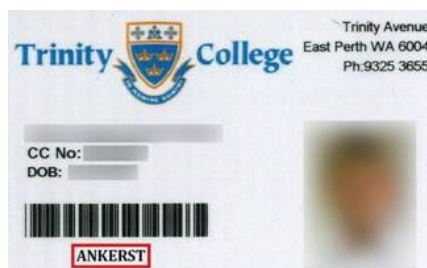



My Student Account Online Parent Profile

Follow these easy steps to set-up your Online Parent Profile

1. Visit <https://secure.mystudentaccount.com.au>
2. Click "First Time User click here" followed by "I Agree to Terms" and then "Next"
3. Enter Parent Details – parent email, the password you wish to use and the required details
4. Click "next" to complete Profile Setup.
5. Open your email inbox and click on the Activation Link in the email you will have received from webmaster@mystudentaccount.com.au
Note: you cannot login until you have activated your account via the email link. If you do not receive your activation email within 30 minutes, check your junk/spam folders. If still not found, contact support on 1300 369783 for manual activation.
6. Return to <https://secure.mystudentaccount.com.au>
7. Click "Login to your user profile"
8. Login: enter your email and password credentials
9. Click "Add/Edit Accounts" to add your student or students to your profile
 - a) Enter a description for the account at the top (nickname for account)
 - b) Start typing "Trinity College" and select it from the list when it appears
 - c) Enter Student ID or Staff ID Number (as outlined in red on the College ID Card below or see relevant documentation)




- 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.
10. Click "Account List" to return to main accounts page when all students are added



Now you can deposit funds, track spending and manage your account online.

Adding money to "My Student Account" (Options):

MAKING A CREDIT CARD DEPOSIT

1. Go To: 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 dollar 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 take 30 mins before they can be accessed at College by your child

MAKING A DEPOSIT BY PHONE – ASSISTED CREDIT CARD DEPOSIT

1. Dial 1300 884 668
2. Listen and follow all of the voice prompts (you will need your Account Reference Number – found in parent login under account list which start with 9910 ...)
Note: Credit card deposits take 30 mins before they can be accessed at College by your child

MAKING A BPAY DEPOSIT

1. Login to your personal online banking account and select Bill Payment option
2. Enter the B-Pay 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 info)
3. Enter the dollar amount you wish to provide
4. Click "Pay Now"
Note: BPay deposits can take up to three banking days before they can be accessed at College by your child

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 students 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. Note: If the balance is reset to zero you will not receive emails.

Transaction History

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

Online Ordering

For Junior School students, parents can order lunches online by clicking "Online Orders" then selecting the Student to order for. Click "Create New Order", select a menu and follow the prompts until "Finish".

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 until you reach "Add Prohibited Item" and select an item from the list.

Allergy Alerts

The My Student Account (MSA) system does not link to other databases here at the College. If you have supplied the College with allergy information through Consent2Go, this data does not transfer to the MSA system used in the Canteen.

Parents of students who have serious or severe allergies are asked to please log on to their son's MSA and enter the relevant allergy information, so that an alert message is displayed on the screen when your son goes to make a purchase. Parents can also ban suspect items from sale.

For assistance please contact

- For all enquiries related to purchases, please contact the College Canteen via TCcanteen@trinity.wa.edu.au
- For all enquiries related to payments or Parent Web Portal Support, please contact **My Student Account** using the below contact details:
My Student Account Contact
Email support@mystudentaccount.com.au
Phone 1300 369783