



How to set up your My Student Account (MSA)

Cranbrook is a cashless School. Tuckshop purchases are made through My Student Account. The letter you received from the Admissions Department contains your child's student code needed to create an account. It is recommended that you set up an account prior to your child starting School.

Your child's student code/key is known as a student number on MSA. It is an alpha/numeric number and must be input as provided (the last two characters are numeric).

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 <u>My Student Account</u> link under School Life, which will take you to the login screen. Click First time user.



Review the terms displayed. Scroll to the bottom of the page and click Agree to terms.

The registration start screen is displayed. Click the Next button.

Create your own login and password by completing the parent registration.

When completed, click the Next button.

Your Registration is complete.

Click the link to close the web page. You will be taken back to the Login page.

The MSA system will send you an email confirming the login and password you created plus a link to activate your new account. Click Activate Link. Click on the Return to My Student Account Login link.

Log back in to finalise your new account details using the email address and password you created, click the Login button to proceed.

Student acco	unt	
	My Student Account Login	
	Login to your user profile First time user? Click here!	
	Email:	
	Password:	
	Login or recover your password	
	Important Notice from \$754	
	Dear Parents,	
	Please be advised that our phone top up facility is no longer available.	
	Please login to your profile to recharge your accounts.	
	Feel free to contact our support line 1300 369 783 or <u>supportifientystudent/sociunt com su</u> should you have any query or concern.	
	Convergent @ 2002 - 2018 Intilligement Phy Ltd	

You are now in the main accounts screen where you must now add your child's details. Click on Add/Edit Accounts which is below the main Accounts heading on the top left hand side of the page.

Accounts						
Account List Add/Edit Accounts	User Accourt	nts , click the account number in the list be	ow		and the second	
	Account Number	Description	Balance	Available Balance	Available Balance Last Updated	Actions
Online Ordering	-			0.0.0		
Online Orders						
User Profile	Notes:					
Change profile details Change password	Balance - The Web recharges are sent to Available Balance	Portal is not a live link to the School Se to the School immediately and available	rver. The Balance is update to spend within 30mins.	ed after Credit	Card Recharges through the	web Portal. Credit Card
Help	Balance at the Scho	ol the previous day. The Balance and A	vailable balance will match	when the next	Server Update is received fro	om the School.
Knowledge Base Fee disclosure	 Recharge Au Main Transact 	count (Add funds)				
Knowledge Base Fee disclosure	 Recharge Act View Transact 	count (Add funds) ctions				

Enter a description for the account name and enter the School and child's details including their date of birth. The system will auto search and find the correct school as you type. Simply click on the School name (when it appears) to add it. Click the Add New button at the bottom right of the page.



The screen will change to show that your child's account has been successfully added.

Click on Account List under the Accounts heading to go back to the main accounts screen.

You should now be able to see your new student account. See below Test Student Account we created as a sample. The description will be the account name you created.

		an a			Welcome: Sandro H	ickis. Looo
Accounts Account List	User Accounts					
Add/Edit Accounts	To modify the account,	click the account number in the list below.		Available	Available Balance	- Course
Online Ordering	Account Number	Description	Estance	Dalarico	Lact Updated	Actions
Online Ordera	9910430021742	Test Student Account	\$5.00	\$5.00	18/10/2024 7:44 AM	8 🗉 2
Iser Profile						
hange profile detaile	Notes:					
Change password	Balance - The Web	ortal is not a live link to the School Server. The Balance is updated after Cred d w/t/m 30mms.	t Card Recharges through the web Portal. Credit	Card recharg	ges are sent to the School	immediately
Help	Austitable Balance	This is undebted every manning of them when the Orthani Gaussi courts Durchan	o Listan and Roberts information. It is a reflection	on of the Dair	upon of the Orthopic the pro-	in a day The
Knowledge Base Fee disclosure	Balance and Availab	a balance will match when the next Server Update is received from the School		WITH THE PLANE	the state of the part	ours may the
	- Recharge Ac	ount (Add funds)				
	-					

The key function buttons on the right hand side of the page allow you to quickly:



add funds to your account using credit cards (funds approved in approx 30 minutes)



view all account spending

set your low balance email warning (eg set to \$20.00 for email warning on balance).

With money in your account you are now able to provide and track all spending at School for your child.

SPECIAL ACCOUNT CONFIGURATION FEATURES

The following instructions show how you can apply a daily spend limit, provide notifications (allergy warning) and restrict items for purchase. Once set, you can have peace of mind that the system will maintain your instructions across all school service areas.

Click Add/Edit Accounts under the main Accounts heading on the left main menu

Click the Account number at the bottom of the page e.g. 99100xxxxxx

Sample screen shot of the Test Account showing the Account Number in blue below.





and the second second		The vesses in the same in the		
Accounts	Update account messages			
Add/Edit Accounts	Update the account information and click the next button when done			
Online Ordering	Type Message Alert NO.NUTS Add Message Next >>	Remov X		
Jser Profile				
change profile details Change password				
telp				
nowledge Base ee disclosure				
Session				

On the Update Account details pages you have access to your child's BPAY deposit number and can set your account preferences, daily spend limits and restrictions. These are optional.

Click on Accounts List to go back to the main accounts page.

You can access Online Ordering for the tuck shop and events by clicking on Online Orders under the main left-hand-side menu.

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

iv student account

Phone: 1300 369 783 Fax: 1300 138 015 Email: support@mystudentaccount.com.au