

Follow these easy steps to access your parent profile

1. Go to [msa.stvincents.nsw.edu.au](http://msa.stvincents.nsw.edu.au)

You will see a list of your child/children's account within your profile as below.

Each student has a separate account balance based on the School Student ID

Sample below:

Account List	
Jane Citizen (911111111111)	ACCOUNT BALANCE
<a href="#">RECHARGE</a> <a href="#">ONLINE ORDERS</a> <a href="#">TRANSFER FUNDS</a> <a href="#">HISTORY</a> <a href="#">MANAGE ▼</a>	
John Citizen (911111111112)	ACCOUNT BALANCE
<a href="#">RECHARGE</a> <a href="#">ONLINE ORDERS</a> <a href="#">TRANSFER FUNDS</a> <a href="#">HISTORY</a> <a href="#">MANAGE ▼</a>	

### **Recharge**

- Select the Recharge function
- Enter the amount you wish to provide and click "Next"
- Enter your credit card details (Visa or MasterCard) and follow the prompts.

### **Transaction History**

By Clicking the **History** tab you can then navigate and set the search date to see all purchases made

### **Transfer Funds**

You can deposit into one account and transfer a balance into other students or when a sibling leaves the School or when balance is low.

### **Manage - Edit**

You can manage the following in this section.

- Set a Low Balance alert that will email you when the balance falls below the level set.
- Add Allergy alerts
- Set Prohibited items (please consult with your student to avoid embarrassment in a busy queue of hungry students and to assist canteen staff with speed.
- Setup auto Recharges (only after 1<sup>st</sup> manual recharge) to recharge the account by low balance or periodically. Parent will receive an email whenever an auto Recharge is performed with an opt out option.

## Online Ordering

You need to have funds available to make orders. If you try and order items without funds available you will be asked to return to the account recharge page place funds in account prior to ordering meals.

Click "Online Orders" tab under the student account you wish to make the order for, choose your date/dates, Meal Period then proceed to next screen to select your items for each meal. You can edit or remove any dates or orders prior to processing orders.

The cut off time for this menu is 7:00:00 PM on the day of the order

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Select a date and any relevant options for this order. You may add multiple dates.

Order Date Menu Options

24/02/2017  Morning Tea ▼ + ADD TO ORDER

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**Selected dates and options**

23/02/2017 Lunch

24/02/2017 Morning Tea

You can select as many meal periods and dates as you wish in one go.

Only menu(s) available for your student can be accessed when ordering.

You cannot make an order after the Order cut-off time of the day of ordering.

The menu will show the order cut-off time.

A menu may have an attachment with extra information regarding the menu or event.

23/02/2017		24/02/2017	
<b>1.LUNCH SPECIALS</b> <span style="float: right;">▼</span>			
<b>2.HOT FOODS</b> <span style="float: right;">▼</span>			
Item	Price	Qty	
TOASTED SANDWICH - CHICKEN & CHEESE	\$3.50	-	0 +
TOASTED SANDWICH - HAM & CHEESE	\$3.50	-	0 +
TOASTED SANDWICH - HAM CHEESE & TOMATO	\$3.50	-	0 +

After you have completed all orders, please proceed to completing the order by clicking 'Proceed to Payment'

23/02/2017 Lunch		
Item	Qty	Total Price
LIPTONS ICED TEA - GREEN TEA & MANGO	1	\$3.20
	SURCHARGE	\$0.00
	TOTAL	\$3.20

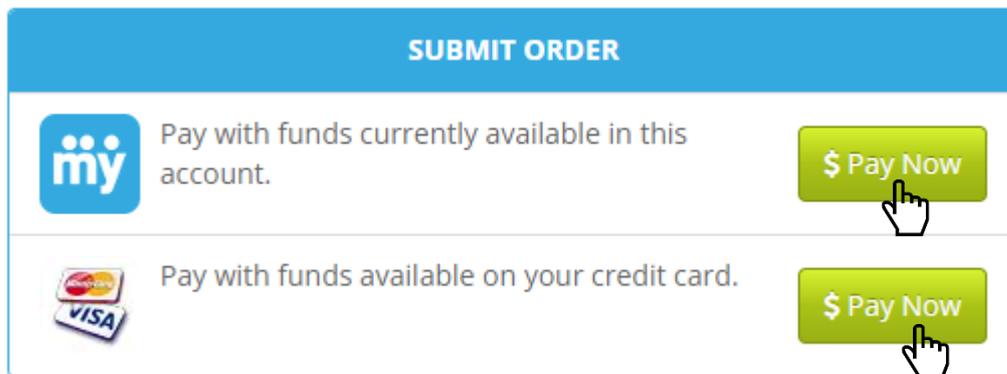
  

24/02/2017 Morning Tea		
Item	Qty	Total Price
SUSHI ROLL - CHICKEN & AVOCADO	1	\$2.60
BIG M 250ML STRAWBERRY MILK	1	\$2.50
	SURCHARGE	\$0.00
	TOTAL	\$5.10

Navigation: < BACK | PROCEED TO PAYMENT >

Click: Pay with funds currently available in this account.

Refer to image below.



### Cancelling an Online Order

If you have placed an order and want to cancel, click "Online Orders" then "History" tab. Your orders will be visible and click the Cancel button

Note: You can only cancel an order prior to the cut-off time on the order date. If Cancel option is not visible, then the Order cut-off time has passed.

If you have any problems while ordering, you can always contact our support team on 1300 369783 between 8.30 am and 5pm AEST.