Online School Payments Parents Quick Start

Thank you for using Online School Payments (OSP)! To get started, please follow the instructions below. To watch a video on how use the OSP Web Store, please see: **tinyurl.com/OSPPurchase**

Parent Store and Parent App

- **OSP Store** – where parents can purchase items online. To find your store: **osmsinc.com/login**
- **OSP the app** – optional mobile app so parents can buy items. More info: **osmsinc.com/osp-parent-app-release**

How to Login

1. Select your School District as a parent
2. Enter or create a Username and Password
   - In the **OSP store**, select **log in** (person icon in top right corner)
   - In the **OSP app**, parents must **log in** → select **state**, **district**, **school category**, and **school** as needed

How to Complete your Purchase

1. Login and determine if you need to buy **ala cart items** or if you need to pay a **student debt/invoice/obligation**
2. Ala cart items can be found under your **school** or department name. Please select its **category** then select the **school name**. For example: Springfield is listed under Elementary
   - Everything else can be found on the **Pay Obligation page** in the main blue bar or by will display directly under the **student's name in the app**
   - Go to **Shopping Cart** to confirm items
3. Continue to **Checkout**
   - Add **Student Profiles, billing info**, agree to **payment terms**, add **any notes** if desired, and add **credit card info** 4. Select the **Place Order button**. A successful purchase will show an **Order Number** and issue you a receipt via email

How to Add Students

1. Login into the **OSP Store** or **App**
2. **Select Add New Student Profile** → Add details like **First Name**, **Last Name**, and **Student ID** → **Save** • In the OSP Store
   - If checking out, on **Step 1 of 4** → select the **Add Student Profile button** in top right corner
   - If logged in, go to the **Your Account page** → **Account Menu** → **Student Profile** → **Add Student Profile** • In the OSP App
   - **Main Settings icon (≡)** in the top left → **Add Student**
3. Your Student Profile should now be saved, and you can now continue with your purchase

Support Team Help

If you have any questions about Online School Payments or need any assistance getting started, please contact the OSMS support team first at **support@osmsinc.com** or **703-378-8299 x204**.

Frequently Asked Questions (FAQs)

1. Do I need to make a user account? Can I just be a guest?
You need a user account. OSMS does not allow for guest access

2. I do not want to share an account. Can I have my own?
You can share accounts with family members if you like but you are welcome to have your own

3. I have more than 1 student. Do I need to make a user account for each student?
No, you can have multiple students in 1 user account

4. I can't login
To locate your username and/or password, please see your email or go to the **Store → Login → Forgot Username and/or Password**

5. I can't find my item for sale
Please contact your school's bookkeeper or teacher to confirm if your item is available for purchase

6. Do I need to make and/or use a Student Profile? Do I need to add my student?
For most items yes, otherwise the school won't know what student has paid.

7. My student isn't in the system
Please add your student. Instructions can be found in this Quick Start.

8. My student won't save
Please make sure you're using your student's official Student ID. It must match exactly with what's on file with your school district. You may contact your school's bookkeeper or teacher for assistance

9. I just placed an order. Do I need to tell the school?
No. Your school will receive a receipt as well and will get your money shortly

10. I need a refund or do a return
Any funds are the schools' property. You must contact your school's bookkeeper or teacher for assistance

11. I bought a physical item. When and where can I pick that up?
You may contact your school's bookkeeper or teacher for assistance. OSMS does not ship items

12. How will the purchase appear on my credit card statement?
You will see Online School Management Systems, Inc. with Sterling VA. You will also see your school's name