

# 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.*

# Welcome to SchoolCashOnline



School Cash Online is an easy to use and safe way to pay for your children's school fees.

- ✓ Conveniently make payments for student fees online
- ✓ Stay connected and informed of all school activities
- ✓ Never miss out on field trips, school events, yearbooks and more

All you have to do is register, attach your students and in no time, you will be able to make payments online.

## How to Register

1. Go to <https://sd43.schoolcashionline.com/> and click on Register.

- ✓ Enter in your first name, last name, email and create a password.
- ✓ Select a security question.
- ✓ Check YES to receive email notifications

2. A confirmation email will be sent to you

- Check spam

3. Follow the instructions in the email.

*Your email is used as your username in your profile.*



## How to Add a Student

1. Sign In to School Cash Online
2. Go to MY ACCOUNT.
3. From the drop down menu, select My Students.
4. Click to add a student.
  - a. Type in your School Board Name
  - b. Select School Name from the list.
  - c. Enter Student Criteria (as set by your School Board)
  - d. CONFIRM

*You can add up to 8 students on your profile.*

## How to Make a Payment

1. You will be able to view any available items attached to your students that are set up on your account.
2. Select the item that you would like to purchase and click "add to Cart".
3. Once you have finished adding items to your cart, select "Check Out" to make payment.

*You can pay for multiple student's items in one Check Out.*

## Payment Types Accepted



Credit Cards



eCheck



myWallet



Stay connected by receiving email notifications of new fees.



Pay required fees any time, any



Never miss out on field trips, yearbook sales, and school events.



Students no longer risk carrying cash and checks to school in their backpacks.

**Need help with  
online payments?**



**Contact Parent Help Desk  
1(866)961-1803**

Visit <https://schoolcashionline.com/Home/Support>

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## 常见问题解答

### 忘记密码

点击“Forgot your password?”重设密码。您登记账户的电子邮箱会收到一个临时密码。

### 购买的安全性?

保护您个人信息的安全，是KEV集团的头等大事。请访问

<https://helpdesk.supportschoolcashionline.com>

了解我们的隐私安全政策。

### 不在学生名单内?

请与学校联系，确认学生的详细信息（注册标准）与学校记录中输入的内容完全一致。

### 找不到任何用品?

每所学校建立自己的物品清单，并指示学生购买。这些指定物品确定后将显示在学生选项卡下。

## 需要帮助?

请访问[helpdesk.supportschoolcashionline.com](https://helpdesk.supportschoolcashionline.com)



以下情况，请直接与学校联系：

- ✓ 您在学校现金网上购买了用品，需要退款
- ✓ 添加到购物车时，显示限制，无法完成购买手续
- ✓ 您误认了某用品，希望修改订单
- ✓ 您没有找到想购买的用品。用品是由学校提供的，学校现金网只是展示这些用品供家长购买。

在线支付学校用品费用

SchoolCashOnline

Powered by  KEV GROUP

迅速，安全，方便。

# 学校现金网欢迎您



学校现金网使用方便，是支付孩子学校费用的安全方法

- ✓ 方便在线支付学生的学校费用
- ✓ 随时了解所有学校活动
- ✓ 不错过修学旅行、学校活动、年鉴发行等重要活动

举手之劳，登录学校现金网，随时享受网上支付的便利

## 如何注册

1. 前往 <https://district.schoolcashonline.com/> 点击 Register

- ✓ 填写姓名、电邮信箱，设立密码。
- ✓ 设计安全问题。
- ✓ 勾选 YES 接收电邮通知。

2. 您将收到一份认证电邮

检查是否垃圾邮件

3. 按认证电邮指示继续操作。

您的电子邮箱即为用户名。



## 增添学生

1. 登录学校现金网
2. 前往 MY ACCOUNT.
3. 在下拉菜单选 My Students.
4. 点击添加学生。
  - a. 输入学区教委名
  - b. 在目录中选择学校名
  - c. 选择相应学生条件（教委规定）
  - d. 确认

您可以加入八名学生

## 支付手段

 Credit Cards  eCheck

## 如何付款

1. 查看您帐户上学生的任何学校用品。
2. 选择您要购买的物品，点击“add to Cart”。
3. 将所需物品装上“购物车”，然后选择“Check Out”付账。

您可以一单为多名学生付账。



通过电子邮件保持联系，通知新费用。



随时随地方便付费。



不会错过修学旅行、年鉴发布、和各种重要学校活动。



您不用再担心孩子携带现金或支票往返学校的风险。