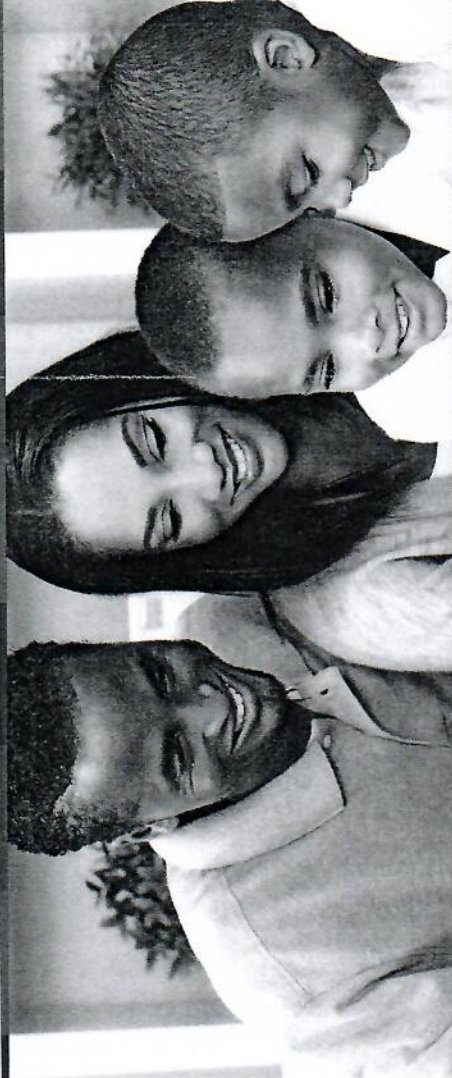
How to Register

1. Go to https://jpschools.schoolcashonline.com/ and click on Register.

✓ Enter in your first name, last name, email and create a password.

✓ Select a security question.

✓ Check YES to receive email notifications.

2. A confirmation email will be sent to you
   - Check spam.

3. Follow the instructions in the email. *Your email is used as your username in your profile.*

How to Add a Student

1. Sign In to School Cash Online.
2. Go to MY ACCOUNT.
3. From the drop down menu, select My Students.
4. Click to add a student.
   a. Type in your School Board Name.
   b. Select School Name from the list.
   c. Enter Student Criteria (as set by your School Board).
   d. CONFIRM.

You can add up to 8 students on your profile.

Payment Types Accepted

▭ Credit Cards   ▭ eCheck

How to Make a Payment

1. You will be able to view any available items attached to your students that are set up on your account.

2. Select the item that you would like to purchase and click "add to Cart".

3. Once you have finished adding items to your cart, select "Check Out" to make payment.

You can pay for multiple student's items in one Check Out.

🔔 Stay connected by receiving email notifications of new fees.

🏫 Never miss out on field trips, yearbook sales, and school events.

💳 Pay required fees any time, any where.

🎒 Students no longer risk carrying cash and check to school in their backpacks.

SCO2

Welcome to
SchoolCashOnline

Fast. Safe. Convenient.

For safety and efficiency reasons, Jefferson Parish Schools would like to reduce the amount of cash & checks coming into our schools. Please join the thousands of parents who have already registered and are enjoying the convenience of paying ONLINE!

It takes less than 5 minutes to register. Please follow these step-by-step instructions so you will begin to receive email notifications regarding upcoming events involving your child.

Step 1
Register

Step 2
Confirm Email

Step 3
Add a Student
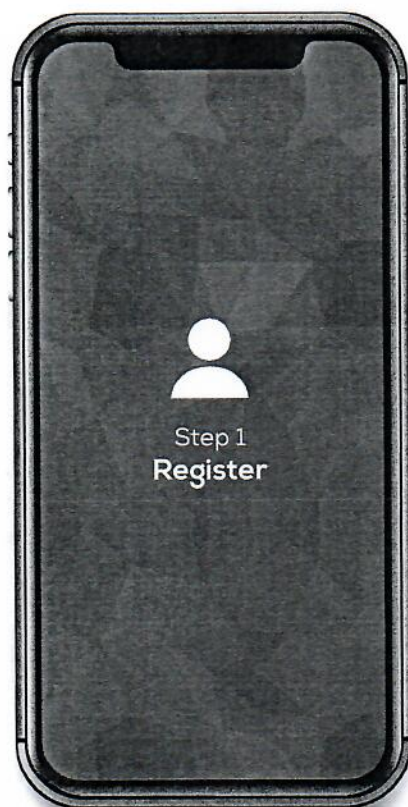
Go to the School Cash Online home page at **jpschools.schoolcashonline.com**

Select the "**Register**" option and complete each of the three registration steps.

A registration confirmation email will be forwarded to you. **Click on the link provided inside the email** to confirm your email and School Cash Online account.

The confirmation link will open the School Cash Online site, prompting you to **sign into your account**. Use your email address and password to log in.
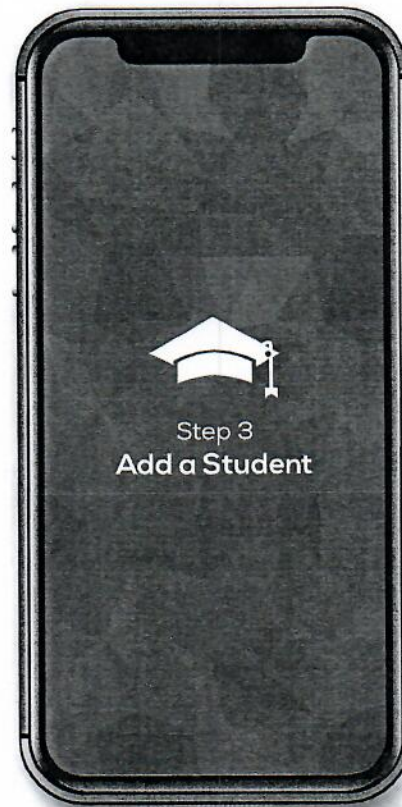
This step will connect your child to your account.

a) Enter the **School Board Name.**
b) Enter the **School Name**.
c) Enter Your Child's **First Name, Last Name, and Date of Birth.**

d) Select **Continue**.
e) On the next page confirm that you are related to the child, check in the **Agree** box and select **Continue**.
f) Your child has been added to your account.

⑥KEVGROUP