

Frequently Asked Questions – School Cash Online

1. Are all schools moving to School Cash Online?

Yes. For ease of implementation 4 phases were selected. All schools will be using school cash online by the end of the 2015-2016 school year.

2. What is the purpose of School Cash Online?

School Cash Online offers parents the convenience of making online payments for their child/children's field trips, pizza days, milk program, agendas, yearbook, spirit wear, school fundraising, etc. Implementing this new method of payment will help remove cash from the schools. School Cash Online allows for parents to maintain an electronic receipt history for items purchased.

3. How does School Cash Online benefit parents?

School Cash Online provides parents with access and convenience at any time to pay for student activities. Parents will receive paperless email notifications of upcoming events and items for their child. Parents will have the opportunity to pay for multiple items and fees for their child/children quickly and all at once if they so choose. School Cash Online will eliminate the need for carrying cash to school, ultimately keeping children safer.

4. Is the School Cash Online software secure?

Yes. It is top priority to keep your personal information safe. School Cash Online will never contact you by phone, email or mail to ask that you divulge confidential information. School Cash Online does not share any of your personal information with any third party. The software does not store your bank account information on the web server or any computers or other devices. School Cash Online has partnered with industry-leading data centres 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 (PCI DSS), which provides an actionable framework for developing a robust payment card data security process. 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, not School Cash Online that actually moves money from parents to the school via a secure industry leading EFT process. In addition to PCI compliancy, School Cash Online is Canadian Standard on Assurance Engagements 3416 certified (CSAE 3416), transmits data using HTTPS (secure internet protocols), and has established internal risk protocols that are constantly improving based on new technology available.

5. How do I create an account?

School Cash Online has been designed to be an easy to use, efficient online payment system. All you need to do is follow these four simple steps to get started.

- **Register** – Register your own secure personal payment account by selecting “*Get Started Today*” on the homepage <https://kprdsb.schoolcashionline.com/>.
- **Add a Student** – Once you’ve confirmed your account, add your child/children to the account to view and pay for school fees. You will be prompted for this information upon login. This feature is also located under the “*Items*” tab or the “*My Account*” tab.
- **Pay School Fees** – Pay for any selected school fee by adding the items to the cart and checking out.
- **Print Receipt** – Print a copy of the transaction receipt for your personal records. This information can also be found under “*Payment History*”.

6. What makes a good password?

Passwords should be unique, difficult for anyone else to guess and of course memorable to you. Your password must consist of at least 8 characters, and include at least one UPPERCASE letter, one lowercase letter and 1 number.

7. Can I register more than one child?

Yes, you can register up to five children (students) to your account. You will require the relevant registration information for each child that you would like to add to your account. If you need to register more than five children, please contact the Parent Help Desk.

8. Do I need to re-register a student that moves to a different school within the same school district?

School Cash Online records are constantly updated so if a student moves to a different school within the same district, the student’s information will be automatically updated.

9. My child has left the school, how do I delete their account?

While we never delete accounts that have been receipted, we can disable the account and archive the information. Please let us know if you wish to disable your account by contacting Parent Help Desk directly.

10. Can each parent have a separate account?

Yes. School Cash Online was designed for parents, grandparents and guardians to have individual accounts. The student can be added to up to **five** different accounts.

11. Why does School Cash Online need my email address?

- For your username to log into the system
- To email you a receipt for payments made
- To enable you to receive notification of school events

12. How do I change my personal details or my email address?

Log into your School Cash Online account and select the “My Account” tab. Click on “Edit My Personal Information” option, your personal details will be listed. Make the necessary changes, then select the SAVE button.

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

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 the school secretary at your child’s school if you do not see the item you are looking for.

14. What does “Required”, “Optional” and “Overdue” mean?

Required is an item that is a requirement for you to purchase. Optional is an item that you may wish to purchase. Overdue is a required item where the due date has expired.

15. I would like to make a partial payment on an item. How can I do this?

Unfortunately, we do not accept partial payments. Item amounts are created at the school level. Please contact your school to make other arrangements. Some items may have installment payments available. Please contact your school.

16. What methods of payment are available?

There are two methods of payment. You may pay using “e-cheque” or by drawing down from “myWallet”.

17. What is e-cheque?

An e-cheque is an electronic funds transfer that withdraws money directly from your bank account. It is just like writing a cheque, only it is done electronically.

18. Does School Cash Online save my e-cheque details?

School Cash Online does not store your e-cheque details for security reasons and industry compliancy. Therefore parents must enter the information every time they checkout. It is suggested that you keep a voided cheque nearby for quick reference.

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

Most payments are deducted within one to two business days. It does depend on your individual banking institution.

20. What is “myWallet”?

Parents load funds into “myWallet” on the School Cash Online website. You will be able to draw down on the preloaded funds to pay for student items and check out. Funds transferred into “myWallet” do not expire and remain available for purchases until funds are fully drawn down.

21. Will I get a receipt?

You will receive a receipt on screen once your payment is submitted successfully. Receipts are also emailed to the email address registered with your account. You can view your receipts online by signing in and navigating to "Payment History".

22. How do I know if my payment was successful?

Once you have reached the payment receipt page your payment was successfully completed. If you are in any doubt as to the success of your payment, select the "*Payment History*" tab which will give you historic information on payments made.

23. Will parents be able to pay by cheque or cash in the future?

Yes. Parents without access to a computer or internet, or who do not wish to participate, will be able to continue to pay by cheque or cash.

24. How can I obtain a refund?

Refunds are permitted if the item or fee is cancelled. To receive a refund on your account, please submit a request to the school detailing the purchase with supporting information (School, Parent First Name, Parent Last Name, Email Address, Phone Number, Student First Name, Student Last Name, Date of Transaction, Item Purchased and Amount).

25. Can I receive an email notification letting me know that there are items to be purchased?

Yes, email notifications are sent to the account holder when new items are uploaded to your child's profile. To verify that you have accepted email notifications, select the "*My Account*" tab, click on the "*Manage Email Notifications*" option. Click on the option to activate the email notification, and then select the *CHANGE* button to save your information.

26. How often will I receive email notifications?

Email notifications are sent when new items have been posted for your child. These notifications will only be sent twice a week and only for new items.