

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

- 01 Go to: [www.mystudentaccount.com.au](http://www.mystudentaccount.com.au) and click on "Web Portal Login"
- 02 Click: "First Time User" click "I Agree to Terms" and then Next.
- 03 Enter: Parent Details - Parent Email & the password you wish to use & required details
- 04 Click: "Next" to complete Profile Setup. Open your email to click the Activation Link.
- 05 Note: You will not be able to login to your profile unless you activate the email sent to you.
- 06 Click: Return to [www.mystudentaccount.com.au](http://www.mystudentaccount.com.au) and click "Web Portal Login"
- 07 Login: To Web Portal with email and password.
- 08 Click: "Add/Edit Accounts" to add your student or students to your profile.
- 09 Enter: Description for account at top. (Nickname for Account)
- 10 Enter: Start typing School name and select correct School from list
- 11 Enter: Enter Student ID or Staff ID Number. (Found on School ID Card above Barcode)
- 12 Enter: Enter Student Name and DOB
- 13 Click: Leave Reference Number and Security Code Search option blank.
- 14 Click: Click "Add New" to add account to profile and repeat for other students.
- 15 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](mailto: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

- 01 Go To: [www.mystudentaccount.com.au](http://www.mystudentaccount.com.au) and click Web Portal Login.
- 02 Click: "Login" using the Username (your email address) and Password you created
- 03 Click: The recharge account Icon on the right hand side of the screen
- 04 Enter: The \$ amount you wish to pay and click "Next"
- 05 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

**my student account Administration**

Welcome: max nommensen. [Logout](#)

**Accounts**  
[Account List](#)  
[Add/Edit Accounts](#)

**Online Ordering**  
[Online Orders](#)

**User Profile**  
[Change profile details](#)  
[Change password](#)

**Help**  
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**Session**  
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**User Accounts**  
 To modify the account, click the account number in the list below

Account Number	Description	Balance	Available Balance	Available Balance Last Updated	Actions
<a href="#">9910370039787</a>	Elizabeth	\$26.60	\$26.60	23/02/2015 1:00 AM	
<a href="#">9910270026967</a>	Peter	\$0.00	\$0.00	23/02/2015 2:00 AM	

**Notes:**  
**Balance** - The Web Portal is not a live link to the School Server. The Balance is updated after Credit Card Recharges through the web Portal. Credit Card recharges are sent to the School immediately and available to spend within 30mins.  
**Available Balance** - This is updated every morning at 6am when the School Server sends Purchase history and Balance information. It is a reflection of the Balance at the School the previous day. The Balance and Available balance will match when the next Server Update is received from the School.

- Recharge Account (Add funds)  
 - View Transactions  
 - Set Low Balance Notification

**Adding an Account to Profile.**  
**Recharging Account by Credit Card or Visa Debit**  
**Viewing Transaction History**

## 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](mailto:support@mystudentaccount.com.au)

**Phone:** 1300 369783