

# FAQs – Fee Inquiries

## How do I create an online fee payment account?

To create an online school fees payment account visit [studentquickpay.com/cssd](http://studentquickpay.com/cssd). You will need:

1. A valid email address
2. A student name
3. A student ID number (please contact your child's school if you don't know the ID number)
4. A student birth date.

For general fee payment information, please visit [cssd.ab.ca/parents/fees/online-fee-payment](http://cssd.ab.ca/parents/fees/online-fee-payment).

## How do I get a family rate for noon-hour supervision?

The student system is unable to identify siblings on its own due to the many complex family situations. Therefore, the school will be adjusting the fees for those families with two or more children.

Typically, noon-hour supervision is paid to the school where the child goes. If you have more than one child attending the same school, a family rate will be applied.

Fees will vary between schools based on the number of noon-hour aides required for each program.

## My online debit card does not work. What does that mean?

Interac Online is only available with certain banks. If you are having difficulties paying online with your debit card it may be that your bank does not allow their debit cards to be used for online payments. Currently, the Royal Bank of Canada (RBC) & Canada Trust offers Interac Online. Note: This is subject to change at any given time.

Unfortunately, this is not something we control nor is it determined by our software vendor. It is the bank's decision whether to allow their cards to process online transactions.

In general banks are starting to issue more MasterCard debit and Visa debit cards rather than simple interac debit cards. The MC and Visa debit cards can be used online by choosing the credit card option (they are processed as a credit card even though they are a debit card).

## International Students Education Program fee schedule

The International Students Education Program follows a different fee schedule. Some of the optional fees have been included in their tuition. For more information, please call Stephanie Hausleitner at 403-500-2469 or email [international@cssd.ab.ca](mailto:international@cssd.ab.ca).

## What is your refund policy?

For refunds less than \$50 a credit will stay on the student's account and can be used to offset future fees. The credit will follow the student within the district even if they change schools. For refunds greater than \$50 please contact your school.

## How do I add a student profile to my online fee account?

Please follow the following steps to add additional student(s) profile(s) to your account:

- Click the menu button located at the top right of the web page
- Select the “linked accounts” button in the dropdown list
- Select the “add students” button in the pop-up screen
- Fill in student information and select the “add student” button again
- Select the “Done” button.

## How do I purchase and reserve tickets for the graduation banquet?

When using the Rycor system to purchase grad banquet tickets you will be able to pick the table, seats and dinner choices (if applicable). Simply sign into your online account and choose the “Grad Banquet & Tickets” icon on the webpage.

A floor plan map will appear as seen in the image below. The number showing on the table is the seats currently available at that table. If you put your cursor on the table, it will also show who has booked seats at that table. You can also use the “search for a friend textbox” to look for your friends.

While filling out the grad banquet form you will be asked for your dinner selection and be able to identify any allergies or dietary restrictions.

