

# FAQs

- **How do I create a new account on the bookshop portal?**

The image displays three screenshots of the DEO Kairo Portal interface, illustrating the account creation process with numbered steps:

- Step 1:** The first screenshot shows the 'DEO Kairo Portal' login page. A red box highlights the 'Create a new DEO Portal account' link.
- Steps 2-6:** The second screenshot shows the registration form. Red arrows and numbers indicate the following steps:
  - 2: Student ID
  - 3: Parent Email Provided to DEO
  - 4: Username
  - 5: Password
  - 6: Create Account button
- Steps 7-8:** The third screenshot shows the 'User Activation' page. Red arrows and numbers indicate the following steps:
  - 7: Enter the activation code that you have received by email.
  - 8: Activate button

- **I am a new student and do not have a student ID yet?**
  - Please contact [bookshop@deokairo.de](mailto:bookshop@deokairo.de).
- **I want to login to the bookshop portal, what is the username?**
  - The username is the student ID.
- **Where do I find my child's student ID nr.?**
  - You can find your child's student ID nr. on any invoice issued by the school. It is also printed on the Student ID Card below the bar code.
- **I forgot the password for my child's account?**
  - Please click on "forgot password" and follow the steps.
- **I used the "forgot password" function but did not receive an email with the new password?**
  - Please check the spam folder. Also make sure you check the email account that is saved in our school's records.
- **How do I know that my order was successful?**
  - You will receive an order and payment confirmation email.
- **I did not receive an order and payment confirmation email although payment was successful?**
  - Please check your email from a desktop PC or laptop. Please wait a few hours. If you do not receive the email after a few hours, please contact [bookshop@deokairo.de](mailto:bookshop@deokairo.de)

- **I only received a confirmation of payment and not the order confirmation?**
  - Please wait a few hours and check again. If you still did not receive it, please contact [bookshop@deokairo.de](mailto:bookshop@deokairo.de)
- **I received a failure message from xPay, what do I have to do?**
  - In case you receive a failure message from xPay, the amount will be refunded to your account within a few days. Please follow up with your bank. You will need to retry the reservation and payment process again after 60 minutes.
- **I chose the Fawry Payment option, but did not manage to pay within the 24 hour time frame, what do I do now?**
  - You will have to start the ordering process again.
- **I cannot select any books to order, what should I do?**
  - If you have tried to order before and were interrupted for any reason, you will have to wait for 60 minutes for the system to reset. Then you can start the ordering process again.
- **I ordered some books by mistake that I do not need, but the money was already deducted?**
  - You can return the books in the week from 31.8.-4.9.2025 and receive a refund. The returned books must be in flawless condition.
- **One or more books cannot be ordered and I receive the message “out of stock”?**
  - Please order the rest of the books needed and send an email to [bookshop@deokairo.de](mailto:bookshop@deokairo.de) for the missing book/s.
- **I cannot select the Arabic books, they are preselected, what does that mean?**
  - The Arabic books are preselected already for all students in the Arabic Program. They are therefore included automatically in the order.
- **There are books on my list that are dimmed and I cannot order them?**
  - Your child should already have these books from the previous school year. In case of loss or damage please contact [bookshop@deokairo.de](mailto:bookshop@deokairo.de) if you need to repurchase these items again.
- **I cannot remember if I chose delivery or pick-up?**
  - Please check your confirmation email with the order number and details, it is mentioned there.

- **I chose the pick-up option but now I want it delivered to my home, is that possible?**
  - Unfortunately, after completing the order, this cannot be changed.
- **Are there any books required to be bought for Kindergarten / Preschool?**
  - No.
- **I have missed the deadline for using the online bookshop, can I still buy the books?**
  - Please contact [bookshop@deokairo.de](mailto:bookshop@deokairo.de) starting from August 18<sup>th</sup>, 2025. For manual orders, an administrative fee will be applied.
- **When are the Pick-up times?**
  - From August 21<sup>th</sup>, 24<sup>th</sup> and 25<sup>th</sup>, 2025. The exact time slots for each order will be communicated **by EBR**.
- **When will the books be delivered?**
  - Delivery starts from August 18<sup>th</sup> to August 28<sup>th</sup>, 2025. The delivery company will contact you directly with details about the date and time of delivery.