



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

Visit www.mystudentaccount.com.au

- 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

Return to www.mystudentaccount.com.au

- 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

1. Go To: www.mystudentaccount.com.au and click Web Portal Login.
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
2. Enter: B-Pay Biller Code – 150706 and the Account Reference Number.
3. Account Reference Number found in Online Parent Profile as Account Number
3. Enter: The \$ amount you wish to provide
4. Click: “Pay Now”

Note: B-Pay 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 enquires related to payments or Parent Web Portal Support contact My Student Account

My Student Account Contact

Email: support@mystudentaccount.com.au

Phone: 1300 369783