

## PARENT HELP – School Cash Online (SCO)


BOARD NAME: **South East Kootenay**

PARENT SITE URL: <https://sd5.schoolcashonline.com>

### REQUIREMENTS FOR ADDING STUDENTS - CRITERIA

Student First Name, Student Last Name, Student Birth Date


3. Enter student information

Student Number  

I don't have the student number.

First Name  \*

Last Name  \*

Birth Date   \*

Date format: mm/dd/yyyy

## CONNECTION ERRORS

If a parent received this message when they are attempting to access your Board's unique School Cash Online Parent Site.

"Your Connection is Not Secure" or "This Connection Is Not Private".

Review the following possible causes below.

- Are you using the wrong URL?

Make sure you have not entered "www" into the URL before your District's SCO address.

**Correct:** <https://sd5.schoolcashionline.com/>

**Wrong** <https://www.sd5.schoolcashionline.com/>

**Wrong** <https://schoolcashionline.com/>

- Are the Date and Time Settings correct on your computer?  
Make certain your computer is displaying today's correct date and time.
- MAC users - If you are using an old version the MAC Operating System (OS), Keychain may not see the latest version of any site's SSL Certificate.

Try with Chrome and Firefox. If you are still encountering these errors, update your OS.

Please note, SCO cannot provide support if you encounter problems with updating your OS. Directions on how to update your OS can be found here: <https://support.apple.com/en-ca/ht201541>

For more information about what SSL is, view this page: <http://info.ssl.com/article.aspx?id=10241>

## IF A PARENT IS NOT RECEIVING EMAILS THIS MAY HELP

Make sure the parent has not disabled the email notifications in their profile on School Cash Online. Box should be checked.

My Account -> Manage Email Notifications

### Change Email Notifications

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- I want to receive email notifications for new fees assigned to my student and updates on school-related activities.

## IF A PARENT IS NOT RECEIVING EMAILS THIS MAY HELP - continued

**White List** the SCO URL ([noreply@schoolcash.net](mailto:noreply@schoolcash.net)).

Below is a list of links on how to *white list* a URL in Chrome, IE, and Firefox.

[https://keepup.virginmedia.com/switchedonfamilies/webapp/pdf/whitelist\\_chrome.pdf](https://keepup.virginmedia.com/switchedonfamilies/webapp/pdf/whitelist_chrome.pdf)

<https://www.techwalla.com/articles/how-to-whitelist-websites-in-microsoft-internet-explorer>

[https://keepup.virginmedia.com/switchedonfamilies/webapp/pdf/whitelist\\_firefox.pdf](https://keepup.virginmedia.com/switchedonfamilies/webapp/pdf/whitelist_firefox.pdf)

## TIMES WHEN EMAILS GO OUT TO PARENTS

(Parents must have signed up on the SCO Parent Site and attached their student. They also must have checked the box that they will receive email notifications.)

- Email notifications for new fees will go out on Monday, Tuesday, Wednesday, Thursday, Friday approx 4:30 am EST. Time received by parent will depend on the volume of notifications in the queue.
- Reminder emails go out on the date they specify approx 5:15 am EST. Reminder emails only go out for students who have not paid for that item.

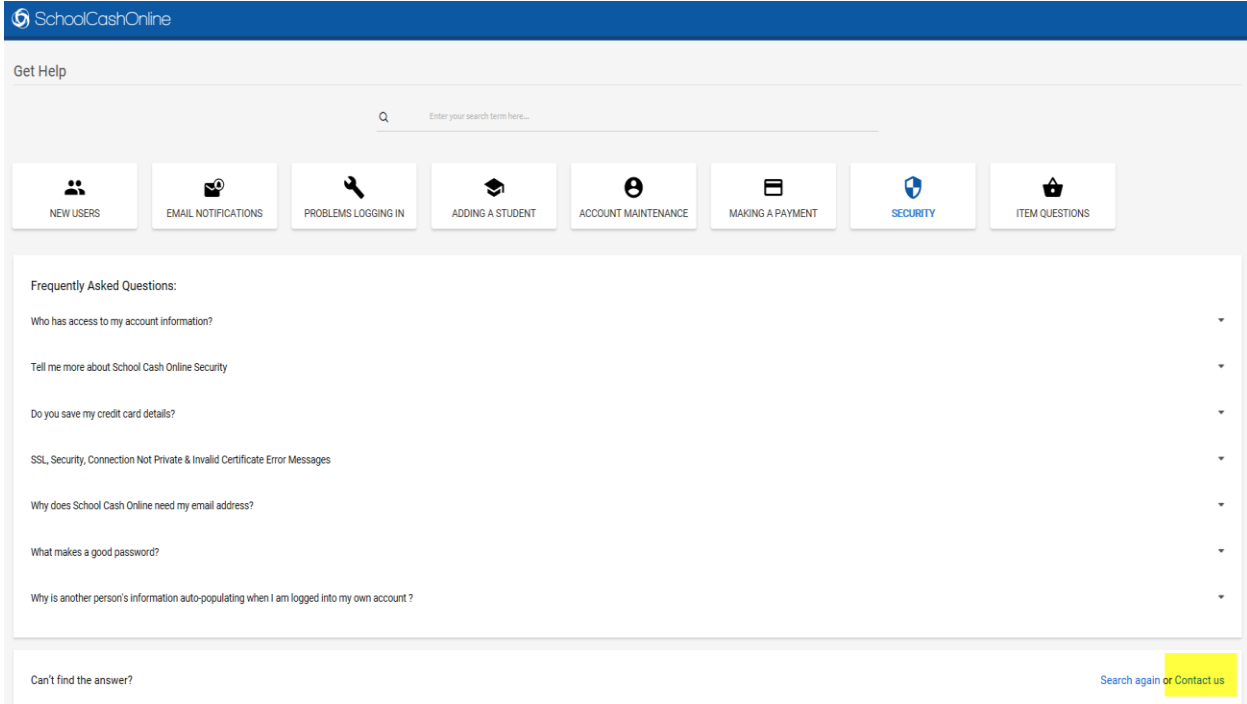
## PARENT HELP

**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

## PARENT HELP DESK

PARENT SITE URL: <https://sd5.schoolcashonline.com/>  
<https://helpdesk.supportschoolcashonline.com/support>



The screenshot shows the 'Get Help' section of the SchoolCashOnline parent help desk. At the top, there is a search bar with the placeholder text 'Enter your search term here...'. Below the search bar is a row of eight navigation buttons: 'NEW USERS', 'EMAIL NOTIFICATIONS', 'PROBLEMS LOGGING IN', 'ADDING A STUDENT', 'ACCOUNT MAINTENANCE', 'MAKING A PAYMENT', 'SECURITY', and 'ITEM QUESTIONS'. The 'SECURITY' button is highlighted in blue. Below the navigation buttons is a 'Frequently Asked Questions' section with seven expandable items: 'Who has access to my account information?', 'Tell me more about School Cash Online Security', 'Do you save my credit card details?', 'SSL, Security, Connection Not Private & Invalid Certificate Error Messages', 'Why does School Cash Online need my email address?', 'What makes a good password?', and 'Why is another person's information auto-populating when I am logged into my own account?'. At the bottom of the help desk, there is a 'Can't find the answer?' link and a yellow 'Contact us' button.

## Contact Us

▲ Contact School Cash Online for support by email or phone. Support for School Cash Online is available 24 hours a day, 7 days a week. Send us an email by completing the Support Form found on the parent site or call us at **1.866.961.1803**.