



# URSULA FRAYNE CATHOLIC COLLEGE

## MY STUDENT ACCOUNT ACTIVATION INSTRUCTIONS

To enable students to pre-order food from the canteen, parents must first set up a My Student Account. To complete this process My Student Account requires a unique identifying code, for each child, which is provided to you by the College.

Please see below for detailed instructions on how to setup your family account, with each child's identifying code.

Same-day online orders must be made prior to 8.45am.

### ACCOUNT ACTIVATION

To activate your account, please complete the following steps (parent):

1. Go to [www.mystudentaccount.com.au](http://www.mystudentaccount.com.au)
2. Click "Register", then "First Time User".
3. Click "I Agree to Terms".
4. Click "Next".
5. Enter your details as required.
6. Click "Next".
7. Close the window and open your email browser to retrieve your new My Student Account confirmation email. If the email is not in your Inbox, please ensure that you check your Junk/Spam folder; occasionally the confirmation email gets flagged as spam and is filtered by your email provider.
8. Click on the activation link in the confirmation email. A browser window will open to advise that the account has been successfully activated. Close the window.
9. Open the My Student Account website again: [www.mystudentaccount.com.au](http://www.mystudentaccount.com.au)
10. Choose "Login".
11. Enter your details and click "Login".
12. Choose "Add/Edit Accounts" from the left-hand menu.
13. Enter the child's name in the description for the account box.
14. In the School box start typing Ursula Frayne... an option will drop down to select the College.
15. In the Student Number box, type the Student Reference provided to you by the College. ***This reference will be unique to your child.***
16. Enter the remaining student details as required. You DO NOT need to complete the Account Reference Number or Security Code section.
17. Click "+ Add New".

The student will then be assigned a personalised Account Number.

Once the Student Account Number has been activated you can deposit money onto the account using a variety of methods as outlined below.

## **MAKING A CREDIT CARD DEPOSIT**

1. Go to [www.mystudentaccount.com.au](http://www.mystudentaccount.com.au)
2. Click "Login", enter your details, and click "Login".
3. Next to the student you wish to add funds to, click on the  "Recharge Account (Add funds)".
4. Enter the amount and click "Next".
5. Complete the Credit Card Details and click "Process Payment".

*The funds should be available for use within 30mins however, as with all online payment portals, this cannot be guaranteed. As such, please allow up to 24hrs processing time where possible.*

## **MAKING A DEPOSIT BY PHONE**

1. Please ensure you have your My Student Account, "Account Number" handy. This account number was assigned to each student upon adding them to the registered My Student Account. You will be asked to enter this 13-digit number before being able to load funds onto the account.
2. Call 1300 884 668.
3. Follow the voice prompts.

## **MAKING A BPAY DEPOSIT**

1. Please ensure you have your My Student Account, "Account Number" handy. This account number was assigned to each student upon adding them to the registered My Student Account. You will be required to enter this 13-digit number before being able to load funds onto the account.
2. Login to your personal online banking website.
3. Select the "Bill Payment" option.
4. Enter the Biller Code: 150706
5. Enter the My Student Account "Account Number" in the Reference section.
6. Enter the Amount and submit the payment.

*Please allow up to two business days for the funds to reach the student account.*

## **ONLINE ORDERING**

All orders must be placed prior to 8.45am. If you make an order for the wrong day you will not be provided with a refund so, please ensure you select the correct date and menu.

1. Choose "Online Orders" from the left-hand menu.
2. Select the student you wish to place the order for.
3. Click "Create New Order".
4. Select a Menu.
5. Choose the date you wish to order for.
6. Move items from the left column to the right by clicking on the green arrow next to the item.
7. Click "Next" when you have finished selecting all items.
8. Review your order, then click "Submit Order".

## **SETTING A DAILY SPEND LIMIT**

1. Choose "Add/Edit Accounts" from the left-hand menu.
2. Click on the "Account Number" of the child's account you wish to set the limit on.
3. Enter an amount in the "Daily Spend Limit (\$)" box.
4. Click "Next".

*Please ensure your child is aware of any daily limit imposed on their account, prior to their attempting to purchase through the canteen service.*

## ALLERGY ALERTS

If your child has an allergy that the canteen staff should be made aware of, please ensure you complete this section. The Alert Messages are not designed for food preferences, but rather for serious dietary concerns. Although the College already has details of any dietary issues you have raised, it is prudent to add an alert message, or ban any necessary items from being purchased, in order to safeguard the welfare of students. Alert Messages will be visible to the cashier when the student makes a purchase.

1. Choose "Add/Edit Accounts" from the left-hand menu.
2. Click on the "Account Number" of the child's account you wish to add the alert message to.
3. Click through the "Account Details" section by clicking on "Next".
4. When you reach the "Update account messages" section, click "Add Message".
5. Choose "Alert Message" from the drop-down menu and add any information the canteen staff may need to know regarding your child's dietary requirements.
6. Click "Next".

## BANNING ITEMS FROM PURCHASE

1. Choose "Add/Edit Accounts" from the left-hand menu.
2. Select the student you wish to choose the banned items for.
3. Click through the "Account Details" and "Account Messages sections by clicking "Next".
4. When you reach the "Updated prohibited purchases" section, click "Add Prohibited Item". Select items from the list by choosing "Add to prohibited purchases".

## LOW BALANCE NOTIFICATION

You can set a "Low Balance Notification" to be emailed to you when your account reaches a certain amount. If no amount has been set, you will not receive an email.

## TRANSACTION HISTORY

All transactions made on each account are listed in the Transaction History, which you can access by clicking on this icon  .

## INFORMATION AND ISSUES

If you would like further information regarding My Student Accounts, please read through the FAQ section on their website: <http://www.mystudentaccount.com.au/faq>.

If at any time you are experiencing issues with the My Student Account system please phone **1300 369 783** or email [support@mystudentaccount.com.au](mailto:support@mystudentaccount.com.au).