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

- Click “First Time User click here” click I Agree to Terms” and then Next.
- Enter Parent Details - Parent Email & the password you wish to use & and all required details
- Click next” to complete Profile Setup.
- Open your email to click the Activation Link in the email sent to you from My Student Account

**Note:** you cannot login until the Activation email link has been activated

- Click “Web Portal Login” Login: To Web Portal with email and password
- Click “Add/Edit Accounts” to add your student or students to your profile
- Enter a Description for account at top. (Nickname for account)
- Enter Reference Number and Security Code Search as provided in your email
- Click “Add New” to add account to profile and repeat for other students.
- Click “Account List” to return to main accounts page when all students are 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 assistance with a Manual Activation.

Now you can deposit funds, track all spending and manage your account online. Below are some instructions on how to do this:

**Adding money to “My Student Account”**

**MAKING A CREDIT CARD DEPOSIT**
2. Click: “Login” using the Username (your email address) and Password you created
3. Click: The recharge account Icon on the right hand side of the screen
4. Enter: The $ amount you wish to provide and click “Next”
5. Enter: Your credit card details (Visa or MasterCard) and follow the prompts.

**Note:** Credit card deposits take 20 minutes before they can be accessed

**MAKING A DEPOSIT BY PHONE**
1. Dial: 1300 884 668
2. Follow: Listen and follow all the voice prompts
3. Have: You will need your Account Reference Number (found in Web Portal after setup)
4. ARN: Account Number found in Profile after adding student to Profile

**Note:** Credit card deposits take 20 minutes before they can be accessed

**MAKING A BPAY DEPOSIT**
1. Login: To your personal online banking account and select Bill Payment option
3. Account Reference Number found in Online Parent Profile as Account Number
4. Enter: The $ amount you wish to provide
5. Click: “Pay Now”

**Note:** BPAY deposits can take up to 3 working days before they can be accessed.
Low Balance Alert
You can specify an amount when the system will send a Low Balance Email. Note: If reset to zero you will not receive emails.

Transaction History
By Clicking the Transaction History Icon in “Action Icons” on the right of screen a history of the last three months of transactions are available to view.

Online Ordering
For Junior Students parents can Order Lunches online by clicking “Online Orders” then selecting the Student to order for. Click “Create New Order”, Select a Menu and follow the prompts until “Finish”.

Banning Items from Sale
You can select specific items to be made unavailable for sale in “Add Edit Account” section. Select a Student to edit and Click next to go through features until “Add Prohibited Item” and select an item from the list.

Allergy Alerts
If your student has a dietary concern you can specify an Alert Message that is visible by the cashier when the student makes a purchase. Although the School already has these details it is prudent to add an alert message and also ban suspect items from sale. This is not designed for messages such as “Please remove seeds from Tomatoes” and should only be used for serious dietary concerns.

For assistance please contact

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

My Student Account Contact
Email: support@mystudentaccount.com.au
Phone: 1300 369783