

## School Cash Online Frequently Asked Questions

### **How do I sign up?**

To create an online account go to <https://simcoecounty.schoolcashionline.com/>. You will need your child's student number along with their preferred name and date of birth to register. If you do not know your child's student number please contact the school.

### **I've signed up and need help with the software, where do I go?**

There are a variety of support features within the School Cash Online software itself. For topic by topic FAQs visit the "Get Help" page here: [School Cash Online Get Help](#)

Or reach out to the parent helpline at 1-866-961-1803 or [parenthelp@schoolcashionline.com](mailto:parenthelp@schoolcashionline.com)

### **How is my email address used?**

Your email address is used as the username for your account. If enabled, you will also receive notifications of school events and activities. To enable email notifications, under the "My Account" tab select "Manage Email Notifications".

### **Can each parent have a separate account?**

Yes. Account registration is intended for custodial parents/guardians. School Cash Online allows parents, guardians and grandparents to have individual accounts. Students can be added to up to five different accounts.

### **What methods of payment are available?**

We currently accept three methods of payment: echeque, credit card and myWallet.

echeque - an electronic funds transfer that withdraws money directly from your bank account

credit card – we accept Mastercard and Visa

myWallet - an online wallet that can be loaded using echeque or credit card to hold funds and pay for your child's fees on School Cash Online. myWallet also allows you to allocate funds to pay for school fees at a later date, as you would with a gift card.

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

No, you do not need to re-register if your student is moving to another school in our district.