

**Welcome
to the
John Paul College
CASHLESS
CANTEEN**

This manual will take you through
the basics on how to access
and use your new
Cashless Canteen account

Introduction



Brought to you by



John Paul College

John Paul College has introduced a new debit card account for all JPC staff and students. This service is called My Student Account.

This new cashless canteen facility makes use of your existing identification card, allowing staff and students to make secure purchases conveniently without the need for cash. The JPC identification card can be used in the same way you would use a debit card linked to a pre-paid account.

You can access and manage your account securely from your home or JPC computer, enabling you to top-up, set a low balance alert and access reports on purchases. Every purchase made from the account can be tracked and viewed online and all funds deposited can only be spent at John Paul College on services activated for this facility by the College. **Initially this will only be purchases from the JPC Tuckshop.**

Using the card to pay has proven in other schools to be both easy and more efficient. Purchasing by card is also safer and more secure than cash as each purchaser's name and photo are displayed to the service staff each time the card is used. If a card is lost, items can still be purchased by the purchaser, identifying themselves by your unique identification Synergetic ID number. When you access your account to activate it, you will find your personal details already completed with only a password required to be set by you to complete the account access details.

In addition to being able to purchase safely and conveniently at the College, staff and parents of P-3 students will be able to order and pay for Tuckshop items online with P-3 students having their Tuckshop orders delivered to their classes as they are currently.

To start, you will need to top up your account. There are a number of methods supported to enable you to deposit funds into your account:

- Depositing Online (via the ["mystudentaccount"](#) web page)
- Depositing via phone (via the **mystudentaccount** Automated Credit Card Recharge Service – phone 1300 884 668)
- Internet Banking (via BPay - *details are available from your online account*)

Note: BPay deposits can take 2 Banking days to register on your account, credit card deposits are available to spend within 1 hour of being Bank approved.

To access your online account service, you have been provided with a copy of your unique Synergetic ID number and a temporary password. When you first follow the link to activate your account you will need to use both these identifiers. During the activation process you will be prompted to enter a new password, this is the password you will use along with your

provided Synergetic/Parent ID number to login to your account. It is up to you to select a password that you will remember.

There are no fees applicable to you when you deposit funds into your account, all financial transaction fees are being paid by the College as part of the service to you.

In the following pages you will be provided with instructions to guide you through the account activation and use processes. Please note that payments made into your online debit account will only be available for use at the JPC Tuckshop. Funds cannot be transferred for use to pay school fees and all other fees must still be paid via existing advertised methods.

If you leave the College, any remaining balance from funds you have added to the account can be refunded to you when you close your mystudentaccount.

If you have any queries regarding the use of this Cashless Canteen service, please do not hesitate to contact the College Accounts Department on extension 3484.

Account Activation

Please follow the instructions below to activate your account and access your online service.

Preparation

You will have been provided with a My Student Account login ID and password.

The login ID you have been given will not change, this will always be your login ID for My Student Account

The password you have been provided will only be used once, to log you in to activate your account. You will need to set your own password as part of the account activation process; the instructions will guide you through this process.

Please ensure that you set your password to something you will remember and keep your login ID somewhere safe if needed.

Step 1

You can access the John Paul College My Student Account service via the following link.

<https://secure.mystudentaccount.com.au/?site=181699C0-C89B-490C-939B-D64B3F3E16A4>

Click on this link to commence your account activation (please note this is the same link address you will go to when accessing your account in future – a link is available via JPCConnect under the “Quicklinks” section)

Step 2

You will be presented with a welcome screen as per below, ensure you enter the user ID (your Synergetic ID) and password provided to you and click on “Next” to proceed with activating your new account.

My Student Account - Login

my student account
Administration

My Student Account Login

Login to your user profile

Login ID:

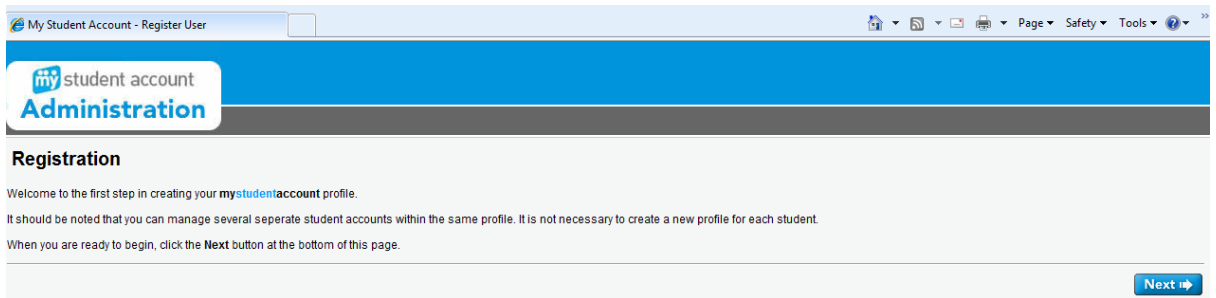
Password:

Login or [recover your password](#)

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Step 3

You will be presented with a screen welcoming you to the **mystudentaccount** profile registration, click on “Next” to proceed.



Step 4

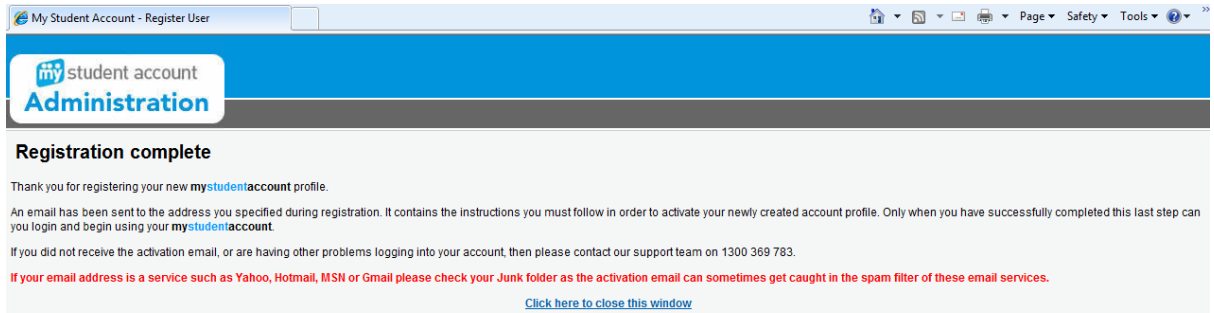
You will be presented with a Registration screen. Your email address, first and last name and phone number will be pre-populated; you do not need to change these. The only information you are required to provide to activate your account is a new password, you will need to enter a password and then enter it again in the “Confirm Password” box before clicking on “Next” to proceed with account activation.

Please note the email address listed is important as this is the address that will be used during the final step in activating your account.

Step 5

You will be greeted with a 'thank you for registering' page. The final step for activating your account is to click on an activation link that will be sent to you at the email address identified for your account.

You can close your browser now and check your email for the final activation step.



Step 6

Check your email for the activation email from **mystudentaccount**; you may need to check your Junk Mail folder to find it. The email will be worded as per below; you will need to click on the link provided to complete your account activation.

-----Original Message-----

From: webmaster@mystudentaccount.com.au [mailto:webmaster@mystudentaccount.com.au]
Sent: Tuesday, 2 November 2010 12:09 PM
To:
Subject: MyStudentAccount Web Portal Activation

Welcome to the MyStudentAccount Web Portal.

Please keep this email for your records. Your account information is as follows:

Email address: Youremail @jpc.qld.edu.au
Password: ThePasswordYouSet

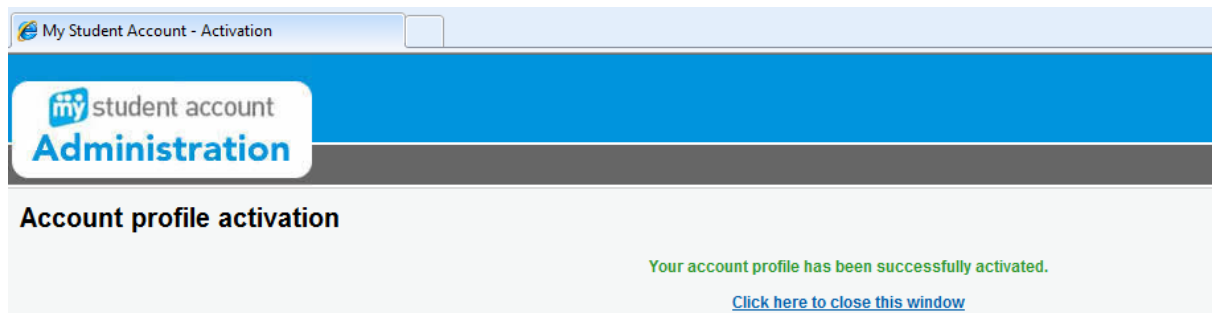
Your account profile is currently inactive. You cannot use it until you visit the following link:
<https://secure.mystudentaccount.com.au/activate.php?actkey=449ad65422325dbcba5862ad5cfca903>

Thank you for registering.

--
Thanks,
MyStudentAccount Administration

Step 7

When you click on the link in the email to complete the activation of your account, you will be presented with a web page confirming your account has been successfully activated. You may now close your browser window or login and begin exploring your new account.



Note: To return to your account to login you can go to the link on JPConnect under “Quicklinks” called “mystudentaccount” or you can follow the same link you used to activate your account:

<https://secure.mystudentaccount.com.au/?site=181699C0-C89B-490C-939B-D64B3F3E16A4>

Using your Card at the Tuckshop

Your card is already activated for use at the John Paul College Tuckshop. All you need to do is ensure there are funds available on your account and produce your current ID card to be scanned when making your purchases. You will also notice that the majority of items available for purchase at the Tuckshop have been barcoded. This barcoding allows us to provide a faster service.

When you want to purchase an item using your debit account:

1. Ensure you have your JPC identification card with you.
2. Select the items you want to purchase.
3. Present your card at the register for scanning.
4. Scan each item barcode.
5. You're all done!

Don't forget you can log in to your online account to check what you have purchased, check your account balance and top up when needed.

Managing your Online Account

The following sections take you through the services you can access as part of your online account.

Summary Page (Home Page)

Below is a screen shot of the Summary page, this is the page you will first be presented with whenever you log in to your online account.

My Student Account - Web Portal

my student account
Administration

Welcome: Kathryn Priol. [Logout](#)

Accounts
[Account List](#)
[Add/Edit Accounts](#)

Online Ordering
[Online Orders](#)

User Profile
[Change profile details](#)
[Change password](#)

Help
[Knowledge Base](#)
[Fee disclosure](#)

Session
[Logout](#)
[Terms and conditions](#)

User Accounts
To modify the account, click the account number in the list below

Account Number	Description	Balance	Available Balance	Available Balance Last Updated	Actions
9910480083667	MSA Account 38983	\$20.00	\$20.00	2/11/2010 3:00 AM	Recharge View Set

Notes:

Balance - The Web Portal is not a live link to the School Server. The Balance is updated after Credit Card Recharges through the web Portal. Credit Card recharges are sent to the School immediately and available to spend within 30mins.

Available Balance - This is updated every morning at 6am when the School Server sends Purchase History and Balance information. It is a reflection of the Balance at the School the previous day. The Balance and Available balance will match when the next Server Update is received from the School.

[\\$](#) - Recharge Account (Add funds)
[📄](#) - View Transactions
[🔔](#) - Set Low Balance Notification


The User Accounts section will show all the accounts you have access to. Parents will see a separate account for each of their children who are current students at JPC, staff without children attending JPC will only see their own account.

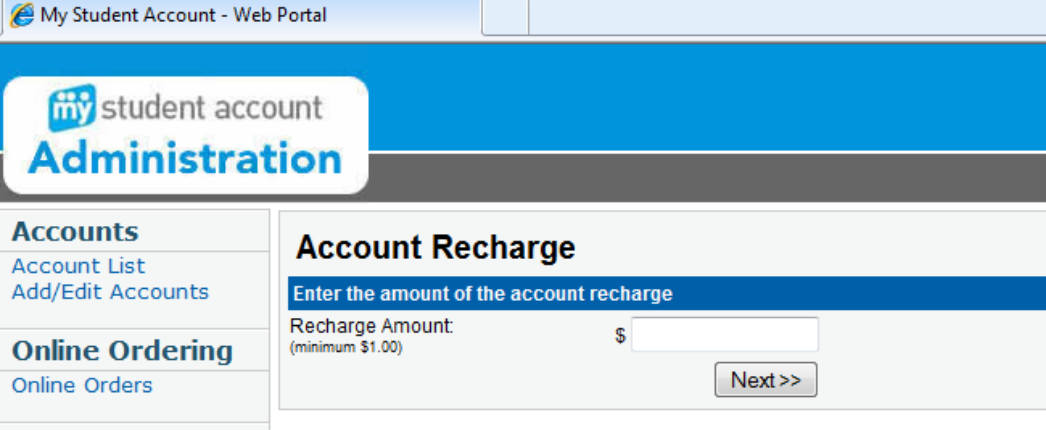
The Notes section is informational only, the buttons are not links; they provide a legend for the buttons visible in the User Accounts section beside each account.

The following sections will explore the menu and quick links available from this summary page.

Quicklinks (in the User Accounts section)

Account Number – You can click on the Account Number for each of the accounts you have listed, this will take you to an account information screen which includes the BPay information you will need if you select to recharge your account using BPay.

 **Recharge Account** – This link will take you to a recharge screen, to use this facility you will need to have your credit card handy.



My Student Account - Web Portal

my student account
Administration

Accounts
Account List
Add/Edit Accounts

Online Ordering
Online Orders


Account Recharge


Enter the amount of the account recharge

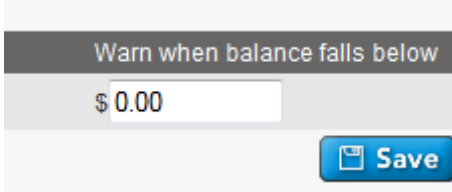
Recharge Amount: (minimum \$1.00) \$

Next >>

Simply fill in the amount you want to put into your account, click on “Next” and follow the prompts.

 **View Transactions** – this will take you to a list of your transactions, credit and debit.

 **Set Low Balance Notification** – You can set a low balance alert, which will be sent to you via your email address, when you reach a balance at or below your selected amount.



Warn when balance falls below

\$ 0.00

Save

Note: To return to the Summary page at any time, you can simply click on the “Account List” menu option on the left hand side under the heading “Accounts”.

Accounts

Account List

Menu Items

Some menu items listed will not be used for JPC debit accounts, the menu items you will need to use are:

Accounts – Account List – This menu link will take you back to the Accounts Summary page.

User Profile – Change Password – This section allows you to change the password you use to access your online account, it does not change your password for accessing the JPC network or JPCconnect.

Session – Logout – Click on this menu link to exit your secure account.

To come in 2011:

Online Ordering – Online Orders – This facility will not be enabled until 2011. When enabled, staff and parents with children in years P to 3 at JPC will be able to place orders online. More details regarding online ordering will be published closer to release date. Any online orders placed by staff in 2010 will not be received by the Tuckshop.

Never Required:

Accounts – Add/Edit Accounts – This feature is not required for John Paul College accounts. You will not be able to add or edit your accounts; all accounts are pre-populated by the College.

User Profile – Change Profile Details – All account details are managed by JPC, you will not need to update your profile in this section. Changes made in this area will not be received by the College.