

My Student Account

Follow these steps to set-up your Online Parent Profile

1. Go to www.mystudentaccount.com.au and click on *Web Portal Login*.
2. Click *First Time User* click *I Agree to Terms* and then *Next*.
3. Enter: Parent Email address & the password you wish to use, plus required details.
4. Click: *Next* to complete profile setup. Open your email to click the Activation Link.
5. Click: Return to www.mystudentaccount.com.au and click *Web Portal Login*.
6. Login: To Web Portal with email address and password.
7. Click: *Add/Edit Accounts* to add your student(s) to your profile.
8. Enter: Description for account at top.
9. Enter: Start typing School name (Mount St...) and select school from list.
10. Enter: Enter Student Number. (Found on School ID Card).
11. Enter: Enter Student Name and DOB.
12. Click: Leave Reference Number and Security Code Search option blank.
13. Click: Click *Add New* to add account to profile.
14. Repeat steps 7 to 13 to add additional students to your profile.

Note: If you do not receive your Activation Email from webmaster@mystudentaccount.com.au within 30 minutes, please check your Junk or Spam folders. If the email still cannot be found, contact My Student Account support on 1300 369 783 for Manual Activation.

You are now ready to deposit funds, track all spending and manage your account online.

Recharging by BPAY

Recharging by BPAY is free. BPAY Payments may take up to three banking days to register at the School and be available to spend. BPAY Payments are Bank to Bank Transfers and Banks only communicate once a day at 6pm (Sydney Time). It is advised that Parents that a Low Balance Alert is set to cover the extra days processing. BPAY information can be found by clicking the Account Number of a student on the main Accounts List page.

Recharging Online by Credit Card

Recharging by Credit Card is 1.5% of recharge amount to cover merchant fees charged to the service provider. Payments can be made online by Credit Card and are available to spend at the College within an hour. You will need your Student's 13 Digit Account Reference Number to use this service. You will find this number on the Accounts list Page.

Recharging by Telephone

Recharging by Telephone with a Credit Card is 1.5% of recharge amount plus an admin fee of \$0.25 to cover merchant fees charged to the service provider. Payments can be made By Credit Card over the Phone using the My Student Account Automated Phone System. The Phone number is 1300 884 668. You will need your Student's 13 Digit Account Reference Number to use this service. You will find this number on the Accounts list Page.

Setting Daily Spend Limits

Click *Add/Edit Accounts* and then select the student(s) you wish to set a Daily Spend Limit.

Allergy Alerts and Messaging

You can add Alert and General messages for the Canteen Staff to see. If your student has a dietary concern, we advise setting an alert message and also prohibiting items from sale. Changes will occur at the College within 30 minutes.

Prohibiting Items from Sale

Click *Add/Edit Accounts* and then select the student(s) you wish to restrict. Click *Add Prohibited Item* and select an item from the list. Changes will occur at the College within 30 minutes.

Transaction History

The Web Portal holds 90 Days of transactions.

Changing Email

Login with your old email address and then choose *Edit Profile Detail*. Update to your new email address.

Change Password

Choose *Change Password* on main page. If you forget your password, use *Recover Password* on the signup page.

Further Assistance

All enquiries related to purchases should be directed to the College Canteen.

All enquiries related to payments or the Parent Web Portal Support, please contact My Student Account via email to support@mystudentaccount.com.au or via telephone 1300 369 783.