# SchoolCash Online: Parent FAQs

*Answers to the questions parents ask most often.*

Fulton County Schools
Where Students Come First

**01**

### What is SchoolCash Online?

SchoolCash Online is a free, secure platform that lets you pay for your child's school fees online — from field trips and yearbooks to athletic fees and more. Once registered, you'll receive automatic email notifications whenever a new fee is posted, and you can pay anytime from your phone, tablet, or computer.

**02**

### How do I create an account?

- Go to https://fultonschools.schoolcashonline.com and click Register
- Enter your name, email address, and create a password
- Check your inbox for a confirmation from **noreply@schoolcashonline.com** — check your spam folder if you don't see it.
- Sign in and add your child to your account (see Q03)

**03**

### How do I add my child to my account?

- Go to **My Account** → **My Students** and click **Add a Student**
- Select your school board and school, then enter your child's details
- Click **Confirm**. You can add up to 8 students across any school board.

*Note: Some districts require a student number — contact your school if you need it. If your district doesn't require one, you'll see an option to skip this field.*

**04**

### Can both parents have separate accounts?

Yes. Each parent or guardian can have their own account with separate login credentials and payment history. The same child can be linked to up to 5 different accounts.

**05**

### Why can't I see an item I'm looking for?

- The item hasn't been posted yet, or the deadline has passed
- The item has already been purchased for your child
- The item is sold out

*All items are created and managed by your school. Contact the office if you're unsure.*

**06**

### How do I make a payment?

- Sign in and select the **Items** tab — find the item under your child's name
- Click **Add to Cart**, then **Continue** to check out
- Enter your payment details and select **Complete Your Order**

**07**

### What payment methods are accepted?

Accepted methods are set by each school board and may include Visa, Mastercard, eCheck (direct bank debit), Apple Pay, Google Pay, and Interac. Contact your school board for options available to you.

*Credit card payments are processed immediately. eCheck payments can take 5–7 business days to clear.*

**08**

### How do I get a receipt or view my payment history?

Sign in and select the Payment History tab to view all past transactions and print receipts.

*Note: Cash or cheque payments made in person at the school will not appear here. Contact the school for those records.*

**09**

### How do I request a refund?

All refund requests must be made through your school's administrative staff. Once initiated, refunds are credited to your original payment method within 7–10 business days.

**10**

### I'm not receiving email notifications. What should I check?

- Go to **My Account → Manage Email Notifications** and confirm the checkbox is selected
- Check your spam folder and add **noreply@schoolcashonline.com** to your safe senders list
- Ensure your child has been added to your account. You won't receive notifications without a linked student
- Confirm you're checking the inbox associated with your SchoolCash Online account

**11**

### I forgot my password. How do I reset it?

On the Sign In page, click Forgot your password? Enter your registered email and you'll receive a reset link within 5 minutes. Check your spam folder if it doesn't arrive.

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### Is SchoolCash Online secure? Will my payment information be stored?

Yes — SchoolCash Online is PCI-DSS compliant and undergoes annual third-party security audits.

*Your credit card information is never stored on SchoolCash Online's servers. You will need to re-enter payment details each time you check out. SchoolCash Online does not share your personal information with any third party.*

**STILL NEED HELP?**

Visit the SchoolCash Online Help Centre at **schoolcashonline.com/Home/Support** or contact your school's office directly.

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