

PushCoin FAQ's

Q. What is PushCoin?

The PushCoin system is used for all student payments to the district, including student fee payments and purchases in the cafeteria.

Using PushCoin gives you 24/7 access to:

- Mobile-friendly website.

- Free electronic funding option with eCheck.

- Email notifications with detailed purchase information and low balance alerts.

- Ability to check your student's transaction history.

- Ability to transfer funds between students using Move Money feature to transfer a portion of a deposit or balance to another student in the same family.

- PushCoin wallet balances may also be used to pay for items at the bookstore, school activities and fees.

Q. What is a wallet in PushCoin?

A. The wallet is where you pay for your student's lunches and any other item you wish to purchase. You need to keep a positive balance in your wallet to pay for the items your student is purchasing in the lunch room.

Q. What is the "Student Fees" in PushCoin?

A. The student fees section is where all curricular and most non-curricular fees appear. These fees can be paid out of the wallet but most of the time you'll pay these directly from your credit card or bank account that's in PushCoin. BE ADVISED: You cannot select any particular fees to pay. All payments made are automatically applied to the oldest items first.

Remember, the new board policy for the district requires all fees to be paid before participation in extracurricular activities is allowed, not just the fee for the extracurricular activity.

Q. What is the District's refund policy?

As long as your student remains in the District, no refund from a student wallet will be issued. Refunds from a student wallet will only be processed when there is a qualifying event: graduation or transfer out of the District. **Parents/guardians of students must complete a refund request to receive a refund.** This request is done by clicking on the dollar amount under Wallet Balance and completing the information as indicated. Money from graduating students can also be transferred to a sibling via the Move Money feature. No automatic refunds will occur. All refunds will be made by check to the requestor.

Q. What if I don't want to receive my student's daily purchase receipts?

A. You can configure your notification preferences under the Settings tab after logging into your PushCoin account.

Q. Can students in the same family share a PushCoin Wallet?

A. No, each student must have his/her own PushCoin wallet. However, you may transfer funds between students using Move Money feature.

Q. What if my student qualifies for free or reduced-price lunch?

A. If your student qualifies for free or reduced-price lunch, your student will pay by showing his/her student ID card and PushCoin will automatically apply the discount to your student's purchase.

Q. What happens if I forget to add funds to my student's PushCoin wallet?

A. By linking your parent account to your student's account now, you will receive notifications about account balance information. Each student will be allowed to drop to a maximum negative balance of - \$15.75.