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.

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 KEVGROUP

Fast, safe, convenient.

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.

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.

Payment Types Accepted

Credit Cards eCheck

- 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.

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