



**Churchie.**

## **my** student account

### Frequently Asked Questions

#### **What is My Student Account?**

My Student Account is an online ordering and payment system that allows students to purchase items at the Viking Café, the Arches and Churchie Shop and make online tuckshop orders at Prep Tuckshop.

For Prep to Year 6 students, parents must pre-order tuckshop items online. The cut off time for lunch and morning tea is 8:00a.m. Breakfast order cut off time is 6:00a.m.

Year 7-12 students use their existing student ID card (Smart Card), as a debit card at the Viking Café, Arches and Churchie Shop. The system requires photo identification at the point of sale. If your son loses his ID Card, he will report it to the School Administration and a new ID card issued.

#### **Where can I find My Student Account?**

On the Churchie website ([www.churchie.com.au](http://www.churchie.com.au)), enter your MyChurchie log on details. Once logged in you will see your My Student Account listing your child/children's names and account number. You are then able to place online orders (for Prep to Year 6 students only), add funds to the account, view transactions, set a low-balance notification and complete other administration functions.

#### **How do I add funds onto my child's student ID card?**

Before students can purchase items with their student ID card, parents need to add funds to the account. Funds can be loaded via the website (credit card payment), BPay or Cash.

#### Credit card payment

1. In your My Student Account, select the name of the student you wish to deposit funds for
2. Click the Recharge



3. Enter the amount you wish to recharge and click 'Proceed to Payment'
4. Enter your credit card details (Visa or MasterCard) and follow the prompts
5. A 1% transaction fee will be charged. For example, if you top up \$50, your credit card will be charged \$50.50 and the available funds will be \$50.



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## BPay payments

1. Login to your myChurchie and navigate to Tuckshop Card, find the account reference number **(the 13 digit number starting with "9" shown in your Mystudentaccount)**.
2. Use **BPay Biller Code (150706)** and **reference number** to make a BPay deposit through your personal bank
3. Note BPay deposit may **take up to 3 Banking Days** before they can be accessed at school by your child.
4. My Student Account charges a transaction fee of \$1.80 on each top up using BPay. For example, if you top up \$100, \$1.80 transaction fee is deducted from the student account and the available funds will be \$98.20.

## Cash payments

By Cash at Churchie Shop only. If top up by cards at Churchie Shop, 1% surcharge will be applicable.

### **How can I set a low balance alert?**

Set a Low Balance Value by clicking Manage and enter the low balance notification under "Account Details". An email will be sent when the account balance falls below this level. If you set the low balance alert to zero, no emails will be sent.



### **How much money can be placed on the cards?**

There is no maximum amount of money to be placed on a card. Money placed on the card does not expire.



## Questions about smart card (Years 7 – 12 students)

**How can I set up a daily spend limit for over-the-counter sales or ban items?**

You can set up a daily spend limit or ban items through Manage Function.



**Can I view transactions in my child's account?**

Yes. You can view 90 days of transaction history.



**Does Viking Café accept online orders?**

No. The online orders process is for Prep Tuckshop only.

**What happens if my son loses his card?**

Students should report lost cards to the Churchie Shop and Senior School Administration Office. A new card will be provided and the old card added to a blocked list. This means if the lost card is used, a message appears identifying the card as lost or stolen.

**Is the smart card a credit card?**

No. The My Student Account system operates like a prepaid debit card. Funds are placed onto the card for to use at school. Students are encouraged to take responsibility for their card to learn budgeting skills and financial management.

**Can students request for cash out?**

No. The My Student Account system does not allow a cash out transaction.

**Can another student use my son's card?**

No. Student must present their student cards in Viking Café/the Arches/ Churchie Shop. When a student uses their card to make a purchase, the register screen in the Viking Café, Arches and Churchie Shop displays a photo of the card owner for verification.

**What security measures does the Smart Card have?**

The My Student Account smart card is highly secure. When used, the register screen in the Viking Café, Arches and Churchie Shop will display a photo of the card owner for verification. This prevents swapping or stealing cards.



## Questions about online orders (Prep School Parents only)

My son is in Prep School, how can I place online orders?

Prep Tuckshop only allows online orders only.

Once there are funds in the account, you can place an online order by following the instructions below:



- Click on 'online orders'
- Select a meal option and date of supply
- Select items to purchase by choosing the quantity
- Once finish choosing the items, click 'next' to process order and then click 'Proceed to Payment' to complete the order

**When do I need to make an order?**

The cut-off time is as follows:

**Breakfast orders is 6 am** on the day they are to be supplied.

**Lunch and morning tea orders is 8 am** on the day they are to be supplied.

No orders can be accepted after the cut-off time on the date of supply. Please note that you can place orders up to a term in advance.

**How can I create allergy alerts?**

You can include allergy alerts or ban items through Manage Function.



**Can I cancel an order after it has been processed?**

Yes. You can cancel an order up until the order cut-off time of 8 am. The fund will be credited to your son's account. No refund will be available if the order is made after the order cut-off time.

**Can I see previous orders?**

You can see the previous ten completed orders for each account.



## Questions about dinner online orders (Year 7 -12 Day Students only)

### How can I place dinner online orders?

Once there are funds in the account, you can place an online order by following the instructions below:

- Click on 'online orders'
- Select '**Senior School Day Boy Dinner**' and date of supply
- Select '**Day Boy Dinner**' to purchase by changing the quantity
- Click 'next' to process order and then click 'Proceed to Payment' to complete the order

Please note that the online dinner menu will not specify the meal of the day and is not able to accommodate individual preferences. However, parents and students may add any allergy alert on the online order.

### How can I create allergy alerts?



### When do I need to make an order?

The **cut-off time for orders is 8 am** on the day they are to be supplied. No orders can be accepted after the cut-off time on the date of supply by either phone or email.

Please note that you can place orders up to a term in advance.

### Where can I pick up my order?

Students are to pick up and take away their dinner in person **at School House Dining Room between 6 pm to 6:15 pm**. It is expected that students do not eat their meals in the Dining Room.

Dinner will be pre-packed in a take away container with disposable cutlery and napkins.

### Can I cancel an order after it has been processed?

Yes. You can cancel an order up until the order cut-off time of 8 am. The fund will be credited to your son's account. No refund will be available if the order is made after the order cut-off time.

### Can I see previous orders?

You can see the previous ten completed orders for each account.



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## Further information and assistance

### For MyChurchie login

For myChurchie login assistance please see the section [Need help with myChurchie](#) on the Churchie website.

### For all enquiries related to purchases

- Prep Canteen (phone 3896 2271)
- Viking Café (phone 3896 2209)
- Churchie Shop (phone 3896 2256)

### For enquiries of using smart card

[accountant@churchie.com.au](mailto:accountant@churchie.com.au) or 3896 2270

### For enquiries related to top up or online ordering

My Student Account

Phone 1300 369 783

Email [support@mystudentaccount.com.au](mailto:support@mystudentaccount.com.au)

Website <http://www.mystudentaccount.com.au/contact-us>