

# Cashnet System Administrator Certification Workshop

## OVERVIEW

Whether you are the designated Cashnet System Administrator, or you are an experienced user looking to assume wider responsibility in the overall administration and management of the Cashnet system, this learning opportunity is designed for you.

This experiential learning opportunity will be delivered in 4-hour sessions over the course of 4 consecutive days and will impress upon participants, the essential knowledge, skills, & abilities required of a Cashnet System Administrator. Topics will be wide-ranging from understanding ***The Role of the System Administrator, to Operator Setup & Password Management, Table Setup, End-of-Day processes, Funds Settlement, Reconciliation, and Troubleshooting.***

***The Cashnet System Administrator Certification Workshop*** is offered as a learn and certify class which extends to participants the option to take the Cashnet System Administrator Certification Test upon completion. A 'test out' option permits candidates to take the Certification Test without the benefit of attending the Workshop (coming soon!).

## WHO SHOULD TAKE THIS COURSE

- Designated Cashnet Administrators who are or will be responsible for the deployment, configuration, and ongoing management of their campus's Cashnet platform.
- Experienced Cashnet users who are interested in advancing their knowledge base, skills, and responsibilities.

## PREREQUISITES

As a minimum, participants should have started their Cashnet Implementation project if not already live with Cashnet.

## Cashnet System Administrator Certification Workshop

### DURATION:

- 16 Hours

### DELIVERY FORMAT

- Instructor-Led

### CERTIFICATION

- **NOTE:** This course is designated as a specific certification preparation course.
- Participants can choose to take the certification test on the afternoon of the final day or elect to take the test on a later date.

### COST

- \$880.00 per registrant (includes Certification Exam)
- 'Test Out' Option \$49.99

# TOPICS COVERED

## **The Basics**

- Cashnet Overview
- The Cashnet Home Page
- Navigating System Setup

## **Managing Cashnet Operators**

- Operator Setup
- Password Management
- Locations/Stations

## **Managing the Student Account Online Website**

- Payment Flow Options
- Managing the Catalog
- Updating Store Text & Labels
- Understanding Parent Access

## **Adding the “Schedule a Payment” Option**

- Understanding the “Scheduled Payments” AutoPay Option
- AutoPay Setup

## **Anatomy of a Cashnet Transaction**

- Operators
- Customers
- Item Codes
- Payment Codes

## **Electronic Payment Flows and Settlement**

- Payment Flows
- Funds Settlement

## **Payment Inquiry**

- Find Transactions

## **Viewing Transaction Details**

- Transaction Header Details
- Charge Details
- Payment Details

## **Other Inquiry Tools**

- Customer Research Center (CRC)
- User Emulation
- IPP Customer Summary
- AutoPay Customer Summary
- Bill Manager

## **Refunds and Reversals**

- Void/Auto-Reversal
- Refund
- Dishonor
- Transaction Comments

## **Reporting**

- Report Categories
- Customizing Reports
- Scheduling Reports

## **Interfaces**

- Imports – Data In
- Extracts – Data Out

## **The End of Day Process**

- Actual Date vs. Business Date
- Holidays

## **Troubleshooting Tools**

- Online Service Manager
- Event Log Viewer

## **Resources**

- Support Library
- Online Learning Portal
- Cashnet Support
- Cashnet Users Listserv
- Alert Email Distribution List
- Annual Cashnet Training Environment Refresh (Clone)