My Student Account (MSA) – Senior School

Christ Church Grammar School uses an innovative cash free student account, which is designed to reduce the need for your son to carry cash at school. The system is secure, easy to use and is designed to be convenient for you and your son.

To facilitate this system, all Senior School students are required to carry a personalised card that combines their cash free account details, library card and Transperth SmartRider card.

All purchases from the Canteen and Bookroom must be made with this card using your student account. The SmartRider section needs to be activated and charged online via transperth.wa.gov.au/SmartRider/Types-of-SmartRider. The BPay information contained on the card is only used for the SmartRider section of the card and cannot be used for purchases at school.
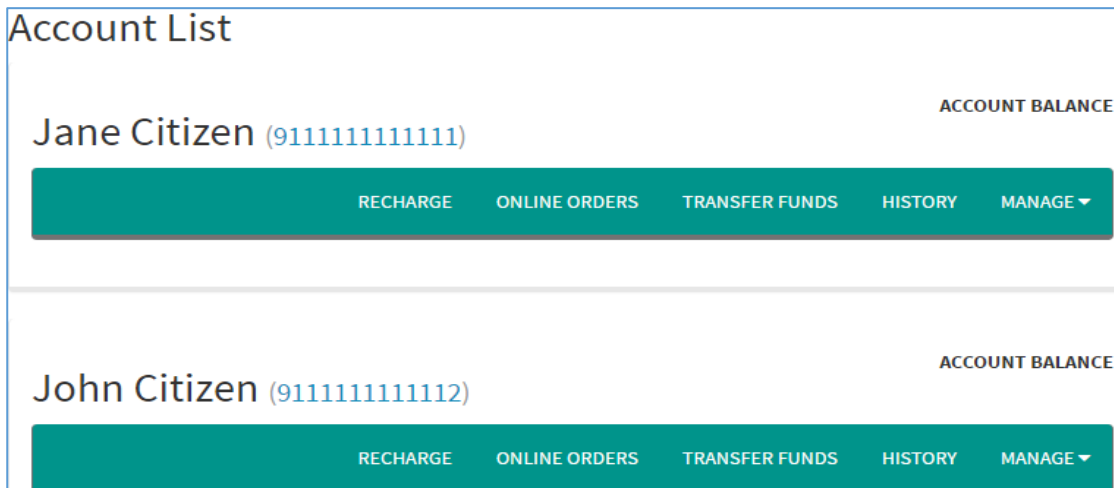
A cash free account has been created for your son. Following is an information sheet about how to set up your account.

If you have questions regarding the cash free system, please note there are different contacts depending on the enquiry:

• All enquiries related to **purchases** should be directed to the School's Finance Department on (08) 9442 1555

• All enquiries related to **payments** should be direct to My Student Account on 1300 369 783 or email support@mystudentaccount.com.au

• All enquiries in relation to the **Parent Nexus** should be directed to the CCGS IT Helpdesk on (08) 9442 1787 or email helpdesk@ccgs.wa.edu.au

my student account

Follow these easy steps to access your parent profile

1. Login to **My Student Account** and click the 'Canteen' option box
2. You will be redirected to the canteen online ordering and see a list of your child/children's account within your profile as below. Each student has a separate account balance based on the School Student ID

Account List

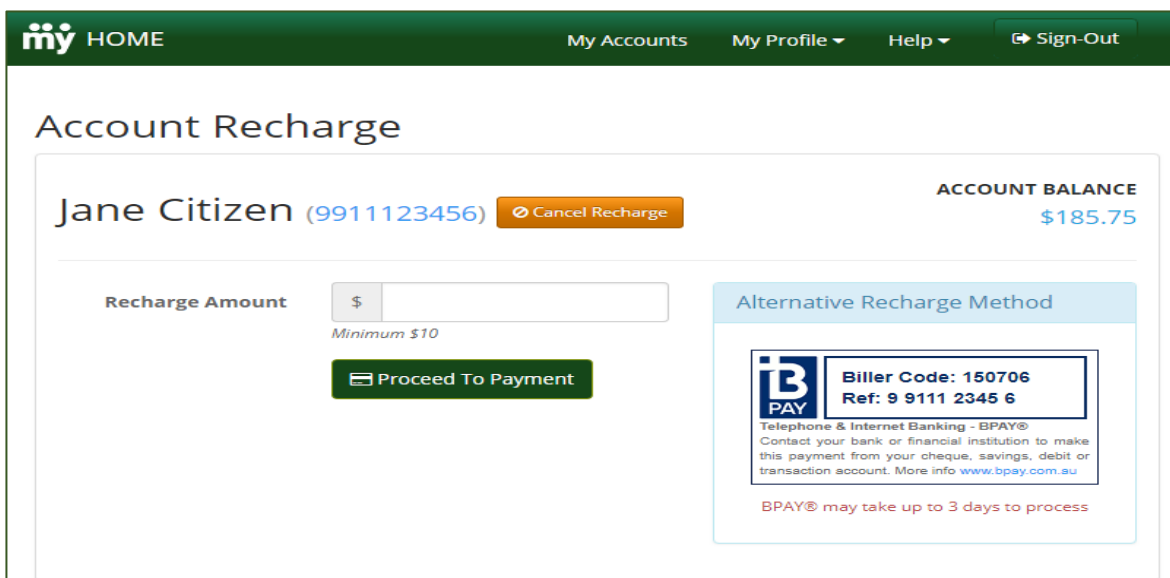### Jane Citizen (9111111111111)

ACCOUNT BALANCE

| RECHARGE | ONLINE ORDERS | TRANSFER FUNDS | HISTORY | MANAGE ▾ |

John Citizen (9111111111112)

ACCOUNT BALANCE

| RECHARGE | ONLINE ORDERS | TRANSFER FUNDS | HISTORY | MANAGE ▾ |

Recharge

1. Click: The recharge account
2. Enter: The $ amount you wish to provide and click "Next" or
3. Enter: Your credit card details (Visa or MasterCard) and follow the prompts.

my HOME   My Accounts   My Profile ▾   Help ▾   ⮕ Sign-Out

Account Recharge

Jane Citizen (9911123456)   ⊘ Cancel Recharge

ACCOUNT BALANCE
$185.75

Recharge Amount $ [   ]
Minimum $10

▭ Proceed To Payment

Alternative Recharge Method

BPAY Biller Code: 150706
Ref: 9 9111 2345 6

Telephone & Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info www.bpay.com.au

BPAY® may take up to 3 days to process

12 Kerry Rd, Acacia Ridge, QLD 4110
Ph. 1300 369 783
mystudentaccount.com.au

Online Ordering

You need to have funds available to make orders. If you try and order items without funds available you will be asked to return to the account recharge page place funds in account prior to ordering meals.
Click "Online Orders" tab under the student account you wish to make the order for, choose your date/dates, Meal Period then proceed to next screen to select your items for each meal.

Note: You can edit or remove/discard any dates or orders before Proceeding to Payment.

You can select as many meal periods and dates as you wish in one go per student.
Select order dates and then choose Menu option. (You can only see and order from a menu available for your student). You cannot make an order after the Order cut-off time of the day of ordering. The menu will show the order cut-off time. A menu may have an attachment with extra information regarding the menu or event.

my student account

23/02/2017	24/02/2017

1.LUNCH SPECIALS			⌄

2.HOT FOODS			⌄

Item	Price	Qty	
TOASTED SANDWICH - CHICKEN & CHEESE	$3.50	− 0 +	
TOASTED SANDWICH - HAM & CHEESE	$3.50	− 0 +	
TOASTED SANDWICH - HAM CHEESE & TOMATO	$3.50	− 0 +	

A menu may have an attachment with extra information regarding the menu or event
After you cave completed your ordering sitting for this student's meal(s) you can proceed to completing the order

23/02/2017 Lunch		☑ EDIT	🗑 DISCARD
Item		Qty	Total Price
LIPTONS ICED TEA - GREEN TEA & MANGO		1	$3.20
		SURCHARGE	$0.00
		TOTAL	$3.20

24/02/2017 Morning Tea		☑ EDIT	🗑 DISCARD
Item		Qty	Total Price
SUSHI ROLL - CHICKEN & AVOCADO		1	$2.60
BIG M 250ML STRAWBERRY MILK		1	$2.50
		SURCHARGE	$0.00
		TOTAL	$5.10

‹ BACK 🛒	🖃 PROCEED TO PAYMENT ›

Click: Pay with funds currently available in this account.

Refer to image below.

Cancelling an Online Order

If you have placed an order and want to cancel click "Online Orders" then "History" your orders will be visible and click the red X to delete

*Note: you can **only** delete an order prior to the cut-off time on the order date. If there is no Delete option for an order then the Order cut-off time has passed. You may not able to cancel an order due to restriction placed by the canteen or uniform shop manager.*

Transaction History

By Clicking the **History** tab you can then navigate and set the search date to see all purchases made

Transfer Funds between your kids accounts

You can deposit into one account and transfer a balance into other students or when a sibling leaves the School or when balance is low.

12 Kerry Rd, Acacia Ridge, QLD 4110
Ph. 1300 369 783
mystudentaccount.com.au

Manage – Edit

When editing a Students account you can set a Low Balance alert that will email you when the balance falls below the level set.

Alert

Add an Allergy alert or message for canteen staff such as "Peanut Allergy".

Prohibit Items

You can set Prohibited items (please consult/advice your student to avoid embarrassment in a busy queue of hungry students and to assist canteen staff with speed).

Auto top-up

You can setup Auto Recharges (only after 1st manual recharge) to recharge the account by low balance or time period. First thing you need to do is add you CC details as the payment method.

Steps:
- Enabled auto top up
- Go to 'Setup your payment methods" this is where you enter your CC details.

my student account

Edit Account

John Citizen (111) [⬛ Finish Editing]

ACCOUNT BALANCE
$301.40

Account Details   Messages   Prohibited Purchases   **Automatic Payments**

Automatic Payments   [**ENABLED** ⬤]

Payment Amount   [$] [Payment Amount]
Minimum $10

Interval   [Select a payment interval ▼]

Starting on   [12/10/2018 📅]

Payment Method   [Select a payment method ▼]

Setup your payment methods

[✔ Save Changes]

Manage Your Credit Cards

The below credit cards are used for automatic recharges.

No credit card information available.

[✚ Add a card]

12 Kerry Rd, Acacia Ridge, QLD 4110
Ph. 1300 369 783
mystudentaccount.com.au

Go back to '**Manage – Edit**' function and go to 'Automatic Payment' tab and setup the regular payment.

If you have any problems while ordering, please contact the school canteen/IT.

Alternatively, please contact My Student Account support line 1300 369 783 or support@mystudentaccount.com.au
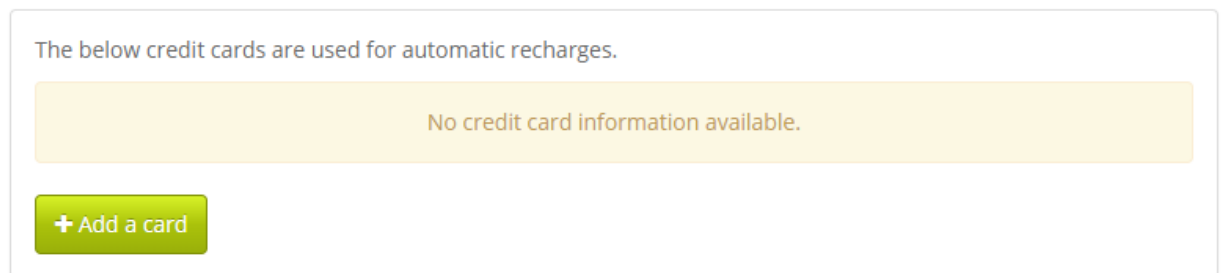
MSA AUTO RECHARGE

1. Log into your MSA account.

2. Click on My Profile, then go to Manage Credit Cards.

3. Click on Add A Card

4. You will be redirected to the Add credit card page then put your card details in.

Add Credit Card

5. Go to back to the Home Page. Click on Manage - > EDIT - > Automatic Payments

6. Set Automatic Payments to Enabled then schedule the auto payment.

| Account Details | Messages | Prohibited Purchases | Automatic Payments |

Automatic Payments ENABLED

Payment Amount $ | Payment Amount
Minimum $10

Interval Select a payment interval ▼

Starting on 25/05/2018

Payment Method Select a payment method ▼

Setup your payment methods

✔ Save Changes