



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

1. Visit <https://secure.mystudentaccount.com.au>
2. Click **"First Time User click here"** click **"I Agree to Terms"** and then Next.
3. Enter Parent Details - Parent Email & the password you wish to use & required details
4. Click next" to complete Profile Setup. Open your email to click the Activation Link in the email

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

5. Return to <https://secure.mystudentaccount.com.au>
6. Click "Login to your user profile"
7. Login: enter your email and password credentials.
8. Click "Add/Edit Accounts" to add your student or students to your profile.
  - a) Enter a Description for account at top. (Nickname for Account)
  - b) Start typing School name and select correct School from list when it appears
  - c) Enter Student ID or Staff ID Number. (Found on School ID Card or in documentation)
  - d) Enter Student Name and DOB  
*Leave Reference Number and Security Code Search option blank.*
  - e) Click "Add New" button to add account to profile and repeat for other students.
9. Click "Account List" to return to man accounts page when all students added.

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 DEPOSIT

1. Go To: [www.mystudentaccount.com.au](http://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 mins before they can be accessed at school by your child.)*

##### MAKING A DEPOSIT BY PHONE – ASSISTED CREDIT CARD DEPOSIT

1. Dial: 1300 884 668
2. Listen and follow all the voice prompts

You will need your Account Reference Number (found in parent login under account list – start with 9910 ...)

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

#### MAKING A BPAY DEPOSIT

1. Login: To your personal online banking account and select Bill Payment option
2. Enter: B-Pay Biller Code and the Account Reference Number.

*Biller Code and Account Reference Number can be found in Parent Profile (click 'Account List' and then click on the 'Account Number 9910... to get this info)*

3. Enter: The \$ amount you wish to provide
4. Click: "Pay Now"

**Note:** BPay deposits can take up to 3 x banking days before they can be accessed at school by your child at School

#### Daily Spend Limits

You can select a daily amount available to spend in the Web Profile by clicking "Add/Edit Accounts" and selecting an account to edit. Please inform your students of this value to save time at service.

#### 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.

#### 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 Tomato's" and should only be used for serious dietary concerns.

#### For assistance please contact

All enquiries related to purchases contact the School Canteen

All enquired related to payments or Parent Web Portal Support contact My Student Account

#### My Student Account Contact

Email [support@mystudentaccount.com.au](mailto:support@mystudentaccount.com.au)

Phone 1300 369783