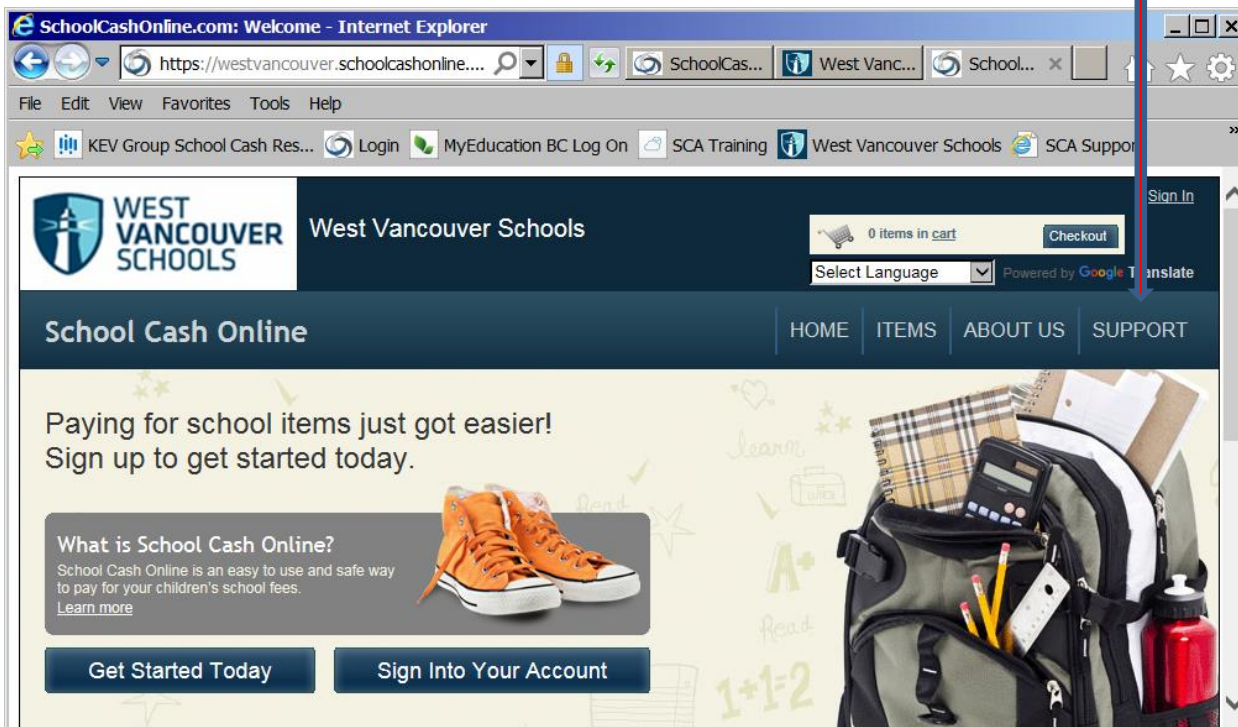


SCHOOL CASH ONLINE SUPPORT

Parents who require help with School Cash Online should first consult the “SUPPORT” section on the School Cash Online home page:



It is not necessary to sign in to the account to view this information. Sections with information for parents include:

New User to School Cash Online
Problems logging in
My Account
Email Notifications
Making a Payment
Security
Meal payments (SD45 does not use this)
myWallet

You can refer parents to this part of the website when they have questions. If they have the following types of issues, then they should talk to you:

- Parent requires a refund for items purchased on School Cash Online
- When adding to the cart, the item displayed prevents the parent from completing the purchase correctly.
- Parent made a purchase on an item incorrectly and wants to change the order
- Item that the parent thought was available to purchase appears to be missing

Sometimes the parent may be referred to you by the Parent Help Desk. We have found that is usually when there is a problem with the student’s birth date. The data in SCO is extracted from MyEdBC. If it is not recorded correctly in MyEdBC, it will be incorrect in SCO. In very rare cases, there have been issues with the PIN.