



Q How do I log into Q ParentConnect?

A Please refer to the ParentConnect user guide at <https://parentconnect.asdk12.org/>.

Q Where do I go to learn how to navigate ParentConnect for online payments?

A Please refer to the quick reference guide at <https://parentconnect.asdk12.org/>.

Q Can I pay by credit card at the school?

A Credit card payments can be made at any computer with internet access. Once on the internet, log on to ParentConnect at <https://parentconnect.asdk12.org/> to access your account. **Important: Please be sure to log off and close your browser when your transaction is complete.**

Q Can I give my credit card information to school staff, or to the ASD Accounting Department, so that they can charge my credit card over the phone?

A District staff will not be able to charge your credit card directly. There are no credit card readers located at any ASD location.

Q What kind of payments can I make online?

A Currently, payments can be made for soccer, track and to fund cafeteria meal accounts.

Q How much can I pay towards my student's cafeteria meal account?

A Currently, the maximum per transaction that can be paid online is \$300.

Q When will the amount paid for my student's meals be deposited into their meal account?

A The amount will be deposited to the student's meal account the next business day, following the online payment.

Q Who do I contact if I have questions regarding my student's meal account?

A Please contact the cafeteria manager in your student's school.

Q Do you save my credit card number?

A Under no circumstance will a full credit card number or security code be captured or stored by the district.

Q Will there be a fee charged to my credit card for this service?

A There will be no additional processing fees charged to your credit card for this service.

Q Can I make a partial payment?

A Partial payments are not accepted.

Q What if I have met the ASD Family Cap?

A If your family has met the family cap, please indicate on your invoice and return to the ASD Accounting Department. If your family has met a portion of the family cap, the fee amount online will be reduced accordingly. For information on the family cap, please go to <http://www.asdk12.org/activities>.

Q Will I receive a receipt?

A A printable receipt will be generated after transmission of your payment, and confirmation will be emailed as well. Q ParentConnect stores the history of previous payments.

Q Why does my credit card keep stating that it is declined?

A Verify that you are entering the information correctly and that your credit card's billing address has been entered correctly. If you are still encountering an error, please utilize another credit card, or contact your credit card company.

Q How can I obtain a refund?

A Refunds must be requested by the school. Any payment made by credit card will be refunded to that credit card. Credit card refunds will be processed through the ASD Accounting Department, and any full credit card information obtained during the refund process will be destroyed once the refund is issued.