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
   - 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
2. 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.