

FREQUENTLY ASKED QUESTIONS

1. HOW DOES SCHOOL CASH ONLINE BENEFIT PARENTS/GUARDIANS AND STUDENTS?

School Cash Online provides parents/guardians and students with 24/7 access to pay for student activities. They will receive email notifications of upcoming events and items, and be able to maintain an electronic receipt history for items purchased. They will also have the opportunity to pay for multiple items all at once and with ease. The system also provides a convenient way for schools to promote fundraising initiatives.

2. IS THE SCHOOL CASH ONLINE SOFTWARE SECURE?

Our top priority is keeping your personal information safe. Your account information is only available to you, via your unique login details. For more information about the security measures in place with School Cash Online, please visit <https://www.schoolcashionline.com/Home/Support>.

3. HOW DO I CREATE AN ACCOUNT AND PAY FOR ITEMS?

School Cash Online has been designed to be a user-friendly, efficient, online payment system. All you need to do is follow these four simple steps to get started:

- To ensure the safety and privacy of information for each of our students, a unique PIN is used to add your child/student to your account. Get your child's/students PIN, visit www.dsb1.ca/Schools/SchoolCashOnline and click on the gold button.
- Register – Register your own secure personal payment account by
 - selecting “Click here to register” at www.dsb1.ca/Schools/SchoolCashOnline or
 - “Get Started Today” on the homepage: <https://dsb1.schoolcashionline.com/>
- Add a Student – Once you have confirmed your account, add your child or children to the account to view and pay for school expenses. You will be prompted for this information upon login. You will use the PIN obtained above to add your student. This feature is also located under the “Items” or “My Account” tabs.
- Pay School Expenses – Pay for any selected school expenses 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”.

4. CAN EACH PARENT HAVE A SEPARATE ACCOUNT?

Yes. School Cash Online was designed for parents, guardians and grandparents to have individual accounts. Students can be added to up to five different accounts. Please note that account registration is intended for custodial parents/guardians, the PIN will be required for each account. DSBONE reserves the right to revoke account access if the account holder has not obtained authorization from the custodial parents/guardians to access the account.

5. WHY DOES SCHOOL CASH ONLINE NEED MY EMAIL ADDRESS?

- For your username to log into the system
- To email you receipts for payments or donations made.
- To enable you to receive email notifications of school events and activities

To ensure that you receive email notifications, check off the email notification box during the School Cash Online registration. To verify that you have accepted email notifications, select the “My Account” tab and then the “Manage Email Notifications” option. Click on the option to activate the email notification, and then select the “Change” button to save your information.

6. WHAT METHODS OF PAYMENT ARE AVAILABLE?

There are currently two methods of payment: eCheque and myWallet

7. WHAT IS ECHEQUE?

An eCheque is an electronic funds transfer that withdraws money directly from your bank account. It is similar to writing a cheque, only it is done electronically. When you send money with an eCheque, the transaction will be held as pending until the electronic funds have cleared your bank. However, the transaction is marked as paid at your school as soon as you check out of the system.

8. 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 also depends on your individual banking institution.

9. WHAT IS MYWALLET?

myWallet is similar to a refillable gift card but online. Money may be loaded into myWallet via eCheque and myWallet funds can be used to purchase items at any time. It also eliminates the hassle to enter payment information when you make a purchase each time.

10. HOW DO I ADD FUNDS TO MYWALLET?

Log into your School Cash Online account and select the “myWallet” tab. Click on “Add Funds into myWallet” option and then enter the amount you would like to deposit in your account. Proceed by clicking on “Continue” and then check out by selecting the eCheque method of payment to complete the process of adding funds to myWallet.

11. HOW LONG DOES IT TAKE TO ADD FUNDS TO MYWALLET ACCOUNT?

Funds are available immediately for you to make purchases for your child. Please note that you still need to purchase the item(s) or fee(s) after loading funds to your myWallet account. Add your item(s) or fee(s) to the shopping cart, select the checkout option and select myWallet as the payment method to make your purchase.

Note: While funds are immediately available for use in School Cash Online after a successful myWallet load, it can take up to 1 to 5 business days to confirm if the money for myWallet load was received successfully.

12. WILL I GET A RECEIPT FOR PURCHASES?

The individual who paid for the item will receive confirmation of the purchase on screen once payment has been successfully processed. They are able to print a copy of the electronic receipt by clicking the “Print” icon. This information is recorded in the “Payment History” tab.

13. HOW DO I KNOW IF MY PAYMENT WAS SUCCESSFUL?

Once you have reached the payment receipt page, your payment was successfully completed. You can access your payment history by selecting the "Payment History" tab.

14. I PURCHASED AN ITEM AND RECEIVED A RECEIPT, HOWEVER I HAVE RECEIVED AN EMAIL OR HAVE A RED BANNER ON MY SCHOOL CASH ONLINE ACCOUNT INDICATING THE PAYMENT HAS BEEN REJECTED. WHAT SHOULD I DO?

This notification typically indicates that some part of the banking information that was entered when paying with an eCheque for an item or loading myWallet with an eCheque was incorrect.

The red banner at the top of the screen allows you to go back and enter the bank information again. This is the case even if the item is expired and past the due date. By clicking on the red banner, School Cash Online will take the user to the item to provide the correct payment information.

Note: No further purchases can be made in School Cash Online until the payment information is corrected and the red banner is gone.

The school office also gets notification of these rejected payments and expects the user will log into School Cash Online and provide the correct information in payment for the item.

If you are experiencing issues with the online payment methods, please contact parenthelp@schoolcashionline.com or CALL 1-866-961-1803.

15. HOW CAN I OBTAIN A REFUND?

Refunds are permitted if the product or service is cancelled, or at the school's discretion. To receive a refund on your account, please submit a request to the school, detailing the purchase with supporting information (school, parent/guardian first name, parent/guardian last name, email address, phone number, student first name, student last name, date of transaction, item(s) purchased and amount).

16. 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 on School Cash Online. Please contact your school office if you do not see an item that you require.

17. CAN I RECEIVE EMAIL NOTIFICATIONS LETTING ME KNOW 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 and then the "Manage Email Notifications" option. Click on the option to activate the email notification, and then select the "change" button to save your information.