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 Cranbrook Connect or the School's website.

TO START

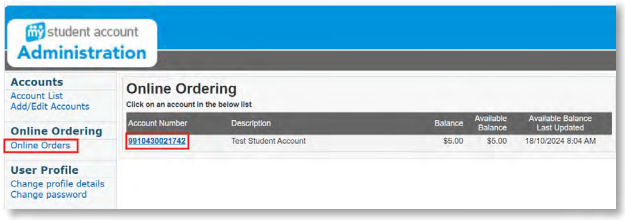
Go to the School website and click on My Student Account button under Quicklinks, Tuckshop.

or

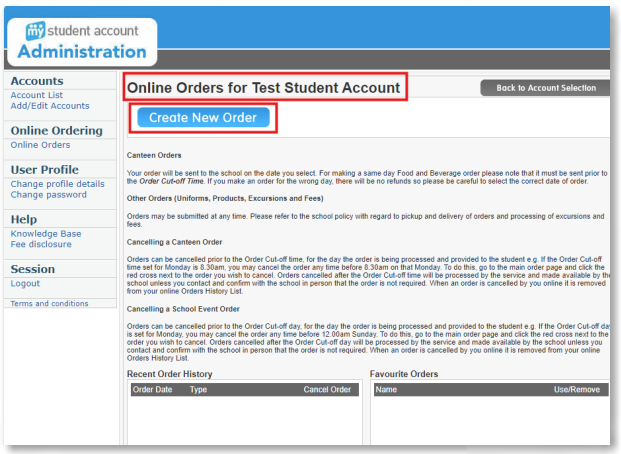
Go to Cranbrook Connect and click on the My Student Account link under School Life.

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 child/ children's accounts.

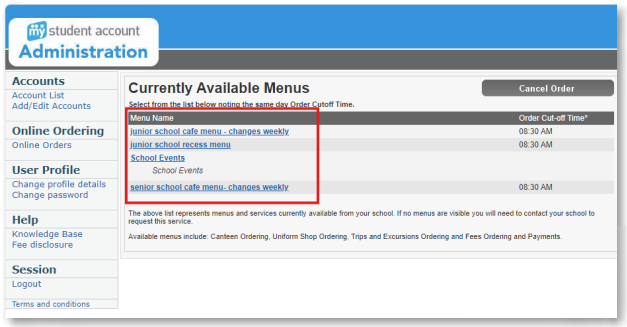


Click the **Account Number** corresponding to the child for whom you wish to place an order. This takes you to your main order page where you can view your order history and reprint an Event Order. Favourite Orders are designed for Canteen Ordering rather than Events.

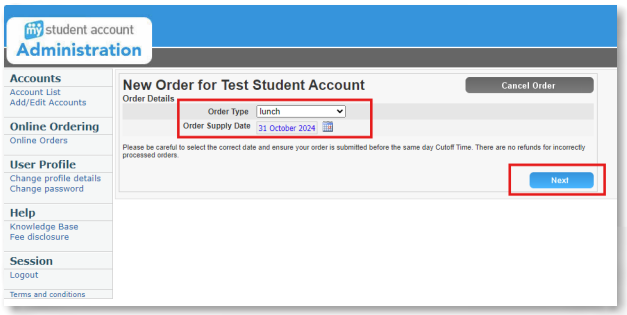


To place a new order Click the **Create New Order** button

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



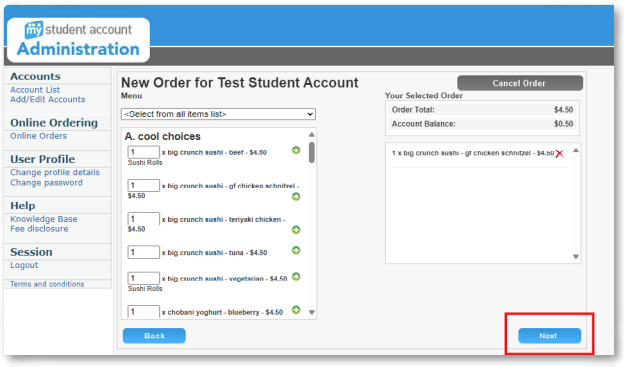
Under the **Menu Name** heading you will find one or more Menu's e.g. School Events. To view and order products from a location, **Click on the Menu Name**. Enter the Order Type and the Date the Order is required.

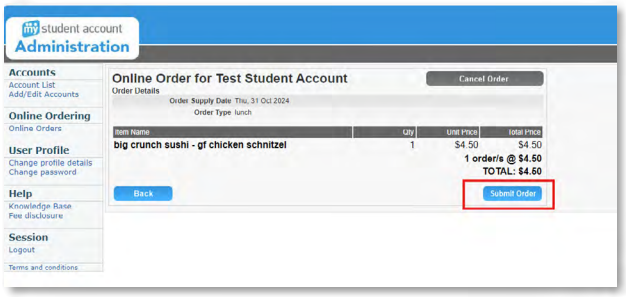


continued ...

OCT 2024

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.





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

By clicking **Submit Order**, the details of your order will be sent to the School. **Click Finish**.

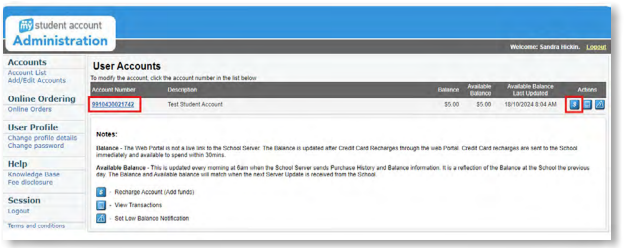
Cancelling an order will not return funds to your credit card as the funds are on their way to the School Bank. Your Students Balance will be refunded and the funds available to re order or for use at another time within the School.

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.

If there are insufficient funds in your child's account the order will be cancelled. Please ensure the account is funded before placing an online order.

Click on the $ sign - located on the far right, against the account you wish to top up and follow the instructions to add funds via MasterCard or Visa.

Previous instructions show how to locate your child's unique BPAY number BPAY topups can take a few days to reach your child's MSA account.



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

OCT 2024