

## FAQ's Continued...

**My username and password do not work.**

Username - once your account has been activated your username is likely to be your email address. Ensure that you are using the correct email address for this account. Password – please note your password is case sensitive.

**I forgot my username and password. How can I get this information?**

Simply click on the "Forgot user name or password" box in the secure sign-in area of the sign in page. For security purposes you will need to know the email address you originally used to set up your account. The username and password will be sent to your registered email address.

**Can I change the email address and password on my account?**

Yes, once you have registered an account you are free to modify all of your personal data including the email address and password by clicking the "My Account" tab. To change your email address, select the "Edit My Personal Information" option. To change your password, select the "Change My Password" option and follow the on screen instructions.

**Can I register more than one child?**

Yes, you can register up to eight children (students) to your account. You will require the relevant registration information for each child that you would like to add to your account. If you need to register more than eight children, please contact the Parent Help Desk.

**Parent Help Line: 1-866-961-1803**

**Email: [parenthelp@schoolcashionline.com](mailto:parenthelp@schoolcashionline.com)**

## FAQ's Continued...

**How do I change my personal details?**

Log into your School Cash Online account and select the "My Account" tab. Click on "Edit My Personal Information" option, your personal details will be listed. Make the necessary changes, then select the SAVE button.

**I have changed my email address, how do I update?**

Log into your School Cash Online account and select the "My Account" tab. Click on "Edit My Personal Information" option, your personal details will be listed. Make the necessary changes, then select the SAVE button.

**Do I need to re-register a student that moves to a different school within the same school district?**

School Cash Online records are constantly updated so if a student moves to a different school within the same district, the student's information will be automatically updated.

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

Each school creates their own 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 school bookkeeper at your child's school if you do not see the item you are looking for.

**How often will I receive email notifications?**

Email notifications are sent when new items have been posted for your child. These notifications will only be sent twice a week and only for new items. Don't worry, we won't spam your email.



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**ONLINE PAYMENTS  
NOW AVAILABLE !**



**Convenient –**

Parents can make purchases 24 hours a day, 7 days a week

**Control –**

Eliminate lost checks or cash

**Timely –**

Payments are reflected online immediately

**Secure –**

Ensures private and secure transmissions

**Accessible –**

View historical purchases and payments online

**Options -**

Pay online with credit, debit, cash card, or check

**Languages -** website available in English or Spanish

**AVOID:**

- Scrambling for cash the night before
- Trips to the ATM at 9:00pm
- Sending checks to school
- Missing important events

**THANK YOU PARENTS!**

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

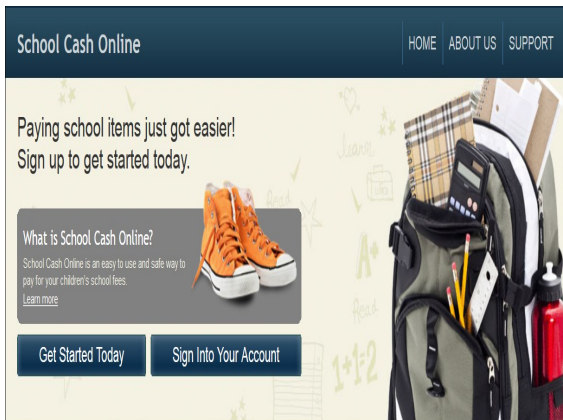
# School Cash Online — <https://neisd.schoolcashonline.com>

**Step 1:** Please go to

<https://neisd.schoolcashonline.com>

**Step 2:** Register by selecting the "Get Started Now" and following the steps.

**Step 3:** After you receive the confirmation email, please select the 'click here' option, sign in and add each of your children to your household account.



## Need Help? Contact us...

**Parent Help Line: 1-866-961-1803**

**Email: [parenthelp@schoolcashonline.com](mailto:parenthelp@schoolcashonline.com)**

## FAQ's

**How do I create an account?**

School Cash Online has been designed to be an easy to use, efficient online payment system. All you need to do is follow these three simple steps to get started.

**Register** – Register your own secure personal payment account by selecting Get Started Today on the homepage.

**Add a Student** – Once you've confirmed your account, add your child to your account to view and pay for school expenses. You should be prompted for this information upon login. This feature can also be located under the "Items" tab or the "My Account" tab.

**Print Receipt** – Print a copy of the transaction receipt for your personal records. This information can also be found under "Payment History".

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

Yes. School Cash Online was designed for parents, grandparents, guardians etc to have individual accounts. The student can be added to up to five different "parent" accounts.

## FAQ's Continued...

**Why does School Cash Online need my email address?**

School Cash Online needs your email address: 1) for your username to log into the system 2) in order to email you a receipt for payments made 3) to enable you to receive notification of school events. We value your privacy and respect your security concerns.

**I have not received the verification email.**

Some email providers incorrectly identify School Cash Online emails as SPAM and send our emails direct to the SPAM folder. If you have requested your verification email and it has not arrived check your SPAM folder (or your ALL MAIL folder). If you do find the verification email in there you can ask your email system to allow School Cash Online emails in future.

**What student information do I need?**

- Student(s) name
- Birth date
- Home campus