



## 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 <u>How to set up your account</u> located on Cranbrook Connect or the School's website.

## TO START

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

or

Go to <u>Cranbrook Connect</u> 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.

Accounts Account List	Online Orde	ring			
Add/Edit Accounts	Click on an account in t	Description	Balance	Available	Available Balance
Online Ordering	9910430021742	Test Student Account	\$5.00	\$5.00	18/10/2024 8:04 AM

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.

Accounts	Opling Orders for Test Student Account
Account List Add/Edit Accounts	
Audy Early Accounts	Create New Order
Online Ordering	
Online Orders	Canteen Orders
User Profile	Your order will be sent to the school on the date you select. For making a same day Food and Beverage order please note that it must be sent prior
Change profile details	the Order Cut-off Time. 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.
Change password	Other Orders (Uniforms, Products, Excursions and Fees)
Help	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 an
Knowledge Base	neo.
Fee disclosure	Cancelling a Canteen Order
Session	Orders can be cancelled prior to the Order Cut-off time, for the day the order is being processed and provided to the student e.g. If the Order Cut-off time set for Monday is 8.30am, you may cancel the order any time before 8.30am on that Monday. To do this, go to the main order page and citck th
Logout	Fed cross next to the order you wan to cancel. Orders canceled after the Order Cut-on time will be processed by the service and made available by school unless you contact and confirm with the school in person that the order is not required. When an order is canceled by you online it is remove from your online Orders History Ust.
Terms and conditions	Cancelling a School Event Order
	Orders can be carected prior to the Order Could diary, for the day the noder in brain processed and provided to the stocket as given as a feed Montagy, may cancel be order any time before X 2000 scalars, to give this processed by the service and crists the rest order and crists the service and crists the service and crists the rest order and the rest order and crists the rest order and crists the rest order and the rest order or the crists the rest order and crists the rest order and the rest order or the crists the crists the rest order or the crists the rest order ord
	Recent Order History Favourite Orders
	Order Data Type Cancel Order Name Llea@emoue

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.

Student acco	bunt tion	
Accounts	Currently Available Menus	Cancel Order
Add/Edit Accounts	Select from the list below noting the same day Order C	utoff Time.
	Menu Name	Order Cut-off Time*
Online Ordering	junior school cafe menu - changes weekly	08:30 AM
Online Orders	junior school recess menu	08:30 AM
	School Events	
User Profile	School Events	
Change profile details Change password	senior school cafe menu- changes weekly	08:30 AM
Help	The above list represents menus and services currently av request this service.	aliable from your school. If no menus are visible you will need to contact your school to
Knowledge Base Fee disclosure	Available menus include: Canteen Ordering, Uniform Shop	Ordering, Trips and Excursions Ordering and Fees Ordering and Payments.
Session		
Logout		
Terms and conditions		

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.

Student acc	sunt tion
Accounts Account List	New Order for Test Student Account Cancel Order
Add/Edit Accounts	Order Type lunch
Online Ordering	Order Supply Date 31 October 2024
Online Orders	Diase be careful to select the correct date and ansure your order is submitted before the same day Cutoff Time. There are no refunds for incorrectly
User Profile Change profile details Change password	processed orders.
Help	
Knowledge Base Fee disclosure	
Session	
Logout	
Terms and conditions	

continued ...

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.

Accounts Account List Add/Edit Accounts	New Order for Test Student Account	Gar Your Selected Order	acel Order
Online Ordening	<select all="" from="" items="" list=""></select>	Order Total:	\$4.50
Online Orders	A cool choices	Account Balance:	\$0.50
User Profile	1 x big crunch sushi - beef - \$4.50 Sushi Rolls	1 x big crunch sushi - gt chicken s	chnitzel - \$4.50 🗙 🌰
Change password	1 x hig crunch sushi - gf chicken schnitzel - \$4.50		
Knowledge Base Fee disclosure	1 x big crunch sushi - teriyaki chicken - \$4.50		
Session	1 x big crunch sushi - tuna - \$4.50 O		
Terms and conditions	1 x hig crunch sushi - vegetarian - \$4.50 Sushi Rolls		
	1 x chobani vochurt - blueberry - \$4.50 📀 💌		

Accounts Account List	Online Order for Test Student Account	1	Cancel Order
dd/Edit Accounts	Order Details Order Supply Date Thu, 31 Oct 2024		
nline Ordering	Order Type lunch		
nline Orders	item Name	Qtv	Unit Price Total P
Jser Profile	big crunch sushi - gf chicken schnitzel	1	\$4.50 \$4
Change profile details Change password			1 order/s @ \$4. TOTAL: \$4.
lelp	Back		Submit Ord
Inowledge Base Fee disclosure			
Session			
ogout			
Towns and southing			

**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.

					Welcome: Sandra I	toxin. La
Accounts Account List Add/Edit Accounts	User Account	nts click the account number in the list below				
	Account Number	Description		ce Available	Available Balance Last Updated	
Online Ordering	9910430021742	Test Student Account	\$5	00 \$5.00	18/10/2024 8:04 AM	3
ser Profile						
hange profile details	Notes:	Portal is not a live link to the School Server. The Balance is updated	after Credit Card Recharges through the web Po	tal Credit Card	recharges are sent to the t	ichool
hange password	Balance - The Web immediately and ava	eliable to spend within 30mins.				
hange password ICIP	Balance - The Web immediately and ava Available Balance	allable to spend within 30mins. This is uncluted every memine at 6am when the School Server cent	to Purchase History and Ralance information. It is	a reflection of th	e Ralance at the School th	e crevinus
clp cowledge Base re disclosure	Islance - The Web immediately and an Available Balance - day. The Balance an	ulable to spend within 30mins. This is updated every morning at 6am when the School Server send of Available balance will match when the next Server Update is receiv	ds Purchase History and Balance information. It is wed from the School	a reflection of th	re Balance at the School th	e previous
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## **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