

Frequently Asked Questions

What is *MyStHildas* and how do I access it?

MyStHildas is St Hilda's School online purchasing portal and Student ID Card solution for purchasing various items such as food, uniforms, vacation care, tutoring sessions and bus passes both online and on campus.

Year 6 to 12 students can use their Student ID Card for purchasing in the Uniform Shop and Jennifer Reeves Cafeteria, while all other shops can be accessed online. To access the online shops, select Parent Resources on the School's website, then select the link *MyStHildas Online Ordering* from the page's menu. This link will open *MyStHildas* or go directly to <https://msa.sthildas.qld.edu.au>. Each parent has their own username (five digit parent code) and password CanTeen, which is used for all aspects of the online environment.

To create an online order, please sign in and then follow these steps:

1. Click on *Online Orders* on the blue bar under your child's name.
2. Select the relevant shop, select the order date (if applicable) and select the menu from the *Menu Options* drop down list, click *Add to Order* and then click *Next*.
3. Select item(s) from the menu by changing the quantity and then click *Next*.
4. Review choices and select *Proceed to Payment*.
5. Select *\$ Pay Now* to finalise order.

What do I do if I can't seem to sign in to *MyStHildas* or have any other issues?

We remind you that your password is case sensitive. Your password for *MyStHildas* is CanTeen. We recommend that you check that you can access these online environments.

For any further assistance required with passwords, please email helpdesk@sthildas.qld.edu.au

Am I charged any fees for using the *MyStHildas* service?

You are not charged any transaction fees; however a 33¢ top up fee will apply. All credit card surcharges are covered by the School.

How do I add money to *MyStHildas*?

Once you have signed in, click on the Recharge button in the blue bar under your child's name. You can then add funds via credit card. These will be available to use immediately. You can add funds to each account separately or you can transfer funds between sibling accounts by the transfer funds button. You are recommended to set a low balance notification on each account to receive an email and a daily spend

amount. To do so, click the Manage button then select Edit from the drop-down box on the far right of the blue bar under your child's name.

When a student leaves the School, any remaining funds are transferred back to the parents as part of your final account.

What do I do if my child has a food allergy or there are items, I do not wish them to purchase?

We ask parents to utilise the Prohibited Purchase feature for any dietary requirements for their daughters. To do so, click the Manage button, then select Edit from the drop-down box on the far right of the blue bar under your child's name, then select the Prohibited Purchases and follow the prompts.

Who receives Student ID Cards?

Student ID Cards are issued to students from Years 6 to 12 which can be used to purchase items on campus. New students will be issued these cards at the start of the year as part of the orientation process. Returning students will have a new card issued every second year. If a student loses their card, they can purchase another by ordering at the Jennifer Reeves Cafeteria. The student will be notified via email once their card is ready for collection.

Can purchases be made without a Student ID Card?

Students can make cash purchases from the School's retail outlets without a Student ID Card, however we encourage the use of Student ID Cards. The benefits of this are that students do not need to bring cash to school for any purchases from our retail environment. In addition, the use of cards by all dramatically speeds up the service, especially during key times such as recess and lunch, giving students more time to eat and for recreation.

Will I be able to see what my child purchases?

All transactions are itemised on the *MyStHildas* website under your child's account and transactions are updated in real time.

What will stop someone else from using my child's card if it is lost?

The security of the card is important to us. Once the card is scanned, the retail staff see a photo of your child on the Point of Sale machine's screen. Part of their role is to check that the photo on the screen matches the student using the card.

Can I put a daily spend limit on my student's account?

Yes, please click the edit button on the blue bar under your child's name.

What Year Levels can order morning tea and lunch online, and where do I find the menus?

Online ordering for morning tea is available for Pre-Prep to Year 6, with online lunch ordering available for Pre-Prep to Year 12 students. Menus can be found on our Parent Resources page on the School's website, as well as under Online Orders in *MyStHildas*. Morning tea must be ordered separately from the lunch order. You will see a separate morning tea menu in the *MyStHildas* portal.

When do I have to make online orders by and can I cancel orders?

Orders for the Junior Café and the Jennifer Reeves Cafeteria must be placed by 9.00am, orders can be made weeks in advance. Orders can be cancelled by you up to 9.00am on the day of the order by going in to the online ordering section, select History and press the orange cancel Order button located on the right. If your daughter goes home sick before lunch, please email juniorcafe@sthildas.qld.edu.au for Pre Prep to Year 6 OR jenniferreevescafe@sthildas.qld.edu.au for Year 7 to Year 12 to notify and arrange a refund. Orders for other shops don't typically have a cut-off time for ordering. All cut-off details are detailed at the top of the relevant shop menu.

How will my daughter get her ordered lunch?

Online orders placed for the Junior Cafe (Pre-Prep to Year 6) are collected by student monitors from their class and delivered to their classrooms. Orders placed in the Jennifer Reeves Cafeteria (Year 7 to Year 12) can be collected at lunch time from the Jennifer Reeves Cafeteria.

How will my daughter get her ordered uniforms?

Online orders for Pre-Prep to Year 6 will be delivered to your daughter's classroom on the next school day. Year 7 to Year 12 orders will be available for collection in the Uniform Shop on the next school day.