



# SchoolCashOnline

 KEY GROUP

## FAQs



# Got a question?

## We have answers!

Check out our frequently asked questions below:



### Help! I've forgotten my login/ password!

Click on "Sign In" at the top right of the page and then click on "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?

*School Cash Online* is committed to protecting your information. We adhere to the Personal Information Protection and Electronic Documents Act (Canada) (PIPEDA), Canada's anti-spam legislation (CASL) and are compliant with the latest industry standards for payment card security (PCI). For more information, please visit: [www.schoolcashonline.com/Home/Privacypolicy](http://www.schoolcashonline.com/Home/Privacypolicy)



### What emails will I get from School Cash Online?

Don't worry, we hate spam too! You will receive emails with your receipts, and payment reminders when you have things to purchase.



### What if I can't find my student?

Contact your school to confirm your student's details (name, birthday, student #) to ensure it matches exactly what was entered in your school's records.



## What if I can't find my school?

Depending on your district, not every school may be starting *School Cash Online* at the same time. Please confirm with your school if the school is participating in offering this to parents.



## What if I can't see any items?

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 your child's school **Head Secretary** if you do not see the item you are looking for.



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

If the student is moving to another school within the district, and *School Cash Online* is available for that school, then the items for the student will automatically be updated to reflect the new school.

If the student is moving outside the district or to a school that does not have *School Cash Online*, the student will be de-activated in *School Cash Online*.



## What if I want a refund?

Please contact your school office if you would like to request refunds for any items purchased.

Need Help?

Contact Parent Help Desk



1.866.961.1803



[parenthelp@schoolcashonline.com](mailto:parenthelp@schoolcashonline.com)