

My CBE Account

Frequently Asked Questions (FAQs) about [My CBE Account](#) and the [My CBE Account](#) parent tools follow. Optionally select a category below to jump to that section.

NOTE: This document references external resources; view it online so that you can follow the links.

- [My CBE Account](#)
- [Fees and Payments](#)
- [Receipts and Refunds](#)
- [Privacy and Security](#)

My CBE Account

<p>What are the system requirements for My CBE Account?</p>	<p>My CBE Account requires:</p> <ul style="list-style-type: none"> • Mozilla Firefox version 3 and up • Apple Safari version 4 and up, or • Microsoft Internet Explorer version 7 and up. <p>The My CBE Account receipts and help materials require the free Adobe Reader and Adobe Flash web browser plug-ins.</p>
<p>When is My CBE Account available?</p>	<p>My CBE Account is available 24 hours a day, 7 days a week, throughout the year except for a week in early July for the student information system “rollover.”</p>
<p>How do I create a My CBE Account?</p>	<p>See the Getting Started with My CBE Account QRG (PDF) and the Managing My CBE Account QRG (PDF) for information on registering and managing your My CBE Account.</p>
<p>Why didn't I receive a confirmation email?</p>	<p>You may not have entered the correct email address when you registered, or your email filter may have placed the confirmation email in your junk or spam folder. Check your junk or spam email folder.</p> <p>If you don't see the email, you can try to log into My CBE Account and re-send it. If you still don't get the confirmation email, email mycbeaccount@cbe.ab.ca or re-register your My CBE Account after the original 24-hour activation period has passed. See the Getting Started with My CBE Account QRG (PDF) for more information.</p>
<p>I can't log into My CBE Account. The message states “Login was unsuccessful. Please correct the errors and try again.” What's the problem?</p>	<p>The user name and/or password that you entered doesn't match the information entered when you created or changed your account. Please re-enter the values. If necessary, you can change your My CBE Account user name (your email address) or change or reset your password. However, do not make My CBE Account account changes using a mobile device like a tablet or a smart phone. See the Managing My CBE Account QRG (PDF) for information.</p>



My CBE Account

<p>How do I change the My CBE Account user name?</p>	<p>Before you change your My CBE Account user name — which is also your email address — read “How are my children and their fees linked to My CBE Account?” below and the Managing My CBE Account QRG (PDF). Do not change your email address from a mobile device like a tablet or a smart phone.</p>
<p>How do I change or reset the My CBE Account password?</p>	<p>See the Managing My CBE Account QRG (PDF) for information on changing or resetting your My CBE Account password. Do not use a mobile device like a tablet or a smart phone to change or reset your My CBE Account password.</p>
<p>How are my children and their fees linked to My CBE Account?</p>	<p>Two requirements link your My CBE Account to your child or children so that you can use <i>Fees Central</i> to view and pay fees online:</p> <ul style="list-style-type: none"> Your My CBE Account email address must match the Legal Guardian email address on file at your child or children’s school(s). If not, visit or contact the school(s) to update the information, and Your My CBE Account must list your child or children in the My Child / Children section of the <i>My Account</i> page. Doing so pulls your child or children’s fees into <i>Fees Central</i> for payment. <p>See the Managing Children in My CBE Account QRG (PDF) for more information.</p>
<p>I’ve created a My CBE Account but can’t see my children or their fees. What do I do?</p>	<p>If you can’t see your child or children in My CBE Account, you can:</p> <ul style="list-style-type: none"> Visit or contact your child or children’s school(s) to update the Legal Guardian email address on file, and/or Add your child or children to My CBE Account: <ol style="list-style-type: none"> Log into My CBE Account. In the My Child / Children section of the <i>My Account</i> page, click “Add a Child.” <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>My Child / Children  Add a Child</p> </div> <p>NOTE: If the “Add a Child” link is not shown, then your My CBE Account email address doesn’t match the Legal Guardian email address at your child or children’s school(s).</p>



- The *Add a Child* form opens. Enter your child’s CBE Student ID in the field.

Add a Child

Please enter your child's Student ID:

6-10 digits

NOTE: You can find the ID number on your child’s student ID card and report card. Alternatively, your child may know the number, or you can visit the [school](#) in person to request the number.

- Click **OK**.
 - The child is added to the **My Child / Children** section.
- See the [Managing Children in My CBE Account QRG](#) (PDF) for more information.

I can’t see all of my children in My CBE Account. What do I do?

See “[I have created a My CBE Account but can’t see my children or their fees. What do I do?](#)” on the previous page to link your [My CBE Account](#) to your child or children.

My former partner and I each pay a portion of our children’s fees. How can we make these payments online?

Each of you will have to create your own [My CBE Account](#) that meets the requirements in “[How are my children and their fees linked to My CBE Account?](#)” on the previous page.

To pay a portion of the fees, modify the *Fees Central* payment amount to only pay your share as outlined in the [Viewing and Paying Fees Using Fees Central QRG](#) (PDF).

My former spouse and I have one child together; the rest of the children are mine. Will my former spouse have access to my other children’s information?

Please visit or contact your child or children’s [school\(s\)](#) to update the Legal Guardian email address associated with each child accordingly. A child can only be viewed in [My CBE Account](#) when the Legal Guardian email address on file for that child matches the [My CBE Account](#) email address.

Fees and Payments

What does ISM stand for?

Instructional **S**upplies and **M**aterials fees are no longer charged by the CBE as of 2017.

What does MIR stand for?

Musical **I**nstrument **R**ental is the fee charged for the use of a musical instrument. See [CBE | Fees & Waivers](#) and [CBE | Fee Information Questions and Answers](#) for more information.

<p>What does IAF stand for?</p>	<p>The Incidental Activity Fee provides activities and related materials for students who stay at the school over lunchtime. See CBE Fees & Waivers and CBE Fee Information Questions and Answers for more information.</p>
<p>What are administration fees and why are they charged?</p>	<p>Administration fees are charged to defray CBE’s costs:</p> <ul style="list-style-type: none"> • A returned cheque fee is charged when the bank is unable to cash a parent’s cheque. The fee is listed as such in <i>Fees Central</i>, and • Administration fees are rolled into the amount charged for Transportation fees and Noon Supervision fees. View the fee details to see the administration fee portion of those fees.
<p>Why do I have to pay for transportation and noon supervision?</p>	<p>Transportation fees represent the average difference between what Alberta Education funds the CBE for transportation and the cost of providing transportation services to students. It simply costs more to provide the service requested by parents than Alberta Education funds for that service.</p> <p>The CBE brings in staff to supervise students over the lunch break. This is a service that parents have requested and the CBE is not funded specifically for that service. Noon supervision is considered a child care expense and tax receipts are provided for this service.</p> <p>For more information, see CBE Fee Information Questions and Answers.</p>
<p>I believe I was charged the wrong amount for one or more fees. Who do I contact?</p>	<p>Please use the following contacts:</p> <ul style="list-style-type: none"> • If your question or issue is related to Noon Supervision or Transportation fees, email studentfees@cbe.ab.ca • If your question or issue is related to other types of fees, visit or contact the school that is charging that fee. <p>When in <i>Fees Central</i>, click “Contact” to view all fee-related contacts.</p>
<p>Why are you offering the online payment service?</p>	<p><i>Fees Central</i> is part of the My CBE Account website of online parent tools. Available 24-7, <i>Fees Central</i> allows you to view an itemized display of outstanding fees by child, pay those fees all or in-part, and view payment and tax receipts.</p> <p>Payments are processed through Moneris Solutions, a third-party payment processor. Payments can be made with VISA, MasterCard, VISA Debit, or Interac Online from a Bank of Nova Scotia, Bank of Montreal, Royal Bank of Canada, or a TD Canada Trust bank account. For security and privacy information, see Moneris Security Practices and the Moneris Privacy Policy.</p>
<p>Who is Moneris Solutions?</p>	<p>Moneris Solutions is one of North America’s largest processors of credit and debit card transactions. They manage the payment processing transaction when you pay fees using VISA, VISA Debit, or MasterCard, and they provide the Interac Online service that links to the Bank of Nova Scotia, Bank of Montreal, Royal Bank of Canada, and TD Canada</p>



	<p>Trust online platforms, allowing you to pay directly from a bank account at one of those four banks. For security and privacy information, see Moneris Security Practices and the Moneris Privacy Policy.</p>
<p>What is Interac Online?</p>	<p>Interac Online is a service offered by Moneris Solutions, the third party processor who manages the payment transaction. It links to the online banking platforms for the Bank of Nova Scotia, Bank of Montreal, Royal Bank of Canada, and TD Canada Trust and makes it possible to pay online directly from a bank account at those banks.</p>
<p>How do I make an Interac Online payment?</p>	<p>The payment transaction is processed on the Moneris Solutions website. The appearance of the screen may differ depending on which bank you are using. In general, the screen will require you to type in your payment card number, your PIN and other information, and then click to authorize the transaction.</p> <p>The CBE does not record or see the payment information that you provide to Moneris Solutions, including your PIN.</p>
<p>Why is my bank not available in the Interac Online payment link?</p>	<p>Bank of Nova Scotia, Bank of Montreal, Royal Bank of Canada, and TD Canada Trust participate in the Moneris Solutions service that allows online payment directly from a bank account.</p> <p>CIBC issues VISA Debit cards to allow online payment directly from a bank account.</p> <p>Additional banks and financial institutions may be added in the future.</p>
<p>How do I make a credit card payment?</p>	<p>In <i>Fees Central</i>, leave the default Credit Card or Interac Online method selected to pay by credit card and then complete the payment process. See the Viewing and Paying Fees Using Fees Central QRG (PDF) for more information.</p>
<p>How do I make a VISA Debit payment?</p>	<p>In <i>Fees Central</i>, leave the default Credit Card or Interac Online method selected to pay by VISA Debit card and then complete the payment process. See the Viewing and Paying Fees Using Fees Central QRG (PDF) for more information. VISA Debit uses the VISA authorization system to process the debit transaction to your bank account.</p>
<p>Is there a charge for paying online?</p>	<p>The CBE and Moneris Solutions (the payment processor) don't charge for the service, but your bank may charge an account transaction fee if you pay with Interac Online or VISA Debit.</p>
<p>Will I be able to pay all of my school fees online?</p>	<p>You can pay most school fees online.</p>

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<p>How will the school know that I have paid these fees?</p>	<p>The school can view your account or reports to see which fees were paid and by whom.</p>
<p>When will the school know that I have paid these fees?</p>	<p><i>Fees Central</i> payments are immediately applied to the outstanding balance of those fees. Schools can view the status of all fees except the Noon Supervision and Transportation fees; the status of those fees are viewed using a different system at the CBE head office.</p>
<p>Once I pay online, do I have to pay this way all the time?</p>	<p>No. This service is available for your convenience. If you pay online this time, you can pay at the school another time. There are never any automatic payments, so you remain in control.</p>
<p>What's the deadline for paying fees?</p>	<p>Your child's or children's school(s) will communicate the due dates for fees. Please see CBE Fee Information Questions and Answers for more information or visit or contact the school(s) with questions.</p>
<p>I can't afford to pay all the fees at once. What should I do?</p>	<p>You can:</p> <ul style="list-style-type: none"> • Use <i>Fees Central</i> to pay any amount of \$10.00 or more as you can until the fees are paid • Set up monthly or semi-annual Pre-authorized Debit (PAD) installment payments online using <i>Fees Central</i> or by completing the agreement(s) on the back of the Noon Supervision and Transportation applications. PAD payments are only available for Noon Supervision and Transportation fees. <p>See the Viewing and Paying Fees Using Fees Central QRG (PDF) for more information.</p> <p>If you have students at more than one school, please allocate some of your payment to the fees at each school to help avoid collection calls.</p>
<p>Can I make a partial payment on fees?</p>	<p>Yes; you can pay all or select fees, and you can pay the entire outstanding fee balance or a portion of that balance. See the Viewing and Paying Fees Using Fees Central QRG (PDF) for more information.</p> <p>If you have students at more than one school, please allocate some of your payment to the fees at each school to help avoid collection calls.</p>
<p>If I make a partial payment, will the system automatically charge the same amounts in the future?</p>	<p>No; the CBE doesn't have access to your payment information. You'll need to specify the fees and amounts when you make future payments.</p>

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I have an outstanding balance of less than \$10.00, but the system will only allow me to make a payment of \$10.00 or more. Do I have to go to the school to make this payment?

No. Please email onlinefeepayments@cbe.ab.ca and request a temporary override to the minimum payment amount. You'll be able to make your payment the next business day.

I can't afford to pay the school fees for my children. What should I do?

If you're unable to pay your child or children's fees, you can apply for a fee waiver online using [My CBE Account's Fee Waiver](#) tool. See the [Getting Started with the Online Fee Waiver QRG](#) (PDF) for information. You can also apply at your child or children's [school\(s\)](#) or by mail using the printable [Fee Waiver Application](#) (PDF). See [CBE | Waivers](#) and [How to Apply for a Fee Waiver](#) (PDF) for more information.

At the CBE, no child is denied an education because of an inability to pay fees. If you're experiencing financial hardship but don't meet the waiver criteria, you can discuss alternative options with your child's or children's [school principal\(s\)](#).

Receipts and Refunds

I made a payment at the school. Why doesn't it show in *Fees Central*?

The *Fees Central Payment History* page lists the payments that you made through *Fees Central*. Receipts for payments made through other methods — like at a school — won't be shown, but those amounts will be applied to the outstanding fee balance.

Your record of payment is the receipt from the school or your cancelled cheque.

I've lost my receipt from last month's online payment. How can I get a duplicate copy?

In the *Fees Central Payment History* page, you can view and/or print receipts for the payments that you made through *Fees Central*. See the [Managing Fees Central Receipts QRG](#) (PDF) for information.

Does *Fees Central* allow refunds?

Online refunds are not available for submitted *Fees Central* payments. If a payment has been made in error or for disputes regarding a payment, you must email the CBE within five business days of the transaction:

- If your question or issue is related to a Noon Supervision or Transportation fee refund, email studentfees@cbe.ab.ca
- If your question or issue is related to the refund of another type of fee, contact the [school](#)
- If you accidentally made a payment twice, email onlinefeepayments@cbe.ab.ca with information about the duplicate payment.

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My child takes a course at another school and I've overpaid the maximum annual ISM fee. How do I get a refund?

Please visit or contact the second [school](#) for a refund. The two schools will co-ordinate their respective shares of the annual maximum fee.

Privacy and Security

Is my personal information secure?

Yes. The CBE doesn't share your [My CBE Account](#) information. When you make a payment, [Moneris Solutions](#) (the payment processor) receives only a CBE transaction number and the total dollar amount of the payment. For Moneris security and privacy information, see [Moneris Security Practices](#) and the [Moneris Privacy Policy](#).

For more information about how the CBE safeguards your information, see the [CBE | Privacy Statement](#) or email onlinefeepayments@cbe.ab.ca.

Is my PIN number secure?

Yes. The CBE doesn't record or see the PIN number that you enter in your bank's online payment system.

Does the CBE record or have access to my credit/debit card information?

No. *Fees Central* transfers you to the [Moneris Solutions](#) (the payment processor) website to make your payment. The CBE doesn't record or see the payment information that you enter.