

# myWallet End-of-Life: Frequently Asked Questions

For years, myWallet served as a convenient, safe, and re-loadable online wallet that parents/guardians used to store funds and make payments on SchoolCash Online. However, due to the increased adoption of alternative payments methods offered by school districts, KEV has made the decision to cease supporting payments using myWallet.

To help you navigate the transition away from myWallet, KEV has compiled a list of Frequently Asked Questions:

▶ **Why is KEV retiring myWallet?**

We've seen a sharp decline in the usage of myWallet as an increasingly number of parents/guardians are using alternative methods of payment on SchoolCash Online. As a result, we have determined that our teams and resources could better serve our clients by focusing on other areas.

Eventually, SchoolCash Online will no longer support adding funds into myWallet. Parents/guardians currently using myWallet accounts may continue to use their remaining balances. Once SchoolCash Online no longer supports myWallet, parents/guardians with remaining balances will be refunded and myWallet will be retired permanently. We will notify districts once this future date has been determined.

▶ **Is there a replacement product for myWallet?**

No, myWallet will be retired; however, parents/guardians can continue to make online payments using alternate methods on SchoolCash Online such as credit cards, debit cards, and eChecks.

▶ **What happens to parents/guardians' existing funds in myWallet?**

Parents/guardians currently using myWallet accounts may continue to use their remaining balances. Once SchoolCash Online no longer supports myWallet, all parents/guardians with remaining balances will be refunded to the original method of payment.

▶ **Can parents/guardians request an immediate refund?**

Yes. To receive an immediate refund, parents/guardians can follow these steps:

1. Log in to SchoolCash Online.
2. Click 'Refund' under the 'myWallet' tab on the top navigational bar.
3. Enter the amount to be refunded in the 'Amount to Refund' field.
4. Click 'Confirm'

After completing these steps, the refund will be processed within seven (7) days. However, this is not a required action. All balances will be automatically refunded once SchoolCash Online no longer supports myWallet.

- ▶ **What if a parent/guardian's original method of payment is no longer valid?**  
Balances will be refunded automatically to the parent/guardian's original payment method. If that method of payment is no longer valid or active, the parent/guardian should submit a support ticket or contact KEV support by email at [parenthelp@schoolcashonline.com](mailto:parenthelp@schoolcashonline.com).
  
- ▶ **Who can I contact if I have questions?**  
For more information, please contact your Client Success Manager.
  
- ▶ **What if parents/guardians have questions?**  
Parents/guardians can submit a support ticket or contact KEV support by email at [parenthelp@schoolcashonline.com](mailto:parenthelp@schoolcashonline.com).