

# Follow these easy steps to set-up your Online Parent Profile

Go to: <a href="https://www.mystudentaccount.com.au">www.mystudentaccount.com.au</a> and click on "Web Portal Login"
Click: "First Time User" click "I Agree to Terms" and then Next.

Enter: Parent Details - Parent Email & the password you wish to use & required details

Click: "Next" to complete Profile Setup. Open your email to click the Activation Link.

Note: You will not be able to login to your profile unless you activate the email sent to you.

Click: Return to www.mystudentaccount.com.au and click "Web Portal Login"

Unit of the portal with email and password.

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Click: "Add/Edit Accounts" to add your student or students to your profile.

Enter: Description for account at top. (Nickname for Account)

Enter: Start typing School name and select correct School from list

Enter: Enter Student ID or Staff ID Number. (Found on School ID Card above Barcode)

Enter: Enter Student Name and DOB

Click: Leave Reference Number and Security Code Search option blank.

Click: Click "Add New" to add account to profile and repeat for other students.

Click: "Account List" to return to man accounts page when all students added.

Note: If you do not receive your Activation Email from webmaster@mystudentaccount.com.au within 30 minutes check your Junk or Spam folders. If still not found contact support on 1300 369783 for Manual Activation.

Now you can deposit funds, track all spending and manage your account online, see following:

Adding money to "My Student Account" (Options)

# MAKING A CREDIT CARD / VISA DEBIT DEPOSIT

Go To: www.mystudentaccount.com.au and click Web Portal Login.

Click: "Login" using the Username (your email address) and Password you created

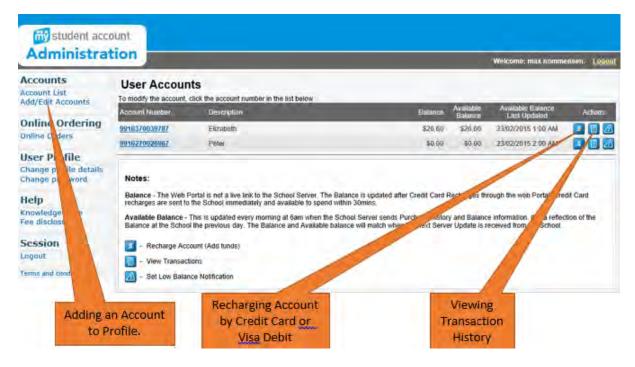
Olick: The recharge account Icon on the right hand side of the screen

Enter: The \$ amount you wish to pay and click "Next"

Enter: Your credit card details (Visa or MasterCard) and follow the prompts.

Note: Credit card deposits take 20 mins before they can be accessed at school by your child.

Deposits are treated as purchases and not cash advances



# How to make an Online Order (Year 7 Students Only – Tuesday to Friday)

- 1) Add funds to the account to enable ordering
- 2) Click Online Orders on the left of screen
- 3) Select a Student to order for
- 4) Click "Create New Order"
- 5) Select a menu
- 6) Select a Date and Order type (Lunch)
- 7) Select items into your order box
- 8) Continue until "Finish"

## **Editing Accounts**

- 1) Add funds to the account to enable ordering
- 2) Click "Add Edit Accounts" and select the student to edit
- 3) Here you can set a Daily Spend Limit, enter an Allergy Alert or Ban an Item from sale

## **Action Icons**

On the right hand side of the Account Lines there are Action Icons for Depositing Funds, Viewing Transactions and setting a Low Balance Alert.

## For assistance please contact

All enquiries related to purchases contact the School Canteen All enquiries related to payments or Parent Web Portal Support call My Student Account

#### My Student Account Contact

Email: support@mystudentaccount.com.au

Phone: 1300 369783