

PARENT HELP TIPS – School Cash Online (SCO)

BOARD NAME: **New Westminster Schools**


PARENT SITE URL: <https://newwestschools.schoolcashionline.com>

PARENT SIGN UP CRITERIA

Usual First Name, Legal Last Name, Date of Birth

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://newwestschools.schoolcashonline.com/>

Wrong <https://www.newwestschools.schoolcashonline.com/>

Wrong <https://schoolcashonline.com/>

- Are the Date and Time Settings correct on your computer?
If your computer is not displaying the correct date/time, your computer may see the SSL certificate as expired. Expired or not-yet-valid security certificates throw up warnings, having the date on your machine wrong could potentially cause security errors on many secure sites that you access.
- 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>

For more information, direct parents to <https://helpdesk.supportschoolcashonline.com/>
Security section SSL, Security, Connection Not Private & Invalid Certificate Error Messages.

IF A PARENT IS NOT RECEIVING EMAILS THIS MAY HELP

White List the SCO URL (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://www.techwalla.com/articles/how-to-whitelist-websites-in-microsoft-internet-explorer>

https://keepup.virginmedia.com/switchedonfamilies/webapp/pdf/whitelist_firefox.pdf

TIMES WHEN EMAILS GO OUT TO PARENTS (who have signed up on the SCO Parent Site and attached their student.

- Email notifications are sent out within 24 hours after new items have been posted for sale.
- Email notifications for new fees will go out on Monday, Tuesday, Wednesday, Thursday, Friday starting at 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 starting at 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://helpdesk.supportschoolcashonline.com>



Contact Us

▲ Contact School Cash Online for support by email at <https://helpdesk.supportschoolcashonline.com> Contact us.
Support for School Cash Online is available 24 hours a day, 7 days a week.
or call us at **1.866.961.1803**.

Please ensure the following information has been provided when completing the information below:

- School Board Name
- School Name
- Explanation of the Issue
- If adding a student, please provide all pertinent information relating to your student

This information will enable us to process your request in a timely fashion.

<https://helpdesk.supportschoolcashonline.com>