


Follow these steps to set-up your Online Parent Profile

1. Visit <https://secure.mystudentaccount.com.au>
2. Click “**First Time User click here**” click “**I Agree to Terms**” and then Next
3. Enter Parent Details - Parent Email and the password you wish to use and required details
4. Click “next” to complete Profile Setup. Open your email to click the Activation Link in the email

**Note:** *you cannot login until the Activation email link has been activated.*

*If you do not receive your Activation Email from [webmaster@mystudentaccount.com.au](mailto:webmaster@mystudentaccount.com.au) within 30 minutes, check your Junk or Spam folders. If still not found contact support on 1300 369783 for Manual Activation.*


5. Return to <https://secure.mystudentaccount.com.au>
6. Click “Login to your user profile”
7. Login: enter your email and password credentials
8. Click “Add/Edit Accounts” to add your student or students to your profile.
  - a) Enter a Description for account at top. (Nickname for Account)
  - b) Start typing School name and select correct School from list when it appears
  - c) Enter Student ID. (Found on School ID Card, in documentation from School and Uniform Shop receipts)
  - d) Enter Student Name and DOB  
*Leave Reference Number and Security Code Search option blank.*
  - e) Click “Add New” button  to add account to profile and repeat for other students.
9. Click “Account List” to return to main accounts page when all students added.

To deposit funds, track all spending and manage your daughter’s account online, see the following.

### **Adding money to “My Student Account” (Options):**

**Note:** *The facility to add money using credit card over the phone has been discontinued.*

### **MAKING A CREDIT CARD DEPOSIT (online)**

1. Go To: [www.mystudentaccount.com.au](http://www.mystudentaccount.com.au) and click Web Portal Login
2. Click: “Login” using the Username (your email address) and Password you created
3. Click: The recharge account Icon on the right hand side of the screen 
4. Enter: The \$ amount you wish to provide and click “Next”
5. Enter: Your credit card details (Visa or MasterCard) and follow the prompts.

**(Note: Credit card deposits may take from 20 minutes to 3 hours (depending on your bank) before they can be accessed at school by your daughter. Stella Maris College recommends you top up the account the night before to ensure access to the funds the next day.)**

## **MAKING A BPAY DEPOSIT**

1. Login: To your personal online banking account and select Bill Payment option
2. Enter: BPay Biller Code and the Account Reference Number.

*Biller Code and Account Reference Number can be found in Parent Profile (click 'Account List' and then click on the 'Account Number 9910... to get this information)*

3. Enter: The \$ amount you wish to provide
4. Click: "Pay Now"

**Important Note:** *BPay deposits can take up to THREE banking days before they can be accessed by your daughter at school*

### Daily Spend Limits

You can select a daily amount available to spend in the Web Profile by clicking "Add/Edit Accounts" and selecting an account to edit. Please inform your daughter of this value to save time at service.

### Low Balance Alert

You can specify an amount when the system will send a Low Balance Email to you so you are aware to top up. Note: If reset to zero you will not receive emails.

### Transaction History

By Clicking the Transaction History Icon in "Action Icons" on the right of screen a history of the last three months of transactions are available to view.

### Banning Items from Sale

You can select specific items to be made unavailable for sale in "Add Edit Account" section. Select a Student to edit and Click next to go through features to "Add Prohibited Item" and select an item from the list.

### Allergy Alerts

If your daughter has a dietary concern you can **specify the exact item** in an Alert Message that is visible by the cashier when your daughter makes a purchase. Although Stella Maris already has these details it is prudent to add an alert message and also ban suspect items from sale. This is *not* designed for messages such as "Please remove seeds from tomatoes" and *should only be used for serious dietary concerns*.

### For assistance please contact

All enquired related to payments or Parent Web Portal Support contact My Student Account.

### My Student Account Contact

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

Phone 1300 369783