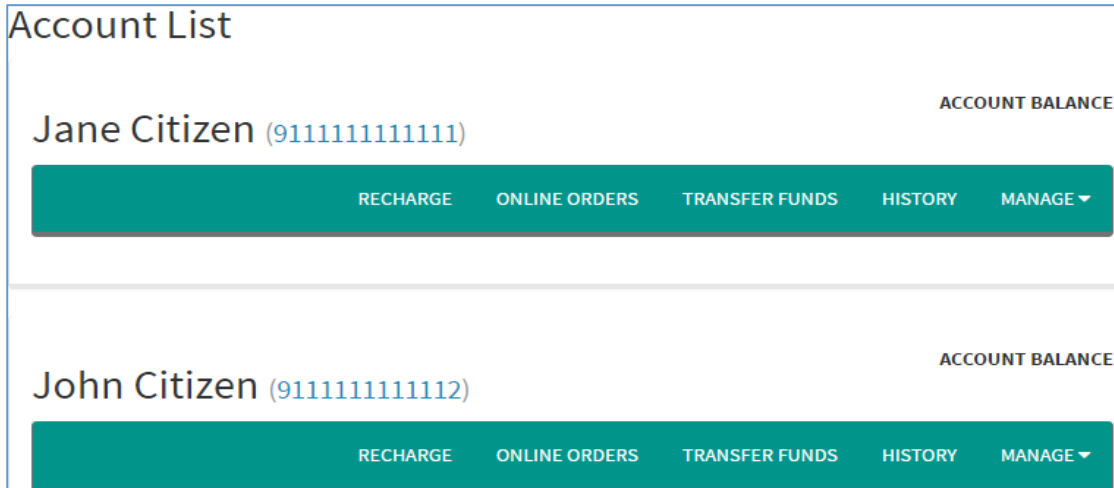


Follow these easy steps to access your parent profile

1. Login the School Website
2. Go to the school parent portal → access Canteen/Tuckshop or My Student Account
Click the 'Canteen' option box
3. You will be redirected to the canteen online ordering and see a list of your child/children's account within your profile as below. Each student has a separate account balance based on the School Student ID



Account List

Jane Citizen (911111111111) ACCOUNT BALANCE

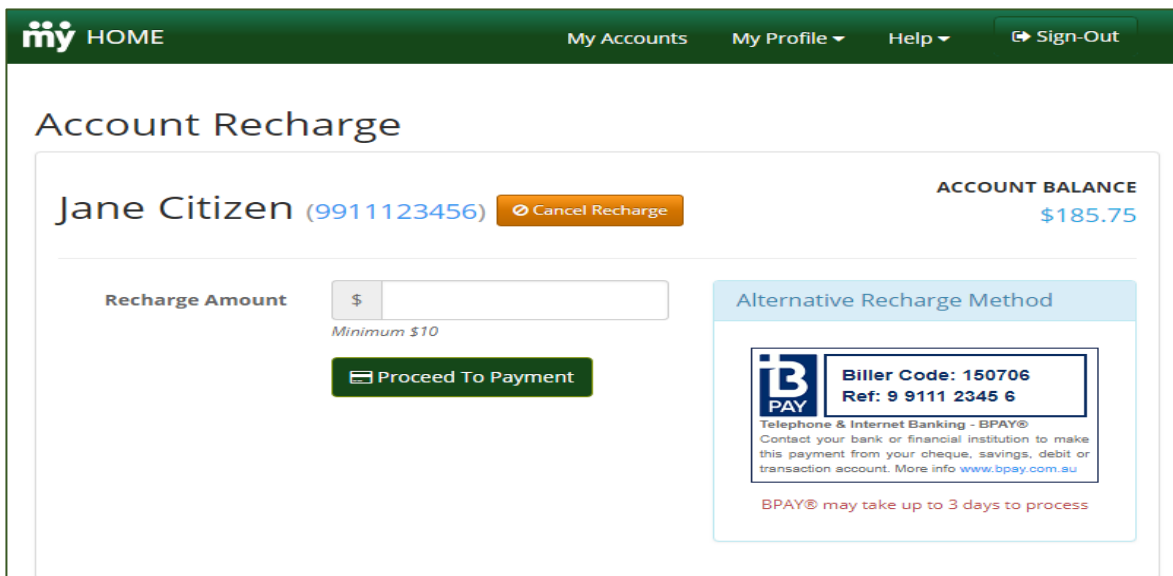
RECHARGE ONLINE ORDERS TRANSFER FUNDS HISTORY MANAGE ▾

John Citizen (911111111112) ACCOUNT BALANCE

RECHARGE ONLINE ORDERS TRANSFER FUNDS HISTORY MANAGE ▾

Recharge

1. Click: The recharge account
2. Enter: The \$ amount you wish to provide and click "Next" or
3. Enter: Your credit card details (Visa or MasterCard) and follow the prompts.




my HOME My Accounts My Profile ▾ Help ▾ Sign-Out

Account Recharge

Jane Citizen (9911123456) Cancel Recharge ACCOUNT BALANCE \$185.75

Recharge Amount \$
Minimum \$10

Alternative Recharge Method

 **Biller Code: 150706**
Ref: 9 9111 2345 6

Telephone & Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info www.bpay.com.au

BPAY® may take up to 3 days to process

Online Ordering

You need to have funds available to make orders. If you try and order items without funds available you will be asked to return to the account recharge page place funds in account prior to ordering meals.

Click "Online Orders" tab under the student account you wish to make the order for, choose your date/dates, Meal Period then proceed to next screen to select your items for each meal.

Note: You can edit or remove/discard any dates or orders before Proceeding to Payment.

Jane Smith (222) Cancel Order ACCOUNT BALANCE \$111.60

Junior Online Order Menu

The cut off time for this menu is 8:00 AM on the day of the order

Select a date and any relevant options for this order. You may add multiple dates.

Order Date	Menu Options		
17/01/2019	Lunch	+ Add to Order	Next >

Selected dates and options

17/01/2019 Lunch

You can select as many meal periods and dates as you wish in one go per student.

Select order dates and then choose Menu option. (You can only see and order from a menu available for your student). You cannot make an order after the Order cut-off time of the day of ordering. The menu will show the order cut-off time. A menu may have an attachment with extra information regarding the menu or event.

23/02/2017		24/02/2017	
1.LUNCH SPECIALS			
2.HOT FOODS			
Item	Price	Qty	
TOASTED SANDWICH - CHICKEN & CHEESE	\$3.50	-	0 +
TOASTED SANDWICH - HAM & CHEESE	\$3.50	-	0 +
TOASTED SANDWICH - HAM CHEESE & TOMATO	\$3.50	-	0 +

A menu may have an attachment with extra information regarding the menu or event
 After you have completed your ordering sitting for this student's meal(s) you can proceed to completing the order

23/02/2017 Lunch			EDIT	DISCARD
Item	Qty	Total Price		
LIPTONS ICED TEA - GREEN TEA & MANGO	1	\$3.20		
	SURCHARGE	\$0.00		
	TOTAL	\$3.20		
24/02/2017 Morning Tea			EDIT	DISCARD
Item	Qty	Total Price		
SUSHI ROLL - CHICKEN & AVOCADO	1	\$2.60		
BIG M 250ML STRAWBERRY MILK	1	\$2.50		
	SURCHARGE	\$0.00		
	TOTAL	\$5.10		
< BACK		PROCEED TO PAYMENT >		

Click: Pay with funds currently available in this account.

Refer to image below.

Online Order Menu
GRAND TOTAL

\$3.00

Payment Options

My Student Account

Pay with funds currently available in this account

← Back

Canceling an Online Order

If you have placed an order and want to cancel click "Online Orders" then "History" your orders will be visible and click the red X to delete

*Note: you can **only** delete an order prior to the cut-off time on the order date. If there is no Delete option for an order then the Order cut-off time has passed. You may not be able to cancel an order due to restriction placed by the canteen or uniform shop manager.*

my HOME

[My Accounts](#)
[My Profile ▾](#)
[Help ▾](#)
[Sign-Out](#)

Online Orders

Jane Citizen (991123456) ← Return

[New Order](#)
History

ACCOUNT BALANCE

\$163.75

Q

#1148 : 27/07/2018 : Uniform Shop

Description	Qty	Price
Shorts	1	\$10.00
Skirt	1	\$12.00
		SURCHARGE
		TAX
		TOTAL

#1147 : 24/07/2018 : Canteen Online Order Menu Cancel Order

Description	Qty	Price
Vege Burger (pre order only)	1	\$6.00
		SURCHARGE
		TAX
		TOTAL

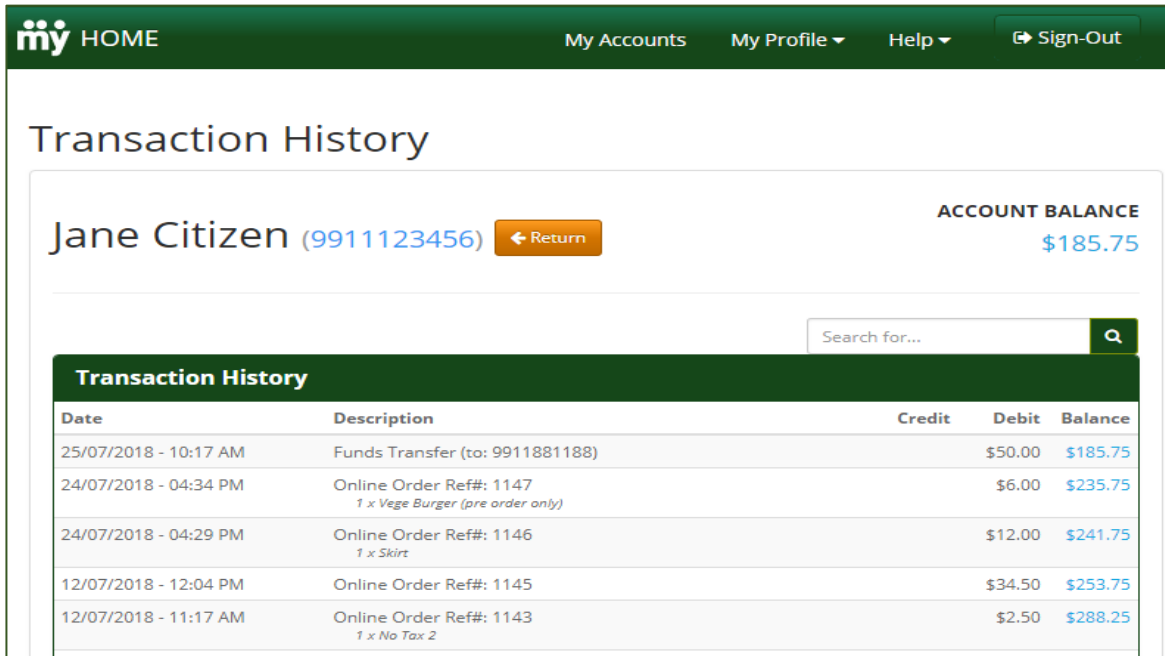
12 Kerry Rd, Acacia Ridge, QLD 4110

Ph. 1300 369 783

mystudentaccount.com.au

Transaction History

By Clicking the **History** tab you can then navigate and set the search date to see all purchases made

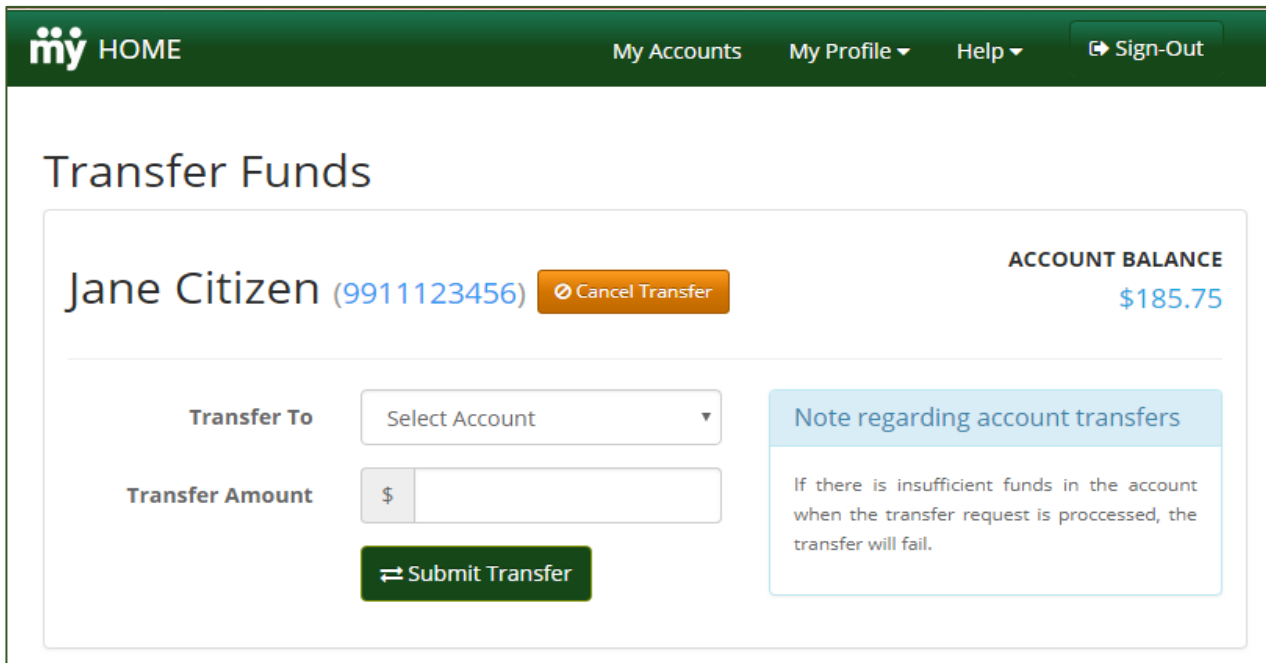


The screenshot shows the 'Transaction History' page for Jane Citizen (9911123456). The account balance is \$185.75. A search bar is present above the transaction table. The table lists several transactions with their dates, descriptions, and amounts.

Date	Description	Credit	Debit	Balance
25/07/2018 - 10:17 AM	Funds Transfer (to: 9911881188)		\$50.00	\$185.75
24/07/2018 - 04:34 PM	Online Order Ref#: 1147 1 x Vege Burger (pre order only)		\$6.00	\$235.75
24/07/2018 - 04:29 PM	Online Order Ref#: 1146 1 x Skirt		\$12.00	\$241.75
12/07/2018 - 12:04 PM	Online Order Ref#: 1145		\$34.50	\$253.75
12/07/2018 - 11:17 AM	Online Order Ref#: 1143 1 x No Tax 2		\$2.50	\$288.25

Transfer Funds between your kids accounts

You can deposit into one account and transfer a balance into other students or when a sibling leaves the School or when balance is low.



The screenshot shows the 'Transfer Funds' page for Jane Citizen (9911123456). The account balance is \$185.75. There is a 'Cancel Transfer' button. The page includes a form to specify the transfer details and a note regarding account transfers.

Transfer To: Select Account

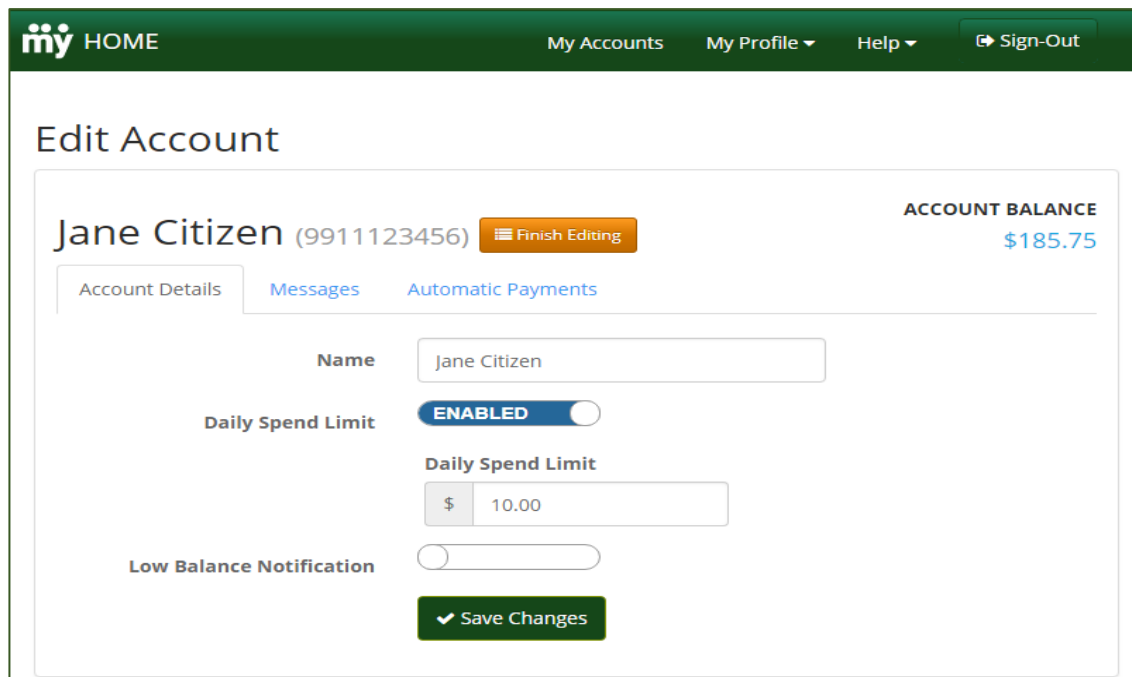
Transfer Amount: \$

Submit Transfer

Note regarding account transfers: If there is insufficient funds in the account when the transfer request is processed, the transfer will fail.

Manage – Edit

When editing a Students account you can set a Low Balance alert that will email you when the balance falls below the level set.



my HOME My Accounts My Profile ▾ Help ▾ Sign-Out

Edit Account

Jane Citizen (9911123456) [Finish Editing](#) **ACCOUNT BALANCE** \$185.75

Account Details Messages Automatic Payments

Name

Daily Spend Limit **ENABLED**

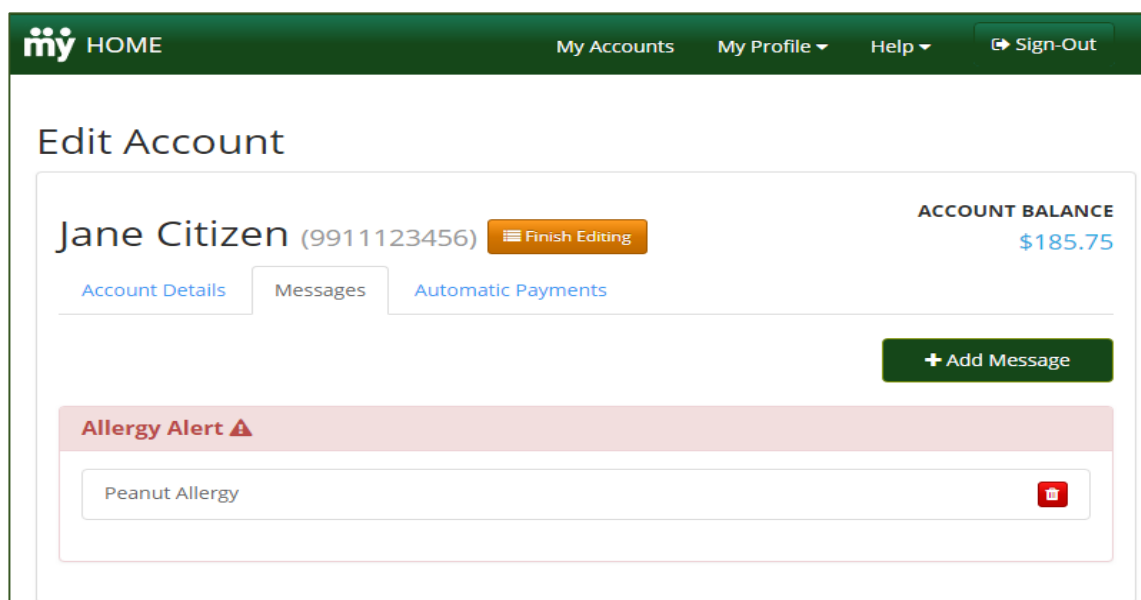
Daily Spend Limit

Low Balance Notification

[Save Changes](#)

Alert

Add an Allergy alert or message for canteen staff such as "Peanut Allergy".



my HOME My Accounts My Profile ▾ Help ▾ Sign-Out

Edit Account

Jane Citizen (9911123456) [Finish Editing](#) **ACCOUNT BALANCE** \$185.75

Account Details Messages Automatic Payments

[+ Add Message](#)

Allergy Alert ⚠

[✖](#)

Prohibit Items

You can set Prohibited items (please consult/advice your student to avoid embarrassment in a busy queue of hungry students and to assist canteen staff with speed).

Edit Account

John Citizen (111) Finish Editing ACCOUNT BALANCE \$301.40

Account Details Messages **Prohibited Purchases** Automatic Payments

- All Day - Assorted
- Drinks
- Recess
- Rolls
- Salad
 - Extra Salad Dressing **PROHIBITED**
 - Large Salad
 - Salad Extras
 - Salad Extras (Meat)
 - Small Salad
- Sandwich
- Special Fri

Auto top-up

You can setup Auto Recharges (only after 1st manual recharge) to recharge the account by low balance or time period. First thing you need to do is add you CC details as the payment method.

Steps:

- Enabled auto top up
- Go to 'Setup your payment methods" this is where you enter your CC details.

Edit Account

John Citizen (111)

[Finish Editing](#)

ACCOUNT BALANCE

\$301.40

[Account Details](#)

[Messages](#)

[Prohibited Purchases](#)

[Automatic Payments](#)

Automatic Payments

ENABLED

Payment Amount

\$

Minimum \$10

Interval

Starting on



Payment Method

[Setup your payment methods](#)

[Save Changes](#)



Manage Your Credit Cards


The below credit cards are used for automatic recharges.


No credit card information available.


[+ Add a card](#)


Add Credit Card

Card Details  

5555 6666 3333 4444 

Jane Citizen 

10 / 22  123



Add Card

Go back to **'Manage – Edit'** function and go to 'Automatic Payment' tab and setup the regular payment.

If you have any problems while ordering, please contact the school canteen/IT.

Alternatively, please contact My Student Account support line 1300 369 783 or support@mystudentaccount.com.au