My Student Account

NM:LSM 21/04/17

My Student Account

My Student Account is the system Pittwater House uses for online ordering at the school canteen.

The Pittwater House Student Photo ID Card can be used to make purchases in the same way you would use a bank card linked to a pre-paid account (i.e. only the funds you provide and approve can be spent).

The Accounts for every existing student and parent have already been set up at the School.

New students are set up in the first weeks of term.

To access the accounts you need to visit the My Student Account link on the Parent Portal on the Pittwater House website or directly via https://msa.tphs.nsw.edu.au.

Log in to My Student Account

To log in to My Student Account you can use your existing Pittwater House username and password which is used for Edumate and Canvas.

Once logged in you will see a list of your child/children's account within your profile. Each student has a separate account balance based on the School Student ID.

Recharge

1. Click Recharge on the child you wish to recharge.
2. Enter the $ amount you wish to provide and click Proceed to Payment
3. Enter your credit cards details and follow the prompts
4. If you prefer to use Bpay the Biller Code and Reference will be viewable from this screen.

Please Note: Credit Card deposits can take up to 30 minutes before they can be accessed at school by your child for over the counter sales.

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 the account then proceed 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. You can edit or remove any dates or orders prior to processing orders.

You can select as many meal periods and dates as you wish per student in one order.

You cannot make an order after the order cut-off time of the day of the ordering. The menu will show the order cut-off time.

STUDENT NAME (9910140030116) ⊘ Cancel Order		**ACCOUNT BALANCE** $10.50

Pitt Stop Canteen - Mon-Thurs

> The cut off time for this menu is 8:00 AM on the day of the order

Select a date and any relevent options for this order. You may add multiple dates.

Order Date	Menu Options	
01/05/2017 📅	Lunch ▾	✚ Add to Order

Selected dates and options

26/04/2017 Lunch

26/04/2017 Recess

27/04/2017 Recess

01/05/2017 Lunch

By pressing the Edit button you can change the order on any date, or discard the entire order if it is no longer required.

26/04/2017 Lunch   ☑ Edit 🗑 Discard

Item	Qty	Total Price
Extra Protein - Boiled Egg	1	$1.00
Burger - Chicken	1	$5.00
	SURCHARGE	$0.00
	TOTAL	$6.00

26/04/2017 Recess   ☑ Edit 🗑 Discard

Item	Qty	Total Price
Juice - 375ml - Apple	1	$2.50
Cheese & Bacon Roll	1	$2.50
	SURCHARGE	$0.00
	TOTAL	$5.00

To Cancel and Order

If you have placed an order and want to cancel it. Click 'Online Orders' then 'History' and your orders will be visible. Click the red 'X' to delete.

Please Note: You will need to delete the order prior to the cut-off time on the order date. If there is no Delete option for the order then the Order cut-off time has passed.

Transaction History

By clicking on the History tab you can view previous transactions.

Transfer Funds

You can deposit into one student account and transfer a balance into a sibling account. You can use this option also if a sibling leaves the school or when the balance is low. Click the 'Transfer Funds' tab, select the account you want to transfer the funds to, enter amount and submit transfer.

Manage – Edit

Click on the Manage-Edit button to make a change to the student accounts.

Account Details Tab - you can set a Daily Spend Limit and Low Balance Alert that will email you when the balance falls below the level set.

Messages Tab – You can add messages for Canteen Staff to see. Such as 'Lactose Intolerant. No Milk products please'. Canteen staff will see these messages every time a purchase is made. If your child has a particular Dietary concern we advise banning items from sale using the Prohibited Items tab.

To create a message Click 'Edit' on the Manage tab, click 'Add Message' (a pop up box will appear), select message type, type your message/alert and Save Changes.

Prohibited Purchases Tab – Parents can list prohibited items, however please consult with your child to assist canteen staff when they query prohibited items. Click the 'Edit' on the Manage tab. Select any/all prohibited menu items. Once you slide the 'Prohibited' option, the changes will be saved automatically.

Automatic Payments Tab – You can enable an automatic recharge of the account (only after the first manual recharge) to recharge the account by low balance or time period. Parent will receive an email whenever an auto re-charge is performed with an opt-out option.

Edit Account

| STUDENT NAME | (9910140030116) | 🗏 Finish Editing | ACCOUNT BALANCE $10.50 |

Account Details | Messages | Prohibited Purchases | Automatic Payments

Name	Josh Singh 🔲
Daily Spend Limit	$ 0.00
Low Balance Threshold	$ 0.00

✔ Save Changes

Service Banking Fees

When making an electronic deposit to your account, a small service fee is deducted by the operator of the service (My Student Account) to cover the cost of provisioning and supporting the WEB services, processing payments via their secure payment gateway and covering the cost of electronic banking and merchant service fees. The fee has been kept to a minimum and is a modest amount to cover the convenience and security afforded by the service which has been made available to all students and parents.

Online Deposit Fees	Inc GST
Online credit card or B-Pay deposits up to $100	$2.20
Online credit card or B-Pay deposits over $100	2.2%

All spending (at school) using deposited funds is 100% free, fast, secure and convenient.

Account and Online Banking Assistance/Enquiries

This service and online Payment Gateway is provided, supported and protected under Australian Banking Laws and Guidelines by My Student Account Pty Ltd and WESTPAC Corporation. All funds are 100% guaranteed and banked and held by the School. My Student Account acts as an authorised Payments Aggregator to simply process the funds and support the Parent Portal and processes.

MSA Contact Information

Please contact the MSA support line on 1300 369 783 or view the FAQ's under the Help drop down menu.