

Toronto District School Board - School Cash Online FAQs

As of August 29, 2016, the Toronto District School Board began implementing School Cash Online and the system will be fully implemented by the end of the 2018-2019 school year. The School Cash Online application allows parents and students to make online payments for student activity fees, field trips, meal and snack programs, agendas, donations and other school fundraising activities. This application aims to significantly reduce cash handling in schools and provide students and parents with a more convenient way to access information about school activities and to make payments.

1. How does School Cash Online benefit parents/guardians and students?

School Cash Online provides parents/guardians and students with 24/7 access to pay for student activities. They will receive email notifications of upcoming events and items, and be able to maintain an electronic receipt history for items purchased. They will also have the opportunity to pay for multiple items all at once and with ease. The system also provides a convenient way for schools to promote fundraising initiatives and collect donations online.

2. Is the School Cash Online software secure?

Our top priority is to keep your personal information safe. School Cash Online will never contact you by phone, email or mail to ask you to divulge confidential information. Your account information is only available to you, via your unique login details. For more information about the security measures in place with School Cash Online, please visit:

<https://helpdesk.supportschoolcashonline.com/support/home>

3. How do I create an account and pay for items?

School Cash Online has been designed to be a user-friendly, efficient, online payment system. All you need to do is follow these four simple steps to get started:

1. Register – Register your own secure personal payment account by selecting “**Get Started Today**” on the homepage: <https://tdsb.schoolcashonline.com/>.
2. Add a Student – Once you have confirmed your account, add your child or children to the account to view and pay for school expenses. You will be prompted for this information upon login. This feature is also located under the “Items” or “My Account” tabs.
 - a. Please Note: The School Cash Online system is linked to our Student Information system (SIS). Students who are not entered into the system will not be available on School Cash Online (e.g. student have not registered for school yet). Students who are registered via the “Quick Add” process our SIS system will not appear in the system. Please check with your school office staff if you are unable to find your child in the system.

3. Pay School Expenses – Pay for any selected school expenses by adding the items to the cart and checking out.
4. Print Receipt – Print a copy of the transaction receipt for your personal records. This information can also be found under “Payment History”.

If you are unable to create an account, please contact the School Cash Online Parent Help Desk at 1-866-961-1803 or parenthelp@schoolcashonline.com.

4. Can each parent have a separate account?

Yes. School Cash Online was designed for parents, grandparents and guardians to have individual accounts. The student can be added to up to five different accounts. Please note that account registration is intended for custodial parents/guardians. The TDSB reserves the right to revoke account access if the account holder has not obtained authorization from the custodial parents/guardian to access the account.

5. Why does School Cash Online need my email address?

- For your username to log into the system
- To email you receipts for payments or donations made
- To enable you to receive email notifications of school events and activities

To ensure that you receive email notifications, check off the email notification box during the School Cash Online registration. To verify that you have accepted email notification, select the “My Account” tab and then the “Manage Email Notifications” options. Click on the option to activate the email notification, and then select the “Change’ button to save your information.

6. What methods of payment are available?

There are three methods of payment: eCheque, debit card and credit card (Visa or Mastercard).

7. What is eCheque?

An eCheque is an electronic funds transfer that withdraws money directly from your bank account. It is similar to writing a cheque, only it is done electronically. When you send money with an eCheque, the transaction will be held as pending until the electronic funds have cleared your bank. However, the transaction is marked as paid at your school as soon as you check out of the system. The school will receive notification if the funds do not clear.

8. Does School Cash Online save my eCheque details?

School Cash Online does not store your eCheque details for security reasons and industry compliancy. Therefore, parents must enter the information each time they checkout. It is suggested that you keep a voided cheque nearby for quick reference.

9. How long does it take for money to be deducted from my bank account?

Most payments are deducted within three business days. This also depends on your individual banking institution.

10. Which credit card options are available?

The credit card options available are Visa and Mastercard.

11. Will I get a receipt?

The individual who paid for the item will receive confirmation of the purchase on the screen once payment has been successfully processed. They are able to print a copy of the electronic receipt by clicking the "Print" icon. This information is recorded in the "Payment History" tab.

If you are making a charitable donation to the school, you will receive an official tax receipt.

12. How do I know if my payment was successful?

Once you have reached the payment receipt page then your payment was successfully completed. If you are in any doubt as to the success of your payment, select the "Payment History" tab to view your historic information of payments made.

13. How can I obtain a refund?

Refunds are permitted if the product or service is cancelled, or at the school's discretion. To receive a refund on your account, please submit a request to the school, detailing the purchase with supporting information (School, Parent/Guardian First Name, Parent/Guardian Last Name, Email Address, Phone Number, Student First Name, Student Last Name, Date of Transaction, Item(s) Purchased and Amount).

14. I am trying to purchase an item, but it is not listed. What should I do?

Each school creates items for purchase and assigns them to the students. Once assigned, they will appear in the Student "Items" tab on School Cash Online. Please contact the Office Administrator at your child(ren)'s school if you do not see the item you require.

15. Can I receive email notifications letting me know that there are items to be purchased?

Yes, email notifications are sent to the account holder when new items are uploaded to your child's profile. To verify that you have accepted email notifications, select the "My Account" tab and then the "Manage Email Notifications" option. Click on the option to activate the email notification, and then select the "CHANGE" button to save your information.

16. How often will I receive email notifications?

Email notifications are sent when new items have been posted and assigned to your child.

17. Who pays for the School Cash Accounting software and maintenance?

The central budget will be used to support the School Cash Accounting annual licensing fees to May 31, 2018. The funding for the annual fee for June 1, 2018 and onwards will be confirmed at a later date and will be dependent on School Cash Online adoption rates and HST rebates recovered from the use of the system.

18. Will parents still be able to pay by cheque or cash?

Yes. Parents will still be able to pay by cheque or cash. Cheque is the preferred option in order to help minimize cash in schools.

19. Can I make donations online?

Yes. Donations can now be made online by parents and non-parents at the following website:

<https://tdsb.schoolcashionline.com>.

Click “Items” and then “Make A Donation”. Complete the form by selecting a donation amount and the school you would like to donate to under the “Fund Destination” field. You can then “Add To Cart” and proceed to check out. Tax receipts will be automatically generated and emailed upon payment. Please note that you must have a registered School Cash Online account in order to make a donation. The tax receipt will be in the name of the registered account.

20. Are there credit card transaction fees associated with School Cash Online and who will be responsible for these additional costs?

Like any other purchases made using a credit card, there are transaction fees associated with the purchases made through School Cash Online. The costs for processing credit card and debit card payments will be variable based on the value of the transactions and type of cards used by the purchaser.

It will be the school’s responsibility to pay for their annual credit card and debit card transaction processing costs. Credit card fees relating to the collection of school activity fees are currently charged to the school budget.

For monetary donations for tax receipt purposes, between 1.5% to 2% in credit card fees may be charged by our merchant services provider. The donation the school receives will be reduced by the credit card fees incurred.