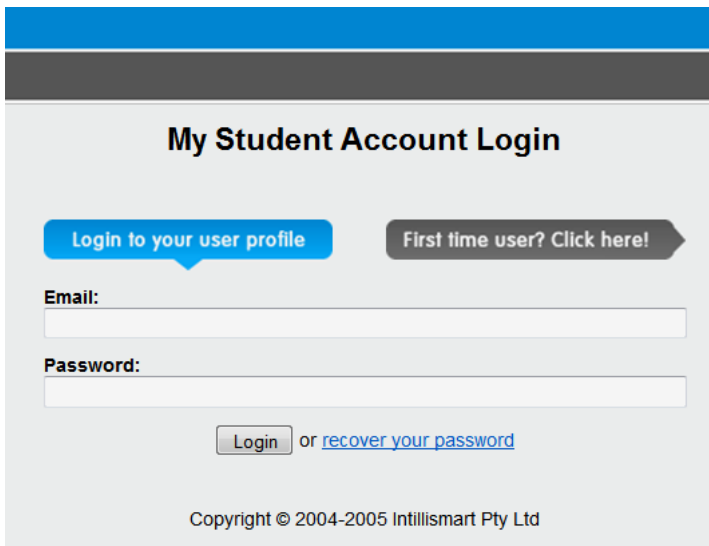


## How to make an online order

The following instructions, step parents and students through the process of making an online order using their online My Student Account. Please note that for first time users you must set up your account before you can order online. Please see "How to set up your new My Student Account" instructions if you have not done this already. If you have set up your account you are ready, **To Start:**

**Go to your school web portal** and click on the My Student Account Link which will take you to the login screen. **Enter your Email and Password** and then click the Login button



**My Student Account Login**

[Login to your user profile](#)
[First time user? Click here!](#)

**Email:**




**Password:**

or [recover your password](#)

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Click on "**Online Orders**" which is located in the left hand side menu list

<p><b>Accounts</b></p> <p><a href="#">Account List</a> <a href="#">Add/Edit Accounts</a></p>	<p><b>User Accounts</b></p> <p>To modify the account, click the account number in the list below</p> <table border="1"> <thead> <tr> <th>Account Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Account Number	Description		
Account Number	Description				
<p><b>Online Ordering</b></p> <p><a href="#">Online Orders</a></p>	<p><b>Notes:</b></p> <p><b>Balance</b> - The Web Portal is not a live link to the School Server.</p> <p><b>Available Balance</b> - This is updated every morning at 6am when Server Update is received from the School.</p> <ul style="list-style-type: none"> <li> - Recharge Account (Add funds)</li> <li> - View Transactions</li> <li> - Set Low Balance Notification</li> </ul>				
<p><b>User Profile</b></p> <p><a href="#">Change profile details</a> <a href="#">Change password</a></p>					
<p><b>Help</b></p> <p><a href="#">Knowledge Base</a> <a href="#">Fee disclosure</a></p>					
<p><b>Session</b></p> <p><a href="#">Logout</a></p>					
<p><a href="#">Terms and conditions</a></p>					

You should now be able to see your account. See below sample.

Online Ordering				
Click on an account in the below list				
Account Number	Description	Balance	Available Balance	Available Balance Last Updated
<a href="#">9910090016057</a>	Greg	\$25.22	\$25.22	2/07/2010 5:00 AM
<a href="#">9910240024068</a>	Temp	\$0.00	\$0.00	2/07/2010 4:00 AM

Click the **Account Number** corresponding to the student you wish to place an order. This takes you to their main order page where you can view your order history and order favourites for quick re-ordering. By clicking a corresponding red cross you can cancel an order or favourite.

To place a new order **Click the "Create New Order"** blue button

## Online Orders for Greg

[Back to Account Selection](#)

[Create New Order](#)

**Canteen Orders**

Your order will be sent to the school at 8.30 am on the date you select. For making a same day Food and Beverage order please note that it must be sent prior to the "Order Cutoff Time". To place a same day order after the Order Cutoff Time you will need to phone the school. If you make an order for the wrong day, there will be no refunds so please be careful to select the correct date of order.

**Other Orders (Uniforms, Products, Excursions and Fees)**

Your order will be sent to the school within 2 x hours after submitting. Orders may be submitted at any time. Please refer to the school policy with regard to pickup and delivery of orders and processing of excursions and fees.

Recent Order History			Favourite Orders	
Order Date	Type	Cancel Order	Name	Use/Remove
<a href="#">22/02/2010</a>	LUNCH	✗	Gregs Friday Lunch	↻ ✗
<a href="#">22/02/2010</a>	RECESS	✗		

You are now on the **Available Menus** page which shows the name and location of services at your school available for online ordering. Please note the **"Order Cut Off"** time which prevents same day orders being accepted after the noted time.

## Currently Available Menus

[Cancel Order](#)

Select from the list below noting the same day Order Cutoff Time.


Menu Name	Order Cutoff Time*

Under the Menu Name heading you will find one or more Menu's e.g. Junior Canteen. To view and order products from a location, **Click on the Menu Name.**

## New Order for Greg

Order Details

Order Type

Order Supply Date  

Please be careful to select the correct date and ensure your order is submitted before the same day Cutoff Time. There are no refunds for incorrectly processed orders.

[Cancel Order](#)

[Next](#)

Click the drop down arrow next to Order Type to select type of order e.g. lunch or recess

Click the Calendar next to Order Supply Date to select the day the order is required

Click the Next Button to the right of the screen to proceed to order selection

On the Order Screen (see sample below) you have the following functions to make ordering simple:




Click the drop down arrow next to <Select from all items list> to view categories

To order, simply click the green arrow next to the item. This item will then appear on your order pad, showing you the item and cost. Your account balance will also decrease by the cost of the item/s selected. Click Next when you have all items.





## New Order for Greg

Menu

**BAKERY**




- x Cookie - Homemade - Chocolate - \$2.25   
Cookie - Homemade - Chocolate
- x Cookie - Homemade - Smarty - \$2.25   
Cookie - Homemade - Smarty
- x Muffin - Homemade - Choc Chip - \$2.25   
Muffin - Homemade - Choc Chip

**DRINKS**

- x 300ml Juice - Apple/Black Current - \$2.70   
300ml Juice- Apple/Black Current
- x 300ml Juice - Multi V - \$2.70   
300ml Juice- Multi V
- x 300ml Juice - Pineapple - \$2.70   
300ml Juice - Pineapple
- x 300ml Juice - Apple - \$2.70 

**Your Selected Order**

Order Total:	\$8.80
Account Balance:	\$16.42

- 1 x Cookie - Homemade - Chocolate - \$2.25 
- 1 x 300ml Juice - Apple/Black Current - \$2.70 
- 1 x Cheese & Salad Sandwich (White) - \$3.85 

[Back](#) [Next](#)

[Cancel Order](#)

Your Order Total will now be summarised and displayed (Sample below)

### Online Order for Greg

**Cancel Order**

**Order Details**

Order Supply Date Tue, 6 Jul 2010

Order Type Lunch

Item Name	Qty	Unit Price	Total Price
Cookie - Homemade - Chocolate	1	\$2.25	\$2.25
300ml Juice - Apple/Blck Current	1	\$2.70	\$2.70
Cheese & Salad Sandwich (White)	1	\$3.85	\$3.85

1 order/s @ \$8.80  
**TOTAL: \$8.80**

**Back** **Submit Order**

By clicking **Submit Order**, the details of your order will be sent to the location selected e.g. Junior Canteen, ready for staff preparation.

Please note that although your web account balance will show the amount less the cost of the order your "real" school funds are not debited until the order is processed at the school and prepared by staff on the day you selected i.e. Order Supply Date.

After submitting order you have the choice to Print the Order, Save as a Favourite or Finish

Save this order to Favourites

Template Name:  **Save**

**Print Order** **Finish**

## Need Help?

To assist we require the following information:

1. Student Name and Number or Account Reference Number?
2. The nature of the issue, best description possible please?
3. The date and time the problem occurred?

**Phone:** 1300 369 783

**Fax:** 1300 138 015

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

