

# ONLINESCHOOLFEES.COM FAQ'S

## [How do I create an account?](#)

Go to <http://onlineschoolfees.com>. Click *"Create an Account"* on the home page.

Select Texas as the State and Frisco ISD as the District.

Enter all information in the fields provided, including Display Name, Username, Password, Security Question/Answer and Email Address.

Click *"Click here to add students to your account"* to proceed. Enter the Student ID, Last Name and select the School for this student. (If you are a teacher, there will be an E in front of your ID). Do this for all students you want to add to your account. If you don't know your child's student ID, please contact your school to obtain this information. You will have an opportunity to edit your account if needed under My Account. There, you will also find a few options to customize your Account for Email Notifications, add students and add payment options.

Once all students have been entered, click *"Click Here to View Fees and Activities"* to proceed.

## [What do I do if I forget my password?](#)

From the login screen, click the *"Forgot Password"* link.

Enter your username or email address. Enter your security question answer. A temporary password will be emailed to you. Check your spam/junk folders if you don't receive it. Login with the temporary password. Once logged in, click the *"Change Password"* link in the upper right hand corner. You can enter a new password here.

## [How do I add items to my cart?](#)

Fees/Activities are shown for one student at a time. To change students, click the drop down in the upper left hand corner to switch to another student in your account. All available categories are listed on the left. You can click any category to just see fees and activities related to that category. You can also filter for required items only, purchased items only or hide items you have already purchased.

To review these items in more detail to determine if your student needs to register click the graphic of the fee/activity. The fee/activity will open in a new window with details about the fee/activity. Details may include the activity dates, deadline dates, contact information, links to a document or website and other specific details. Click the green Add to Cart button to add the fee/activity to your cart. You can click on the fee/activity again and click the red Remove from Cart button to remove it from your cart.

Note that not all items shown are required for payment. If it is a REQUIRED item, it will show Required in Red below the fee/activity.

Once a fee/activity is past the signup deadline or the active end date, it will no longer be displayed in your list of fees/activities. You can see your order history under My Orders.

## How do I view my cart and pay for my order?

Select "View Cart" from the right-side of the screen anytime to view items placed in your cart. The Cart will show each fee/activity by student. The Cart will show the item Ordered, the activity start date, Price and Description. Select the "X" next to any item you want to remove from the Cart.

Select the green "Checkout" button to see a summary of your order. Next, click the green "Place Order" button to complete your Order and pay.

If you wish to not order all of the items, click the red "Empty Cart" button to empty the Cart and remove all items placed in the Cart.

To complete the purchase, select your payment type and enter your payment information. You can store this information for future purchases. Click the green "Complete" button to complete your purchase. After completing your order, a receipt will be emailed to you.

Once a fee/activity has been purchased, it will show PURCHASED in Green below the fee/activity.

## My Account

Click My Account to see details about your account. You can change any of your account information here, like email address, security question or address.

You can also add a student to your account. Click the Add Student button, enter the student ID, Last Name and select the school the student is at. Click the green "Add Student" button to complete adding the student to your account.

You can manage your stored payments here. Click the "Add a Payment Option" button to add a new stored payment to your account. Select the payment type, CC or ACH. Enter your payment information and click the blue "Add" button.

If you would like to remove a payment option, click the red X next to the payment option you wish to remove. It will show a line through the payment. In order to remove this, you have to click the green "Save Settings" button.

You can also manage your email subscriptions here. By default, you are set to receive all of the email notifications. Click the checkbox next to any emails that you do not wish to receive.

You must click the green "Save Settings" button for any changes made to your account settings to be saved.

## My Orders

My orders shows a listing of your transaction history. It will show purchased fees/activities as well as refunded fees/activities. Items purchased will show a status of Purchased. If the fee/activity has been purchased and then an admin cancels that order, it will show Refunded in the status column.

**If an admin cancels an order that has already been purchased, a credit is automatically applied to your onlineschoolfees.com account, it is not refunded back to your credit card or checking account.** The

next time you purchase a fee or activity, that credit will automatically be applied during checkout. This method makes your money available quicker on the site, you are not waiting for a refund check or a credit to be applied back to your credit card or checking account. If you would like a refund back to your credit card or checking account, please contact your campus.

## Contact

Use this contact us form to email us directly with any issues. Enter your name, phone number, select the school your issue refers to and select an issue type. If you select fee/activity, the admin at the selected school will be emailed. If you select technical, a customer support representative from Nutri-Link Technologies will be emailed. This is the easiest, most convenient way to contact someone for help with your issue.