



FRASER COAST

ANGLICAN COLLEGE

Ordering online using the My Student Account

Canteen and Retail Centre

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Frequently Asked Questions

What stops a child from spending all the money on the card in one day?

Parents can set daily spending limits to regulate their child's spending. ***See page 5.***

Is there a limit to the number of foods I can ban?

There is no limit to the number of items a parent can prevent their child from purchasing. ***See page 6.***

Do all of the students in the School need to adopt the card?

All students are issued with an ID card; however, not all students need to adopt the My Student Account payment system. However, it is recommended for the benefits to be gained as we move to a cashless system.

What happens if my child loses their card?

The IT Department can issue a new replacement Student ID card, and the old card will be made inactive. The replacement card cost is \$7.70, payable at main Administration.

Are there fees involved?

Credit Card transactions will have a surcharge fee. BPAY is a free option but requires 3 days to process. ***See page 5.***

How do I order for more than one student?

Each student must have separate orders. Account balances are linked to the student card/ account. ***See page 2.***

How to Sign In to MSA

- The URL for My Student Account is <https://msa.fcac.qld.edu.au>
- You can also access MSA from the FCAC App. On the home screen select Student Card.
- You can also access MSA from the Parent Lounge.
Under School Links select My Student Account. Then click on the URL.

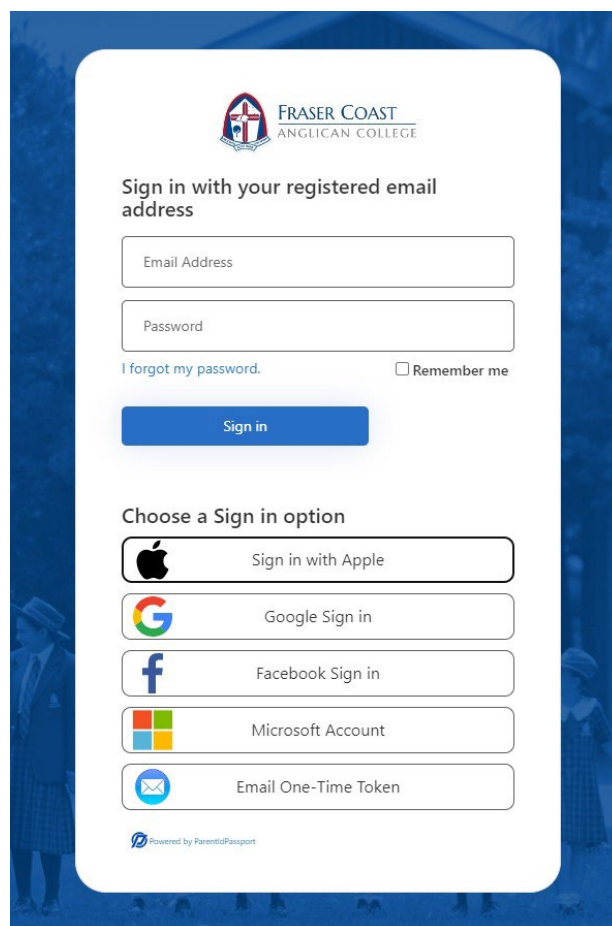
As a new parent of Fraser Coast Anglican College you should have received an email with sign in credentials.

Once set up you can sign in with the provided username and password or with one of the following four identity providers: Apple, Google, Facebook and Microsoft.

If you have not received this email or if you have any questions regarding MSA please contact the IT Department at it@fcac.qld.edu.au or call 07 4124 5411.

If you are not using one of the four identity providers and need to reset your password, please click on the “I forgot my password” link on the page.

Please enter your Fraser Coast Anglican College linked email address. Click Send Passcode and check your email. Enter the passcode sent to your email and verify to continue.

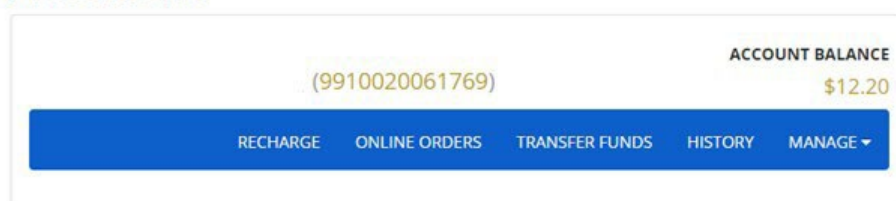


The screenshot shows the login interface for the Fraser Coast Anglican College My Student Account (MSA). At the top is the college's crest and name. Below this, the text "Sign in with your registered email address" is displayed. There are two input fields: "Email Address" and "Password". Below the password field is a link "I forgot my password." and a checkbox labeled "Remember me". A blue "Sign in" button is positioned below these fields. Underneath the button, the text "Choose a Sign in option" is followed by five buttons: "Sign in with Apple" (with the Apple logo), "Google Sign in" (with the Google logo), "Facebook Sign in" (with the Facebook logo), "Microsoft Account" (with the Microsoft logo), and "Email One-Time Token" (with an envelope icon). At the bottom left of the login area, it says "Powered by ParentIDPassport".

Accessing your parent profile

Once you have signed in using the URL, Parent Lounge or the FCAC App you will see the MSA Homepage. The MSA Homepage will list your child/children's account within your parent profile as displayed below. Each student has a separate account balance based on their school ID.

Account List



The screenshot displays the "Account List" section of the MSA homepage. It shows a single account with the school ID "(9910020061769)" and an "ACCOUNT BALANCE" of "\$12.20". Below this information is a blue navigation bar with five options: "RECHARGE", "ONLINE ORDERS", "TRANSFER FUNDS", "HISTORY", and "MANAGE" (with a dropdown arrow).

Online Ordering Canteen

1. Click the “Online Orders” tab under the student account you wish to make the order for.
2. Click “Begin Order” under the Canteen option.
3. Click in the box under Order Date to choose your date/dates.
4. Click in the box under Menu Options to select between First Break and Second Break. Click Add to Order.

Please note that there is no option to add a Second Break order later in the order process. If you wish to order for both breaks in a single transaction, you will need to “Add to Order” both break options at this screen before clicking next.

Click “Next” to proceed to select your food and drink items.

- You can select as many meal periods and dates as you wish in one go per student. You will need to repeat the process for each period (i.e. First Break and/or Second Break)
- You cannot make an order after the **order cut-off time of the day of ordering (7:30 AM)**.
- After increasing the Quantity, some menu items will display a “Note” field for you to type in. For example, the type of bread on a sandwich or the flavour of a juice bomb.

Online Orders

(9910020061769) [Cancel Order](#)

ACCOUNT BALANCE
\$12.20

Canteen - Primary School Menu

The cut off time for this order is 07:30, on the day of the order

Select the order date and any relevant options for this order. You may add multiple dates.

Order Date
1/07/2022

Options
Second Break

[+ Add to Order](#)

[Next >](#)

Selected dates and options

Fri, 01/07/2022 : First Break

Fri, 01/07/2022 : Second Break

Finalising your order

Click “Proceed to Payment” after you have completed the order for this student’s meal(s).

| Thu, 23/06/2022 : First Break | | |
|----------------------------------|-----|-------------|
| Item | Qty | Total Price |
| Assorted Potato Chips (27g) | 1 | \$1.50 |
| Chicken Burger | 1 | \$5.50 |
| Juice Bomb (Apple and Raspberry) | 1 | \$3.00 |
| SURCHARGE | | \$0.00 |
| TOTAL | | \$10.00 |

| Thu, 23/06/2022 : Second Break | | |
|--------------------------------|-----|-------------|
| Item | Qty | Total Price |
| Home Baked Slice | 1 | \$2.80 |
| Spinach & Fetta Roll | 1 | \$4.50 |
| SURCHARGE | | \$0.00 |
| TOTAL | | \$7.30 |

[< Back](#) [Proceed to Payment >](#)

Click “\$ Pay Now” to pay with funds available in this account or with a valid credit card.

Please note that there is a surcharge for credit card transactions.


[Cancel Order](#)


ACCOUNT BALANCE
\$12.20

Canteen - Primary School Menu

GRAND TOTAL
\$6.00

SUBMIT ORDER

 Pay with funds currently available in this account. [\\$ Pay Now](#)

 Pay with funds available on your credit card. [\\$ Pay Now](#)

[< Back](#)

Online Ordering Dilly Bag

- 1. Click the “Online Orders” tab under the student account you wish to make the order for.
- 2. Click “Begin Order” under the Dilly Bag option.
- 3. Click on the relevant Uniform or Accessory option. Then click “Next”.
- 4. Once you have selected your items, click “Next”.
- 5. If your order is correct, click “Proceed to Payment”.

Online Orders

(9910020061769)

Cancel Order

ACCOUNT BALANCE
\$12.20

Dilly Bag
Prep -Year 6 Day Uniform

ORDER TOTAL
\$0.00
Next >

Corporate

Hats

Uniform

Used

Cancelling an Online Order

Click “Online Orders” then “History”. Your orders will be visible, and you can click the Cancel Order button next to future orders.

Please note that you can only delete an order before 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. If this is the case, please call Fraser Coast Anglican College Main Admin on 4124 5411.

New Order History

Search for...

#74 : 13/07/2022 [Cancel Order](#)

| Description | Qty | Price |
|--|-----|--------|
| Sandwich - Chicken & Cheese <i>Wholemeal please</i> | 1 | \$4.20 |
| Toasting of Sandwich | 1 | \$0.50 |
| SURCHARGE | | \$0.00 |
| TAX | | \$0.00 |
| TOTAL | | \$4.70 |

#15 : 20/04/2022

| Description | Qty | Price |
|-----------------------------|-----|--------|
| Sandwich - Chicken & Cheese | 1 | \$4.20 |
| Toasting of Sandwich | 1 | \$0.50 |
| SURCHARGE | | \$0.00 |
| TAX | | \$0.00 |
| TOTAL | | \$4.70 |

Recharge

1. Click Recharge under the account you wish to recharge.
2. Enter the \$ amount you wish to provide and click “Proceed to Payment”.
3. Enter your credit card details (Visa or MasterCard) and click “Submit Payment”.

Please Note: There is a credit card surcharge on all credit card transactions.

BPAY is a fee-free option for recharging the account balance.

Account recharges with BPAY may take up to 3 days to process.

Account Recharge

(9910020061769) [Cancel Recharge](#) **ACCOUNT BALANCE \$12.20**

Recharge Amount \$
Minimum \$10

[Proceed To Payment](#)

Alternative Recharge Method

BPAY **Biller Code:**
Ref:

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

Transfer Funds

You can deposit into one account and transfer a balance to other students when a sibling leaves the School or when the balance is low.

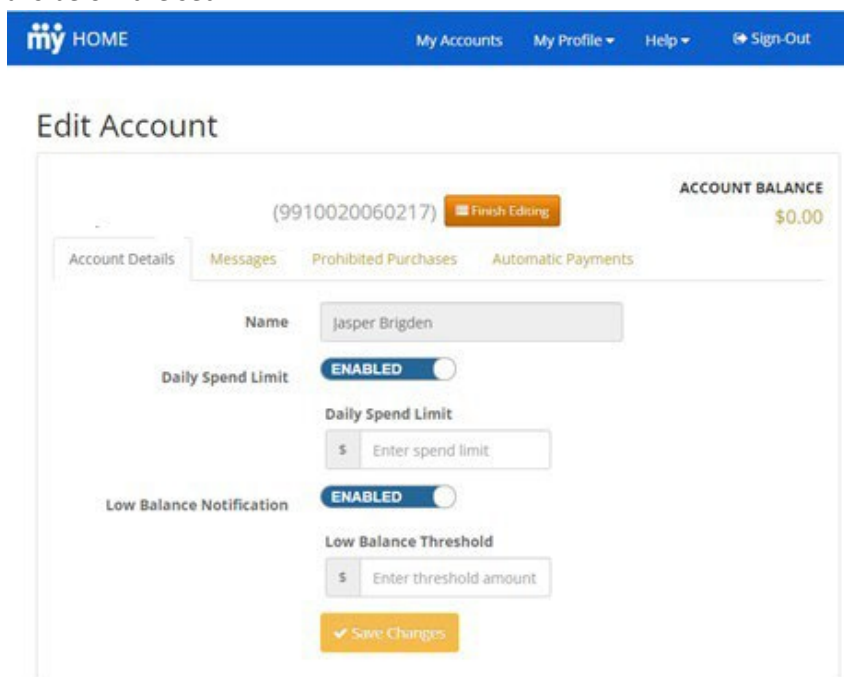
Transaction History

By clicking the “History” tab, you can navigate account transactions and search for any purchases made. To cancel an online order, please view Online Orders – History. **See page 5.**

Manage - Account Details

Set Daily Spend Limit and Low Balance Notifications

When editing a student’s account, you can set a daily spend limit or a Low Balance alert that will email you when the balance falls below the set.



The screenshot shows the 'Edit Account' interface. At the top, there is a blue navigation bar with the 'my HOME' logo and links for 'My Accounts', 'My Profile', 'Help', and 'Sign-Out'. Below the navigation bar, the title 'Edit Account' is displayed. The main content area shows the account ID '(9910020060217)' and an 'Fresh Editing' button. The 'ACCOUNT BALANCE' is shown as '\$0.00'. There are four tabs: 'Account Details', 'Messages', 'Prohibited Purchases', and 'Automatic Payments'. The 'Account Details' tab is active, showing fields for 'Name' (Jasper Brigden), 'Daily Spend Limit' (ENABLED), 'Daily Spend Limit' (a text input field with a dollar sign and the placeholder 'Enter spend limit'), 'Low Balance Notification' (ENABLED), and 'Low Balance Threshold' (a text input field with a dollar sign and the placeholder 'Enter threshold amount'). A 'Save Changes' button is at the bottom.

Manage - Messages

Allergy Alerts or Warning Messages

Add an Allergy alert or message for canteen staff such as “Peanut Allergy”.

Manage - Prohibited Purchases

Select Prohibited items that will display a warning on the canteen register. We recommend that students are made aware of any prohibited purchases.

Manage - Automatic Payments top-up

Setup Automatic Recharges to recharge the account by low balance or time period.

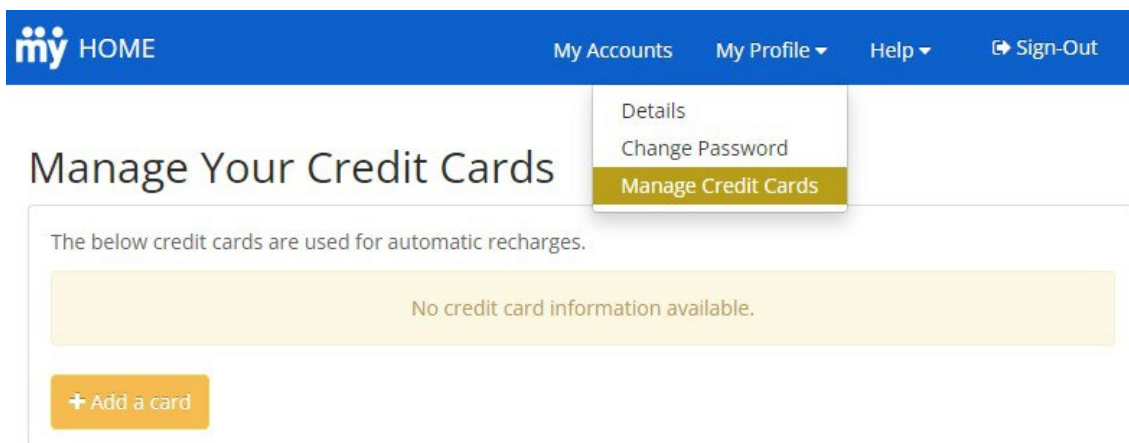
Steps:

- Enable Automatic Payments
- Select a Payment Interval
- Select a Start Date
- Click on 'Setup your payment methods' this is where you enter your CC details.
- Click Save Changes

Please note that there is a surcharge for credit card transactions.

My Profile – Manage Credit Cards

From the top menu, click My Profile, and Manage Credit Cards.



If you have any problems with MSA, please contact the School IT department at it@fcac.qld.edu.au

Alternatively, please contact My Student Account support line 1300 369 783 or support@mystudentaccount.com.au