



CRANBROOK
SCHOOL

my student account

How to make an online order

If you are a first time user you must set up your account before you can order online. Please refer to How to set up your account located on the School's portal at <http://portal.cranbrook.nsw.edu.au/cspa/My%20Student%20Account/Forms/AllItems.aspx>

To Start

Go to the school 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.

Click on **Online Orders** located in the left-hand-side menu. You should now be able to see your son's or sons' accounts.

Account Number	Description	Balance	Available Balance	Available Balance Last Updated
9910430001199	Peter	\$0.00	\$0.00	4/08/2010 4:00 AM
9910430005422	John	\$0.00	\$0.00	4/08/2010 4:00 AM

Click the **Account Number** corresponding to the boy for whom you wish to place an order. This takes you to your main order page where you can view your order history and reprint an Event Order. Favourite Orders are designed for Canteen Ordering rather than Events.

Online Orders for John 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)

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

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

You are now on the **Available Menus** page which shows the name and location of services at your school available for online ordering.

Currently Available Menus Cancel Order

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

Menu Name	Order Cutoff Time*
School Events	

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

New Order for John Cancel Order

Menu

<Select from all items list>

Football Presentation Evening

- 1 x Football Presentation 12 Aug - Adult - \$85.00
- 1 x Football Presentation 12 Aug - Student (Yrs 10-12) - \$85.00
- 1 x Football Presentation 12 Aug - Student (Yrs 7-9) - \$65.00

Your Selected Order

Order Total: \$320.00
Account Balance: \$-320.00

- 2 x Football Presentation 12 Aug - Adult - \$170.00
- 1 x Football Presentation 12 Aug - Student (Yrs 10-12) - \$85.00
- 1 x Football Presentation 12 Aug - Student (Yrs 7-9) - \$65.00

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

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.



All attendees to an event are to be on the one order rather than ordering for each student. If there are insufficient funds in your Students Account you will be prompted to enter credit Card details to provide enough funds for the purchase.

Account Recharge - Payment
Please verify all details before you process the credit card payment

Recharge Amount **\$320.00**

Account Number
Description
My Student Account Service Fee \$0.00
Bank, Credit Card & Gateway Fee \$6.40
(see fee disclosure)
GST \$0.64

Amount To Pay **\$327.04**

Enter your credit card details

Card Type: <Select Type>
Name on Card:
Credit Card Number:
Card Verification Number: [What's this?](#)
Card Expiry Date (month / year): 01 / 2010

Click **Next**. Your Order Total will now be summarised and displayed.

Online Order for Jillian

Order Details

Order Supply Date Wed, 4 Aug 2010
Order Type

Item Name	Qty	Unit Price	Total Price
Football Presentation 12 Aug - Adult	2	\$85.00	\$170.00
Football Presentation 12 Aug - Student (Yrs 10-12)	1	\$85.00	\$85.00
Football Presentation 12 Aug - Student (Yrs 7-9)	1	\$65.00	\$65.00
1 order/s @ \$320.00			TOTAL: \$320.00

By clicking **Submit Order**, the details of your order will be sent to the School. **Print Order**. This will be your ticket to hand in at the function. **Click Finish**.

Should you click **Finish** and not print the order straight away you can reprint the Event Order from the Order History area for the student. Click on the **Order Date** then **Print Order**. Cancelling an order will not return funds to your credit card as the funds are on their way to the School Bank. Your Students Balance will be refunded and the funds available to re order or for use at another time within the School.

Note: The School needs to process the cancelled order so the funds will not appear on your account until 5am the following day when the Web Portal is Updated from the Schools Server.

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