

My Student Account (MSA) – Preparatory School

Christ Church Grammar School uses an innovative cash free student account, called MSA, 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.

All purchases from the Canteen must be made through an online order via MSA. Boys in the Preparatory School are not required to carry a card.

All purchases from the Uniform Shop, Canteen and Bookroom must be made with this card using your MSA account. The SmartRider section needs to be activated and charged online via <u>transperth.wa.gov.au/smartrider/types-of-smartrider</u>. The BPay information contained on the card is only used for the SmartRider section of the card and cannot be used for MSA purchases at school.

A cash free MSA account has been created for your son. This MSA account can be accessed via this link, or via the MSA page on the <u>School website</u>, on <u>Nexus</u>, or via the School App (log in to Nexus required). The following is an information sheet about how to set up your account. If you think you would like to use the Canteen for lunch orders for your son, it is a good idea to set this up before the school year commences.

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 <u>support@mystudentaccount.com.au</u>
- All enquiries in relation to the **Parent Nexus** should be directed to the CCGS IT Helpdesk on (08) 9442 1787 or email <u>helpdesk@cccgs.wa.edu.au</u>



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

RECHARGE	ONLINE ORDERS	TRANSFER FUNDS	HISTORY	MANAGE 🔻
John Citizen (9111111111	2)		ACC	OUNT BALANCE
RECHARGE	ONLINE ORDERS	TRANSFER FUNDS	HISTORY	MANAGE 🔫
Jane Citizen (91111111111	1)		ACC	OUNT BALANCE
Account List				

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.

ту номе		My Accounts	My Profile 🕶	Help 🔫	🕞 Sign-Out
Account Recha	rge				
Jane Citizen (9	911123456) <mark>Ø</mark> Car	ncel Recharge		ACCO	SUNT BALANCE \$185.75
Recharge Amount	\$ Minimum \$10	nt	Alternative F Big Telephone & Int Contact your bai this payment fro transaction account BPAY® may t	Recharge M ler Code: 15 f: 9 9111 234 ernet Banking - E rik or financial ins m your cheque, s unt. More info www ake up to 3 da	0706 55 6 SPAY® titution to make avings, debit or w.bpay.com.au ys to process



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.

Jane Smith	(222) O Cancel Order	ACCOUNT BALANCE \$111.60
Junior Online Order	Menu	
The cut off time for the Select a date and any re	his menu is 8:00 AM on the levent options for this ord	day of the order er. You may add multiple dates.
Order Date	Menu Options	
17/01/2019	🛗 Lunch	▪ + Add to Order 🐂 Next >
Selected dates and o	options	
17/01/2019 Lunch		

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.



23/02/2017	24/02/2017				
1.LUNCH SP	PECIALS				¥
2.HOT FOOI	DS				*
TOASTED SAND	WICH - CHICKEN & CHEESE	\$3.50	-	0	+
TOASTED SAND	WICH - HAM & CHEESE	\$3.50	-	0	+
TOASTED SAND	WICH - 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		Total Price
LIPTONS ICED TEA - GREEN TEA & MANGO	1	\$3.20
	SURCHARGE TOTAL	\$0.00 \$3.20
24/02/2017 Morning Tea		📽 EDIT 🛍 DISCARD
Item		
SUSHI ROLL - CHICKEN & AVOCADO	1	\$2.60
BIG M 250ML STRAWBERRY MILK	1	\$2.50
	SURCHARGE TOTAL	\$0.00 \$5.10
K BACK 🗮	PROCEE	ED TO PAYMENT >

Click: Pay with funds currently available in this account.

Refer to image below.



Online Order Menu	GRAND TOTAL
	\$3.00
Payment Options MyStudent Account Pay with funds currently available in this account	
K Back mathematical states and the states and t	

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.

ў номе	My Accounts	My Profile 🗸	Help 🔻	¢	Sign-Out
Online Orders					
Jane Citizen (9911123456)	eturn		ACC	OUNT	BALANC \$163.75
		Searc	:h for		٩
#1148 : 27/07/2018 : Uniform Shop					
Description				Qty	Price
Shorts				1	\$10.00
Skirt				1	\$12.00
		SURC	HARGE TAX TOTAL		\$0.00 \$2.00 \$22.00
#1147 : 24/07/2018 : Canteen Online Order Me	nu		l	Ø Cano	el Order
Description				Qty	Price
Vege Burger (pre order only)				1	\$6.00
		SURC	HARGE		\$0.00
			TAX		\$0.55



Transaction History

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

ў номе	Му Ассо	ounts	My Profile 🔫	Help 🕇	€) S	ign-Out
ransaction l	History					
Jane Citizen	(9911123456) • Return			AC		BALANC 185.75
Transaction Histor	rv.		Searc	h for		۹
Date	Description			Credit	Debit	Balance
25/07/2018 - 10:17 AM	Funds Transfer (to: 9911881188)				\$50.00	\$185.75
24/07/2018 - 04:34 PM	Online Order Ref#: 1147 1 × Vege Burger (pre order only)				\$6.00	\$235.75
24/07/2018 - 04:29 PM	Online Order Ref#: 1146 1 x Skirt				\$12.00	\$241.75
12/07/2018 - 12:04 PM	Online Order Ref#: 1145				\$34.50	\$253.75
12/07/2018 - 11:17 AM	Online Order Ref#: 1143 1 x No Tax 2				\$2.50	\$288.25

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.

My Accounts	My Profile 🔻	Help 🔻	€ Sign-Out
3456) O Cancel Transfer		ACC	ount balance \$185.75
Account 🔹	Note regard	ling accour	nt transfers
nit Transfor	If there is insu when the trans transfer will fail.	ifficient funds fer request is	in the account proccessed, the
	3456) Ø Cancel Transfer	3456) ⊘ Cancel Transfer Account If there is insu- when the trans transfer will fail	ACC 3456) Ø Cancel Transfer Account Note regarding accour If there is insufficient funds when the transfer request is transfer will fail.



<u> Manage – Edit</u>

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

ň	іў номе	My Accounts	My Profile 🗸	Help 🗸	🕞 Sign-Out
l	Edit Account				
	Jane Citizen (991112	3456) 🗮 Finish Editing		ACC	ount balance \$185.75
	Account Details Messages	Automatic Payments			
	Name	Jane Citizen			
	Daily Spend Limit				
	Low Balance Notification	Daily Spend Limit \$ 10.00 Save Changes			

<u>Alert</u>

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

ту номе		My Accounts	My Profile 🔻	Help 🔻	🕞 Sign-Out
Edit Accou	nt				
Jane Citize	en (99111	23456) 🗮 Finish Editing		ACCU	\$185.75
Account Details	Messages	Automatic Payments			
				+ Ac	ld Message
Allergy Alert 🗚					
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).

	ACCOUNT BALANCI
ONN CITIZEN (111) ■ Finish Editing	\$301.40
Account Details Messages Prohibited Pu	rchases Automatic Payments
All Day - Assorted	¥
Drinks	¥
Recess	¥
Rolls	¥
Salad	8
Extra Salad Dressing	
Large Salad	
Salad Extras	
Salad Extras (Meat)	
Small Salad	
Sandwich	×

<u>Auto top-up</u>

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.



ohn Citize	nt en (111)	■ Finish Editing		ACCOUNT BALANCE
Account Details	Messages	Prohibited Purchases	Automatic Payments	\$301.40
Automatic Paym	ients EN	ABLED		
		Payment Amount	Payment Amount Minimum \$10	
		Interval	Select a payment interval	•
		Starting on	12/10/2018	
		Payment Method	Select a payment method	Y
	Se	etup your payment meth	ods	

Manage Your Credit Cards The below credit cards are used for automatic recharges.

No credit card information available.

+ Add a card



Card Details
5555 6666 3333 4444
Jane Citizen
10/22
S555 6666 3333 4444 JANE CITIZEN 10/22

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 <u>support@mystudentaccount.com.au</u>

MSA AUTO RECHARGE

- 1. Log into your MSA account.
- 2. Click on My Profile, then go to Manage Credit Cards.

www.mystudentaccount.com.au						
ёў номе	My Accounts My Profile ▼ Help ▼ 🕞 Sign-Out					
Account List	Hello Mr and Mrs G L Tippet Tippet Change Password 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

4662 0000 0000 2888	-	3	
John Citzen	8		
12 / 20 🛗 666			
	VISA		
4662 0000 0000 2 JOHN CITZEN	VISA 888 12/28		

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								
		Payment Amount	Payment Amount					
		M	inimum \$10					
		Interval	Select a payment interval					
		Starting on	25/05/2018					
		Payment Method	Select a payment method					
	Setup your payment methods							
	✓ S	ave Changes						