

My Student Account (Cashless Campus)

Canterbury utilises *My Student Account*, a system which enables staff and students to use their College ID card for Canteen, Retail Centre, Photocopying and other activities in lieu of the handling of cash.

This system removes any risk of carrying cash on campus, provides additional convenience to parents through the use of online ordering, allows greater communication between parents and Canteen staff for the notification of food allergies, and greater visibility into a student's purchases.

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 click "Next".
3. Enter: Parent Details - Parent Email, enter a password and required details.
4. Click: "Next" to complete Profile Setup. Open your email to click on the Activation Link.
5. Click: Return to www.mystudentaccount.com.au and click "Web Portal Login".
6. Login: To Web Portal with your email and password.
7. Click: "Add/Edit Accounts" to add your student/s to your profile.
8. Enter: Description for account at the top (a nickname for the account).
9. Enter: Start typing School name and select correct school from the list.
9. Enter: Enter Student Number (found on ID Card).
10. Enter: Enter Student Name and Date of Birth.
11. Click: Leave Reference Number and Security Code Search option blank.
12. Click: "Add New" to add account to profile and repeat for other students.
13. Click: "Account List" to return to the main accounts page when all students are added.

Note: If you do not receive your Activation Email from webmaster@mystudentaccount.com.au within 30 minutes, check your Junk or Spam folders. If still not found, contact Support on 1300 369783 for Manual Activation.

Time Delay on Deposits

Credit Card deposits take 30 minutes before they can be accessed at school by your child. BPay deposits can take up to 3 working days before they can be accessed at school by your child.



Allergy Alerts and Messaging

You can add alert messages for Canteen Staff, such as "Lactose Intolerant". Canteen staff will see these messages every time a purchase is made. If your student has a particular dietary concern, we advise both banning items from sale as well as messaging.

To create a message click Add Edit Account, then select student, then click Next to scroll through the options until you come to Alert Messages, then follow the prompts.

How to Set a Daily Spend Limit or Prohibit the Purchase of Specific Items

Choose Add/Edit Accounts from the left hand side, choose the Account from the bottom of the screen, then follow the prompts.



How to Top Up Your Account

From your Account List select this symbol on the right hand side under Actions and follow the prompts.



How to Set a Low Balance Notification

From your Account List select this symbol on the right hand side under Actions and follow the prompts.



How to View Your Child's Purchases

From your Account List select this symbol on the right hand side under Actions.

Once your Online Parent Profile is set up, follow these steps to start online ordering:

1. Log in and choose **Online Ordering** from the left hand menu.
2. Click on the Account Number of the child you are ordering for.
3. Click on the **Create New Order** button.
4. Click on **Canterbury - K-Y2 Menu**.
5. Choose the **Order Supply Date** **Select Date**  (lunch or afternoon tea) from the drop box. and choose the **Order Type** **<Select order type>**  and click **Next**.
6. Scroll through the available menu items, clicking on  to add an item to the order and click **Next** when you have selected all required food items.
7. Check your order on the Order Details screen and then click **Submit Order** to place the order.
8. Your child's order will be delivered to their classroom.

For Assistance

For all enquiries related to purchases, please contact the Canteen or Retail Centre.
For all enquiries related to payments of Parent Web Portal Support, please contact My Student Account at support@mystudentaccount.com.au or 1300 369 783.