

# 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](https://helpdesk.supportschoolcashonline.com)



School District 43 Coquitlam



### 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 KEV GROUP

*Fast, safe, convenient.*