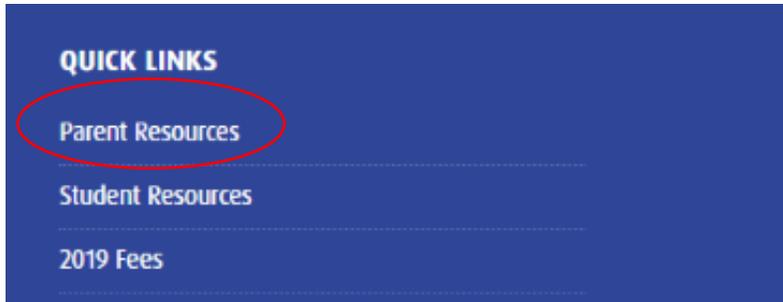# *MyStHildas* How-To-Guide

### Follow these easy steps to access your parent profile

1. Go to the St Hilda's School website www.sthildas.qld.edu.au

2. Go to the Quick Links *Parent Resources* page



3. Click on the link *MyStHildas Online Ordering*



4. Sign in using your 5 digit parent code and password (default password *CanTeen*)

5. Once signed in you will see a list of your children's accounts as below.  Each child has a separate account balance based on her School Student ID number.

## Account List

| | ACCOUNT BALANCE |
|---|---|
| **Jane Citizen** (9111111111111) | |

RECHARGE ONLINE ORDERS TRANSFER FUNDS HISTORY MANAGE ▼

| | ACCOUNT BALANCE |
|---|---|
| **John Citizen** (9111111111112) | |

RECHARGE ONLINE ORDERS TRANSFER FUNDS HISTORY MANAGE ▼

**Account Recharge**

1. Select *Recharge*

2. Enter the $ amount you wish to provide and select *Proceed to Payment*

3. Enter your credit card details (Visa or Mastercard) and follow the prompts

4. Funds are now available to transfer between your children's accounts using the *Transfer Funds* option.

## Account Recharge

**John Citizen** (9111111111112)  ⊘ Cancel Recharge

ACCOUNT BALANCE
$98.00

**Recharge Amount**   $ [        ]
*Minimum $20*

⊟ Proceed To Payment

Alternative Recharge Method

**iB PAY**   **Biller Code: 150706**
**Ref: 9911 0900 1275 7**

Telephone & Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info www.bpay.com.au

BPAY® may take up to 3 days to process

## Online Ordering

Select the *Online Orders* tab under the student account you wish to make the order for, select the relevant shop, select *Begin Order* and follow the prompts. Some shops will request an *Order Date* with others taking you directly to the *Menu Options* drop down box.

You must 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 and place funds in your account prior to ordering.

Note: You can edit or remove/discard any dates or orders before proceeding to payment.



You can select as many meal periods and dates as you wish in one go per student.  Please note you can only see and order from a shop/menu that is relevant to your daughter's year level. You cannot make an order after the order cut-off time of the day of ordering.  The menu will display the relevant order cut-off time.  Some menus may have an attachment with extra information regarding the menu or event.

| 21/01/2019 | 22/01/2019 |
|---|---|

| Beverages | | | ⌄ |
|---|---|---|---|

| Item | Price | Qty | |
|---|---|---|---|
| **NUDIE JUICE - APPLE 250ML**<br>*NUDIE JUICE - APPLE 250ML* | $2.00 | − 0 + | |
| **NUDIE JUICE - TROPICAL**<br>*NUDIE JUICE - TROPICAL* | $2.00 | − 0 + | |
| **NUDIE ORANGE 250ML**<br>*NUDIE ORANGE 250ML* | $2.00 | − 0 + | |
| **WATER 600ML**<br>*WATER 600ML* | $2.00 | − 0 + | |

| Chips | ⌄ |
|---|---|

After you have completed your order for this child select *Proceed to Payment* then select

*$ Pay Now* completing the order.

| **Junior Cafe - Morning Tea** | **GRAND TOTAL** |
|---|---|
| | **$3.30** |

| **Mon, 21/01/2019** Morning Tea | | ✎ Edit  🗑 Discard |
|---|---|---|
| Item | Qty | Total Price |
| NUDIE JUICE - APPLE 250ML | 1 | $2.00 |
| | SURCHARGE | $0.00 |
| | TOTAL | $2.00 |

| **Tue, 22/01/2019** Morning Tea | | ✎ Edit  🗑 Discard |
|---|---|---|
| Item | Qty | Total Price |
| FRESH FRUIT - PIECE | 1 | $1.30 |
| | SURCHARGE | $0.00 |
| | TOTAL | $1.30 |

‹ Back 🛒      Proceed to Payment ›

| **Junior Cafe - Morning Tea** | **GRAND TOTAL** |
|---|---|
| | **$3.30** |

| **SUBMIT ORDER** |
|---|
| Pay with funds currently available in this account.  $ Pay Now |

‹ Back 📅

## Cancelling an Online Order

If you have placed an order and want to cancel select *Online Orders* then *History*, your orders will be visible, select the orange *Cancel Order* button on the top right of the order.

*Note: you can only delete an order prior to the cut-off time on the order date. If there is no Delete option for an order, then the order cut-off time has passed.*



## Transaction History

By selecting the *History* tab, you can see all previous transactions made in all shops.

You can set a *Low Balance* alert that will email you when your child's balance falls below the level set.



## Auto Top-up

You can setup an automatic top up using the *Automatic Payment* option (only after 1st manual recharge) to recharge the account.

**Steps:**

- Select *Automatic Payments* – select *Enabled*

- Go to *Setup your payment methods* this is where you enter your CC details

- Return to the *Automatic Payments* tab and complete the remaining fields

- Select the green *Save Changes* tab

# Edit Account

## John Citizen (9111111111112)   🔳 Finish Editing

**ACCOUNT BALANCE**
**$98.00**

Account Details   Messages   Prohibited Purchases   Automatic Payments

**Automatic Payments**   [ ENABLED ⚪ ]

| | |
|---|---|
| **Payment Amount** | $ | Payment Amount |
| | *Minimum $20* |
| **Interval** | Select a payment interval ⌄ |
| **Starting on** | 18/01/2019  📅 |
| **Payment Method** | Select a payment method ⌄ |

## Manage Your Credit Cards

The below credit cards are used for automatic recharges.

No credit card information available.

➕ Add a card

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## Add Credit Card

**Card Details**   VISA  MasterCard

Card Number  🔲

Full Name  👤

MM/YY  📅     CVC

XXXX XXXX XXXX XXXX

FULL NAME          MM/YY

**Add Card**

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If you have any problems while ordering, please contact the School for assistance or

alternatively, please contact My Student Account support line 1300 369 783,

support@mystudentaccount.com.au