

FREQUENTLY ASKED QUESTIONS MY STUDENT ACCOUNT 2017



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Where do I get my child's student number from?

Your child should be aware of their unique student code as it is used widely throughout the College. Their student code is used to login to the network, Internet and print portal. Please contact the office if you are still unsure of your child's unique student code.

Will My Student Account take funds from my child's SmartRider Card?

No, although your child's Smart Rider card will now serve dual purposes, any funds uploaded via the My Student Account portal will be allocated to canteen purchases and any funds uploaded via the Smart Rider portal will be reserved for Smart Rider transactions only.

What if my son or daughter loses their card?

If your child loses his or her card it can be easily blocked by the IT Department. Please remember that at the point of sale your child's photo will appear on the terminal and Café staff will immediately confiscate any card that is not being used by it's rightful owner.

FEES AND CHARGES

Is there a fee involved?

Transaction Fees only apply to the topping up of accounts. There are no account holding fees or costs per purchase transaction.

Recharges:	Credit Card -	\$0.65 per upload
	B-Pay -	\$2.00 per upload

Why am I charged a per deposit fee?

To assist in covering bank merchant fees, bank and credit card per transaction fees, MSA service staff (Help Desk) and payment gateway infrastructure to meet strict Australian banking guidelines. **No fee is charged by the College.**

When is the fee applied?

Each time you make an online Credit Card or B-Pay deposit.

Are there any hidden fees?

No. Once you have deposited funds all spending from the account, whether at school or online, is included free. There are no establishment, account maintenance, support or other fees. The schedule of fees charged is available for review once you have logged in (under Help).

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Is online ordering available?

Yes, online ordering is now available. Online orders can be placed from up to a week in advance to 9.00am on the day. Students collecting online lunch orders will be able to enter the Café via a priority entry point, reducing the need to queue in the 'grab and go' line.

MY ACCOUNT AND DEPOSITED FUNDS

Where do my deposits go?

The College holds and banks your funds into College Café bank account.

Can I get my money back?

Upon request, any remaining funds above \$5.00 will be refunded into a nominated bank account.

Where can I check my child's account balance?

The simplest method is to login to your account. You will see your available balance on the main screen. Your balance is displayed as available funds.

Why is the money I just deposited not showing up in my web account?

There are 2 possibilities:

1. Your bank authorisation has not been processed, noting that for Credit Card you will see the updated amount the next day. (Note: the funds are available at school within 1 hour).
2. For B-pay this can be up to three working days. The web page connects to the school each day at 5.00am. If the connection is not made (for any technical reason), then the account will not be updated. We suggest you check in again the next day. If after a couple of days the funds are not showing, then please email details of the account and transaction to support@mystudentaccount.com.au

Can I limit or prevent spending?

Yes. You can login to your account, click on 'Maintain Accounts' under the left hand side main menu and then select the account you wish to edit or change. On the first page you will see a box where you can enter a daily spend limit. Typically, parents might set this at a reasonable amount. Should you wish to prevent all spending this can be set at \$0.00.

Can I transfer funds between my children?

No. At present we do not support this due to security concerns of possible fraudulent transfers.

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Can someone else spend money from my account?

No. Your account has a number of safeguards to ensure integrity and security. At the College, each student is provided with a school ID card which is used to make payment, so without this card the student may not be able to purchase goods and services. In addition to the card, the system maintains details of the account including name and photo. The name and photo of the student appears to the serving staff operator each time a student makes a purchase to ensure the correct student is purchasing the item or service.

Can my student buy for someone else?

Yes. We know that many students will pay for items on behalf of other students that may not have sufficient funds on their account.

What if my child says they did not purchase an item listed on the reports?

Parents should trust the integrity of the system and school serving staff however mistakes can occur, where for example a button on the POS has been pressed incorrectly. Please educate your son or daughter to take the same care and responsibility as you would when purchasing at any retail store by knowing the cost of the items purchased and checking the displays on the POS before authorising payment. Parents are encouraged to logon to 'My Student Account' and check purchases as they would their own bank statements. Any discrepancies should be emailed to sacredheartsorrento@site.compassgroup.com

Can my child still use cash?

Yes, cash is still accepted at the Café, however it is not the College's preferred payment method.

TRANSACTIONS AND REPORTS

Can I view all transactions and spending?

Yes. Once you login to the main account page, the second button on the right of your 'Available Balance' (Under 'Actions') shows every transaction for the past three months. Both the school and MSA maintain back up data should you require transaction details older than three months.

RESTRICTIONS AND ALERTS

Can I create a message alert or allergy alert to the school?

Yes. To configure your settings, login to your account and click on 'Maintain Accounts' (a heading on the left menu). By stepping through the process you will be asked if you wish to add any alerts or messages.

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How does the message work?

Messages and alerts are displayed each time your student makes a purchase. An alert message, e.g. allergy warning is displayed in large bold red text to alert operators of the importance.

When should I restrict items?

The College does operate a healthy Café, therefore restrictions are not generally needed. However, should you wish to restrict specific items you can.

Can I restrict an item for specific day?

Yes. By clicking on the item and the day you wish to restrict and then removing the restriction at the end of that day.

How are restricted items blocked?

The list of items you view online is directly integrated to the school point of sale. By restricting an item, the software creates an item flag against the selected account. When the account holder tries to buy that item, the flag launches an action to the operator that the item has been restricted and automatically removes the item from sale.

Can my allergy warning be trusted?

The College has a number of systems in place to identify and help protect allergy sufferers. The MSA warning system is simply an additional tool to assist in this protection plan by warning and advising the College serving staff.

Still Need Help?

Phone: 1300 369 783 **Fax:** 1300 138 015 **Email:** support@mystudentaccount.com.au