

CASHNet[®]

FAQ's

1. ***I have tried several times to get logged into CASHNet; is there a possibility that I am locked out?***

Yes. Users who unsuccessfully try to login 3 times will have their user IDs locked. Users will also be locked out of CASHNet if their passwords expire and the user fails to reset their password. You will need to speak to Amy Kucera in Cashiering to have your account unlocked.

2. ***I have a new item code that I would like set up in CASHNet. How can I get my item code added to the system?***

To add a new item code, you will need to contact Amy Kucera in Cashiering. Please have the following information available:

- a. Cost Center/WBS Element
- b. GL Account
- c. Description

Once Amy receives this information, the item code will be added to CASHNet and you will be sent an email confirmation.

3. ***I need additional access for another staff member in my office. How can I get a login ID and password assigned for them?***

You will need to contact Amy Kucera in Cashiering. Please have the following information available:

- a. User's Name
- b. If the user already has a SIS login ID, then provide the ID (Do not include their password. A temporary password will be assigned for them.) If not, an ID will be assigned to the user.
- c. Contact information for the user.

Once the Amy receives this information, the user will be added to the CASHNet system and Amy will arrange a time with the new user for training.

4. ***A CASHNet user in my department is no longer working at the University. Do I need to notify Cashiering?***

Yes. Immediately notify the Cashiering Office to have the user's id deactivated.

5. *I have a very large deposit with multiple line items that needs to be processed. Unfortunately, I am very busy and I don't think I can get all of this entered today. Am I able to send over my deposit with the old UNO Deposit Receipt and have a cashier process the transaction?*

Absolutely. Our office understands that, on occasion, you may feel more comfortable having a cashier process your department deposit because of time, or other restraints. All properly completed deposits are accepted, regardless of which method you choose.

Cashiering/Student Accounts

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