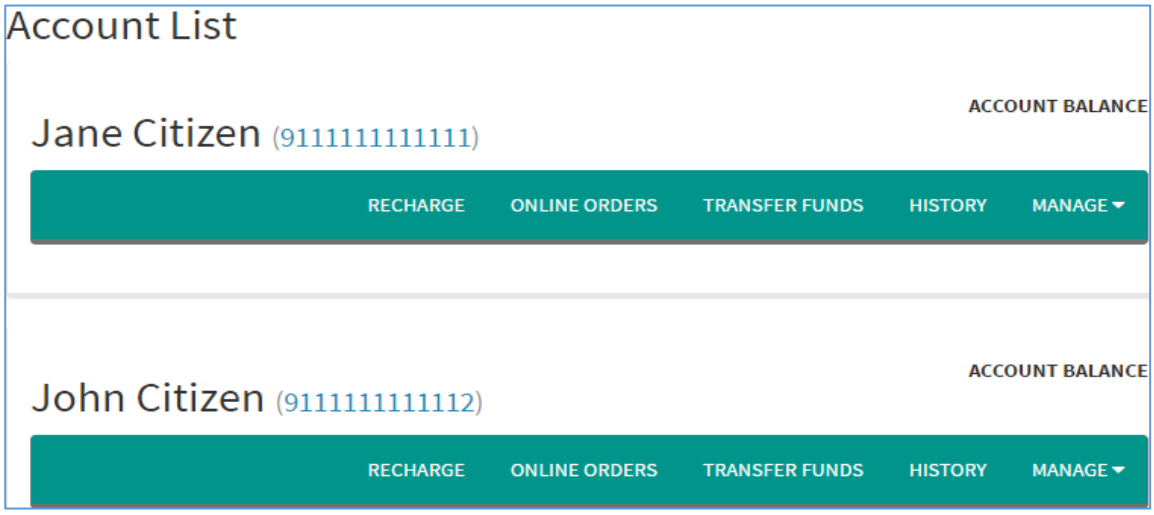
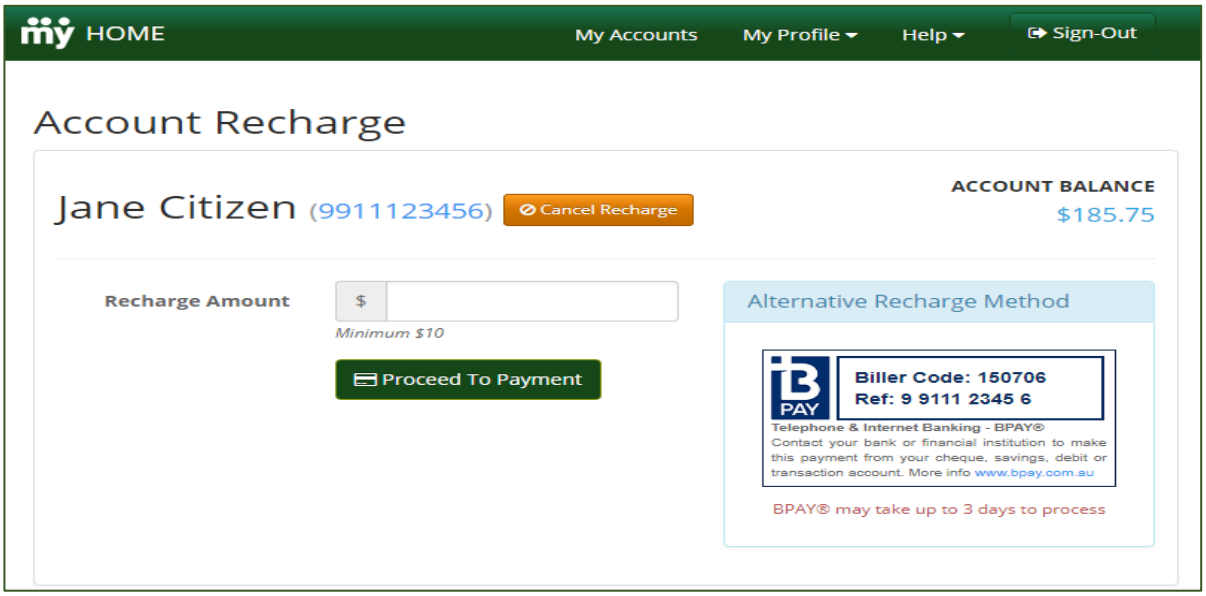
Follow these easy steps to access your parent profile

1. Visit https://msa.lumen.wa.edu.au (Login using your <username> and <password> supplied by the College)
2. You will be redirected to the canteen online ordering and see a list of your child/children's account within your profile as below. Each student has a separate account balance based on the School Student ID



Recharge

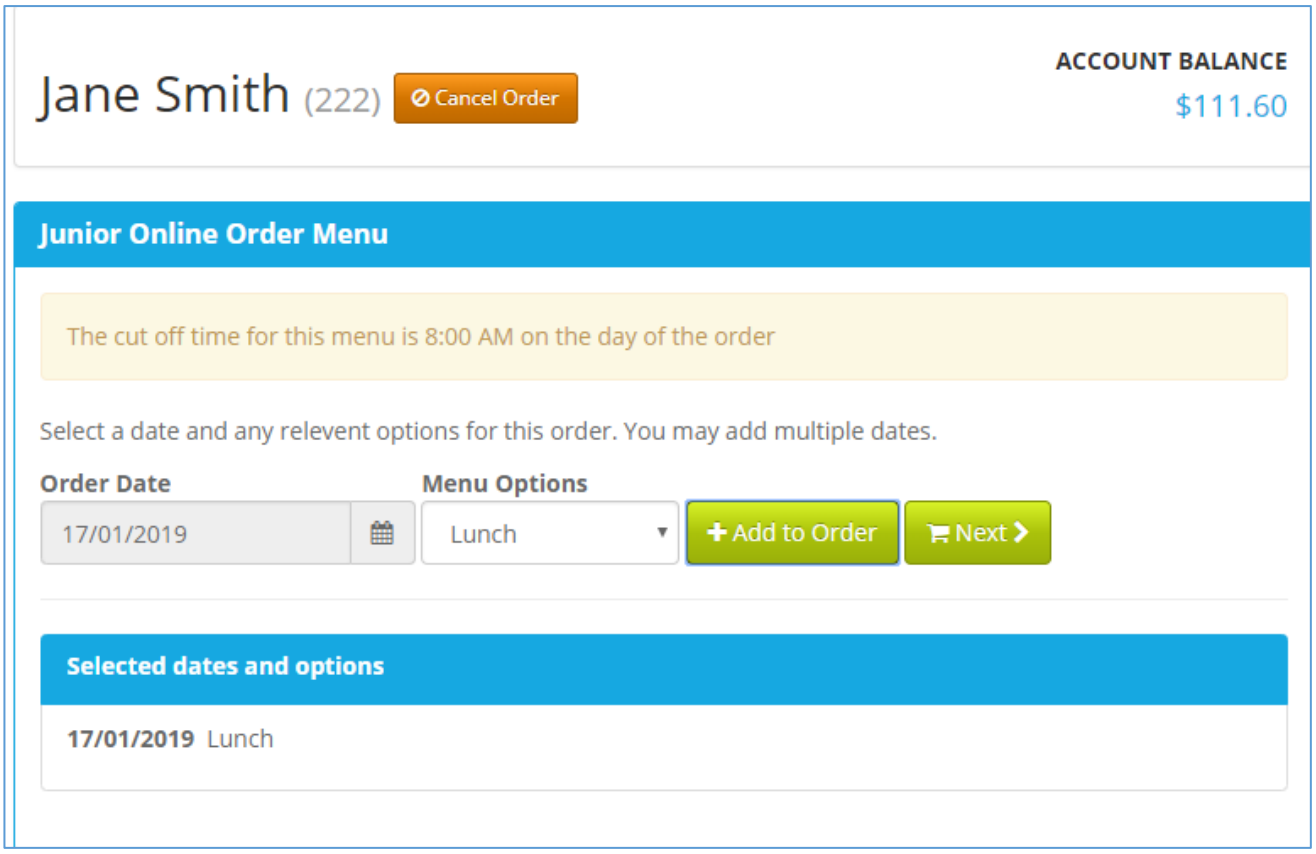
1. Click: The recharge account
2. Enter: The $ amount you wish to provide and click "Next" or
3. Enter: Your credit card details (Visa or MasterCard) and follow the prompts.



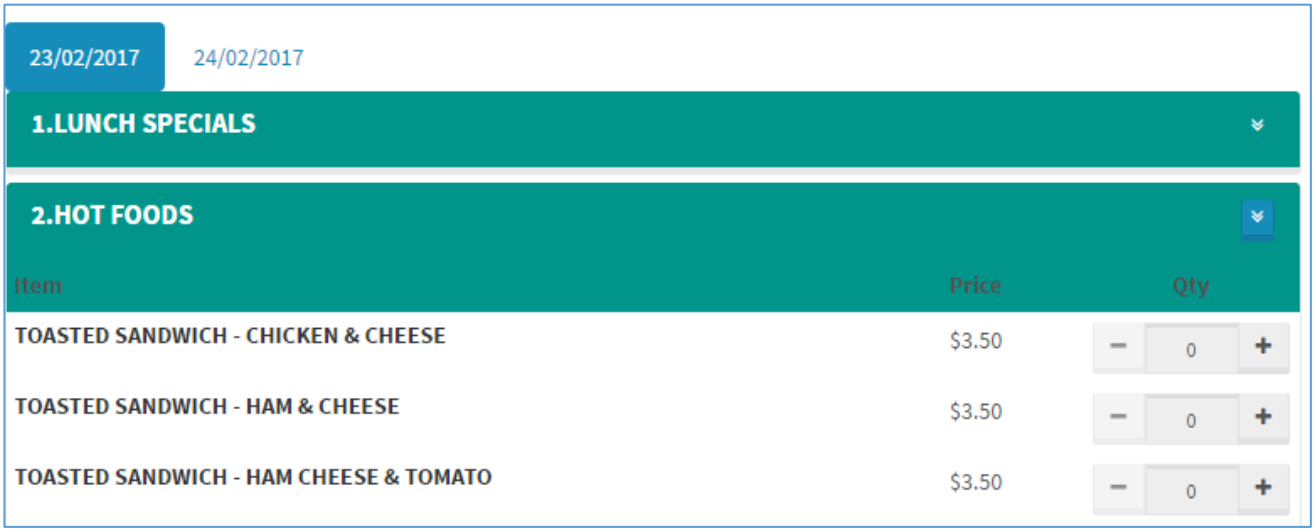
Online Ordering

You need to have funds available to make orders. If you try and order items without funds available you will be asked to return to the account recharge page place funds in account prior to ordering meals.
Click "Online Orders" tab under the student account you wish to make the order for, choose your date/dates, Meal Period then proceed to next screen to select your items for each meal.

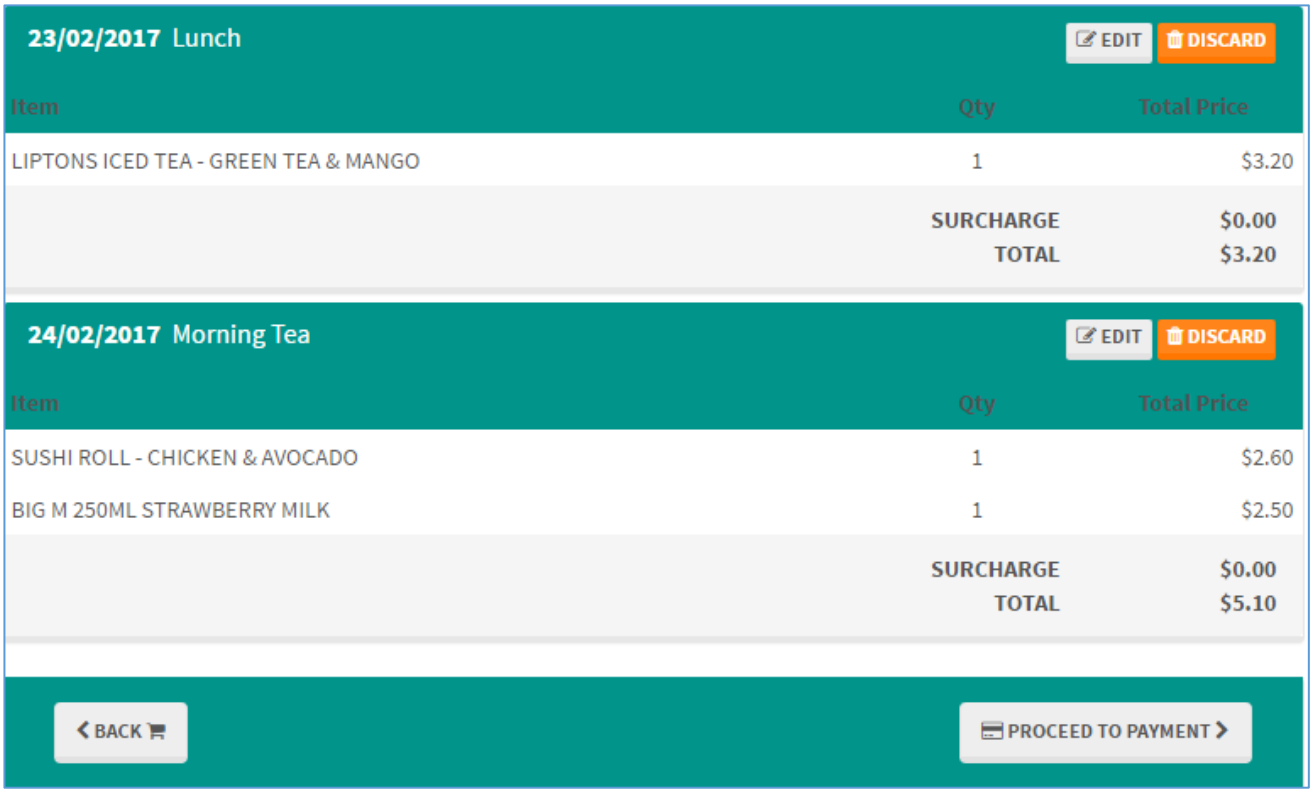
Note: You can edit or remove/discard any dates or orders before Proceeding to Payment.



You can select as many meal periods and dates as you wish in one go per student.
Select order dates and then choose Menu option. (You can only see and order from a menu available for your student). You cannot make an order after the Order cut-off time of the day of ordering. The menu will show the order cut-off time. A menu may have an attachment with extra information regarding the menu or event.

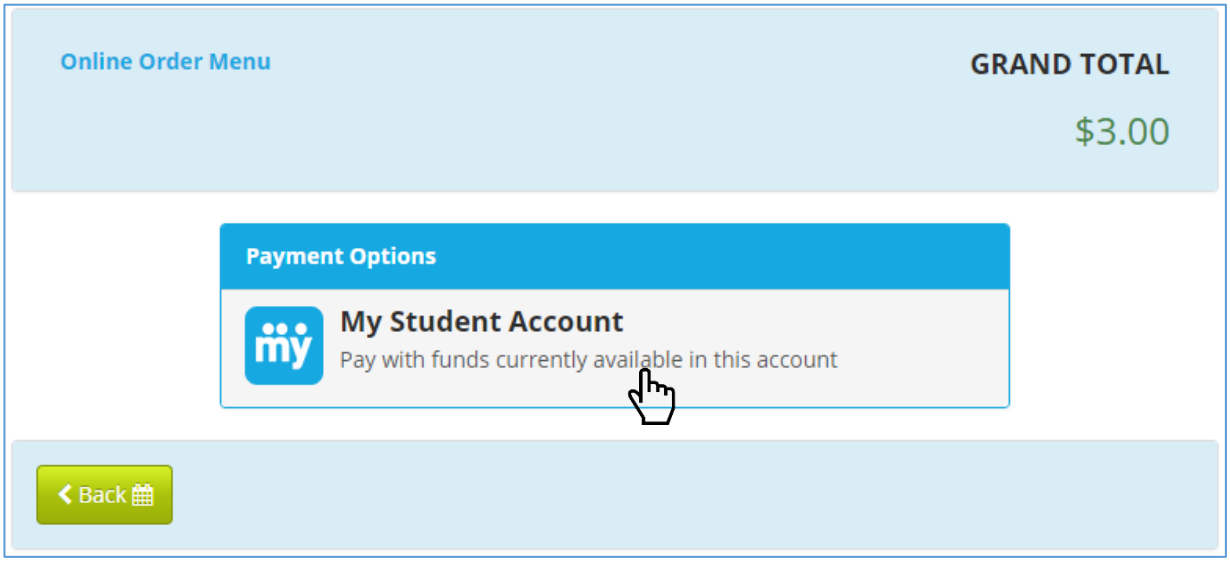


A menu may have an attachment with extra information regarding the menu or event
After you cave completed your ordering sitting for this student's meal(s) you can proceed to completing the order



Click: Pay with funds currently available in this account.

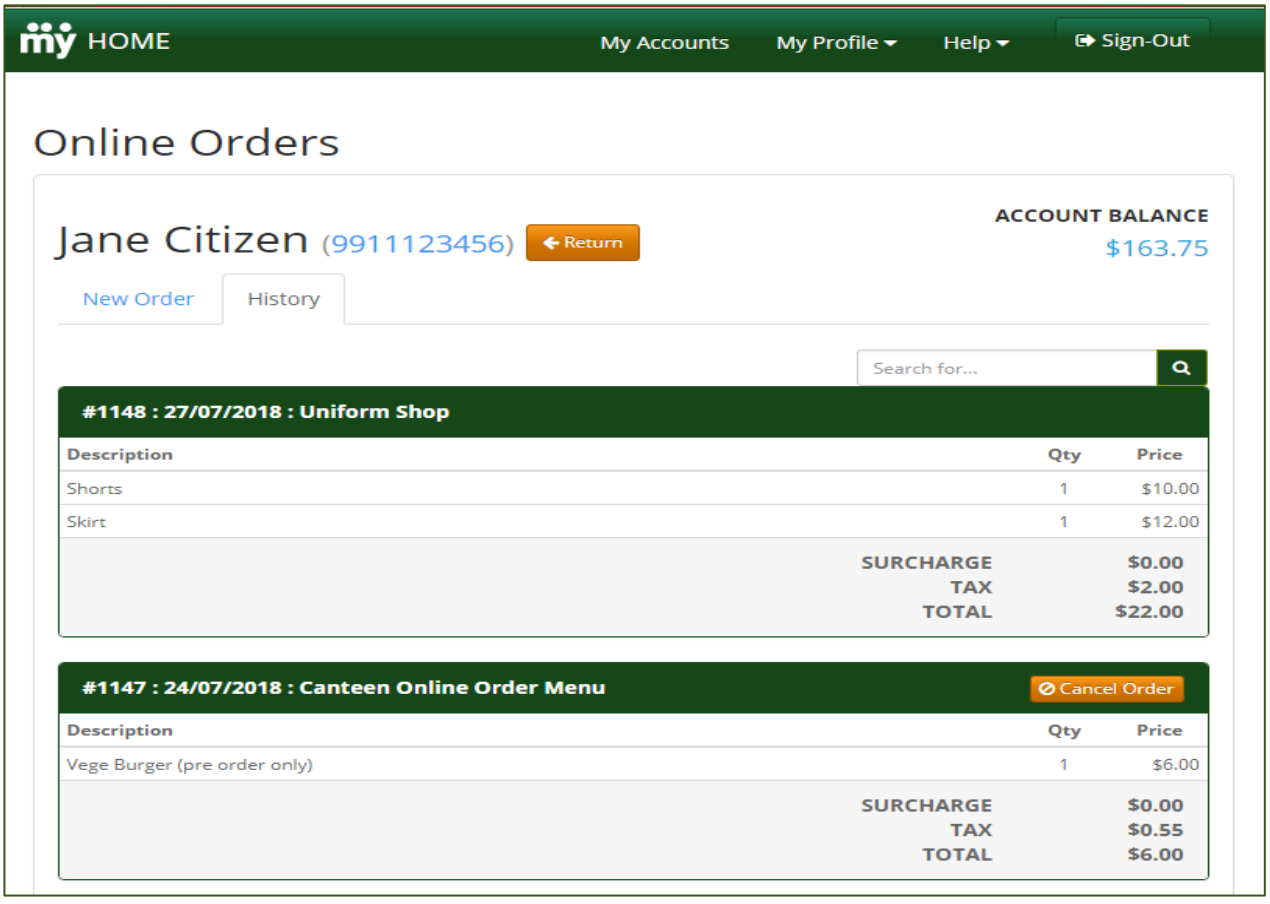
Refer to image below.



Cancelling an Online Order

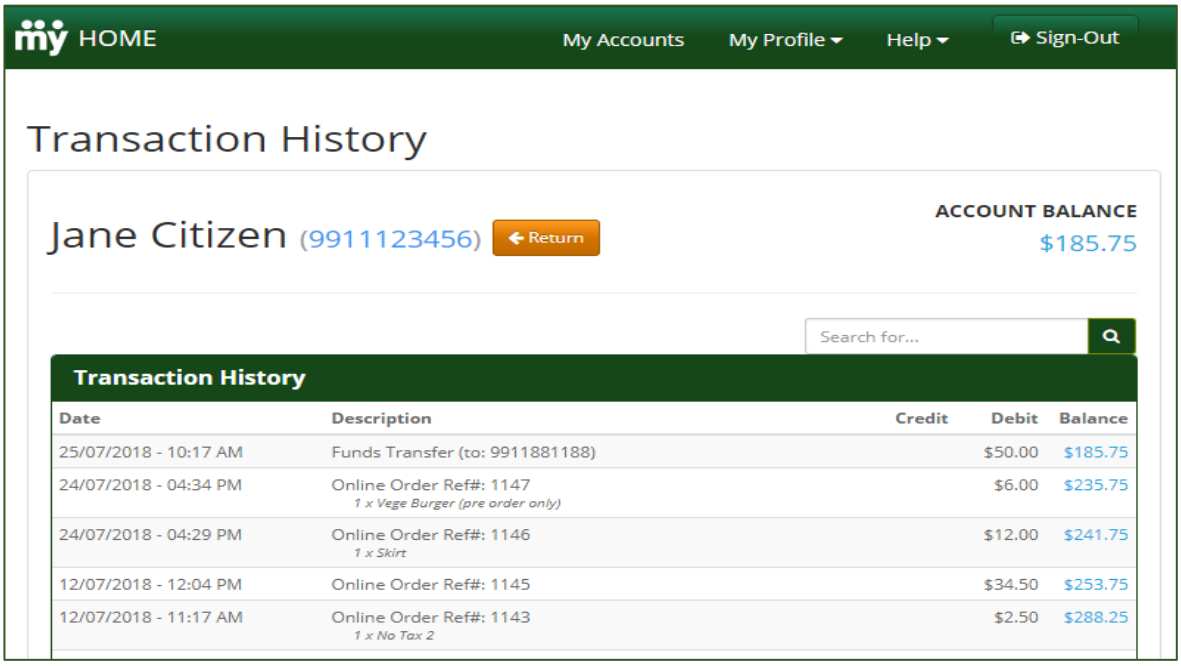
If you have placed an order and want to cancel click "Online Orders" then "History" your orders will be visible and click the red X to delete

*Note: you can **only** delete an order prior to 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.*



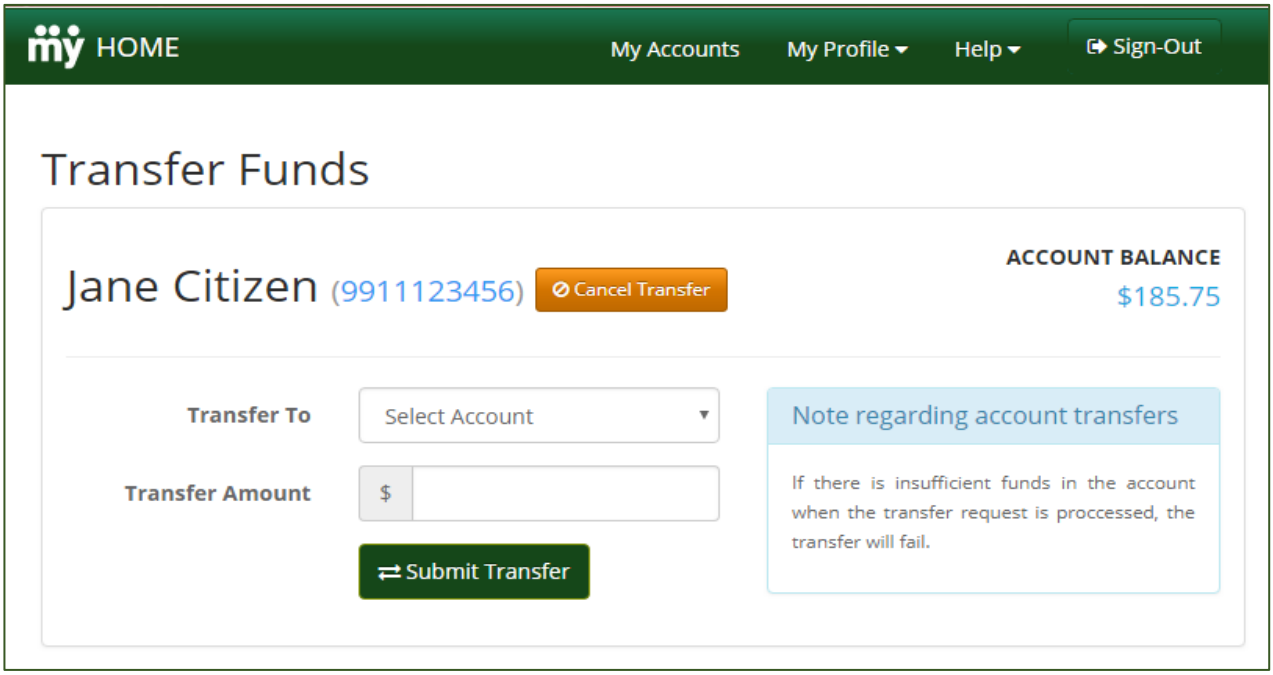
Transaction History

By Clicking the **History** tab you can then navigate and set the search date to see all purchases made



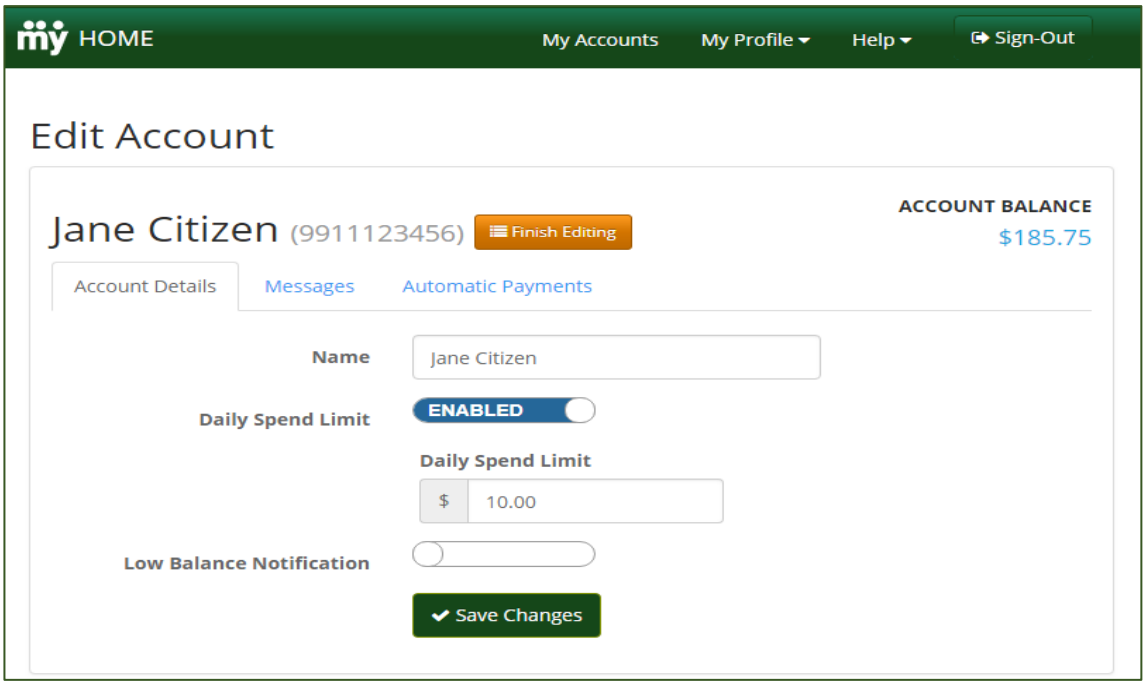
Transfer Funds between your kids accounts

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



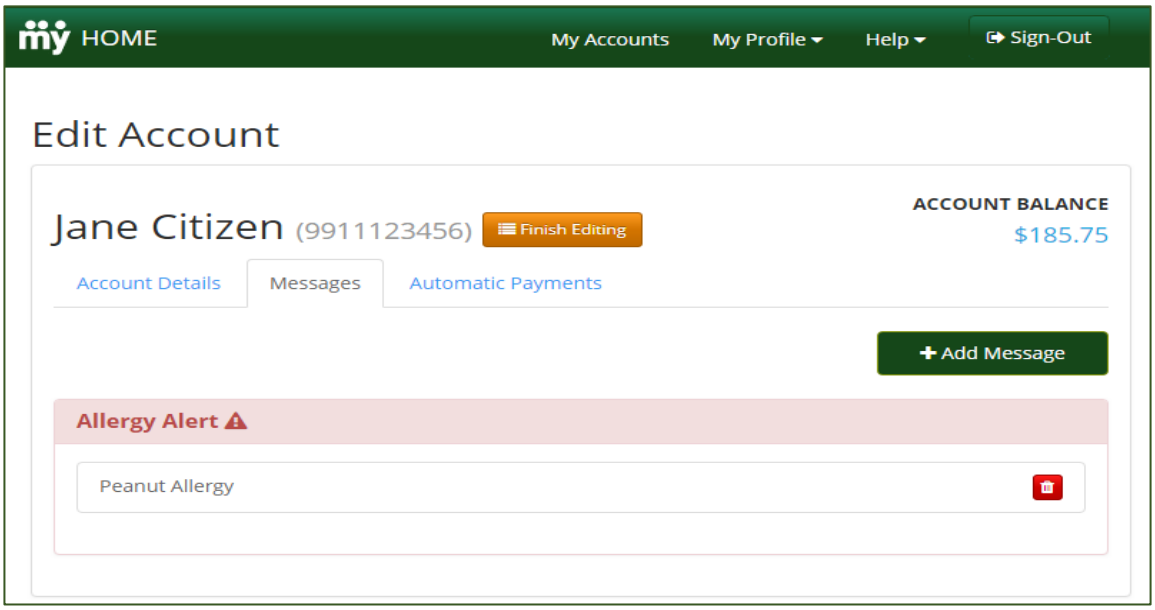
Manage – Edit

When editing a Students account you can set a Low Balance alert that will email you when the balance falls below the level set.



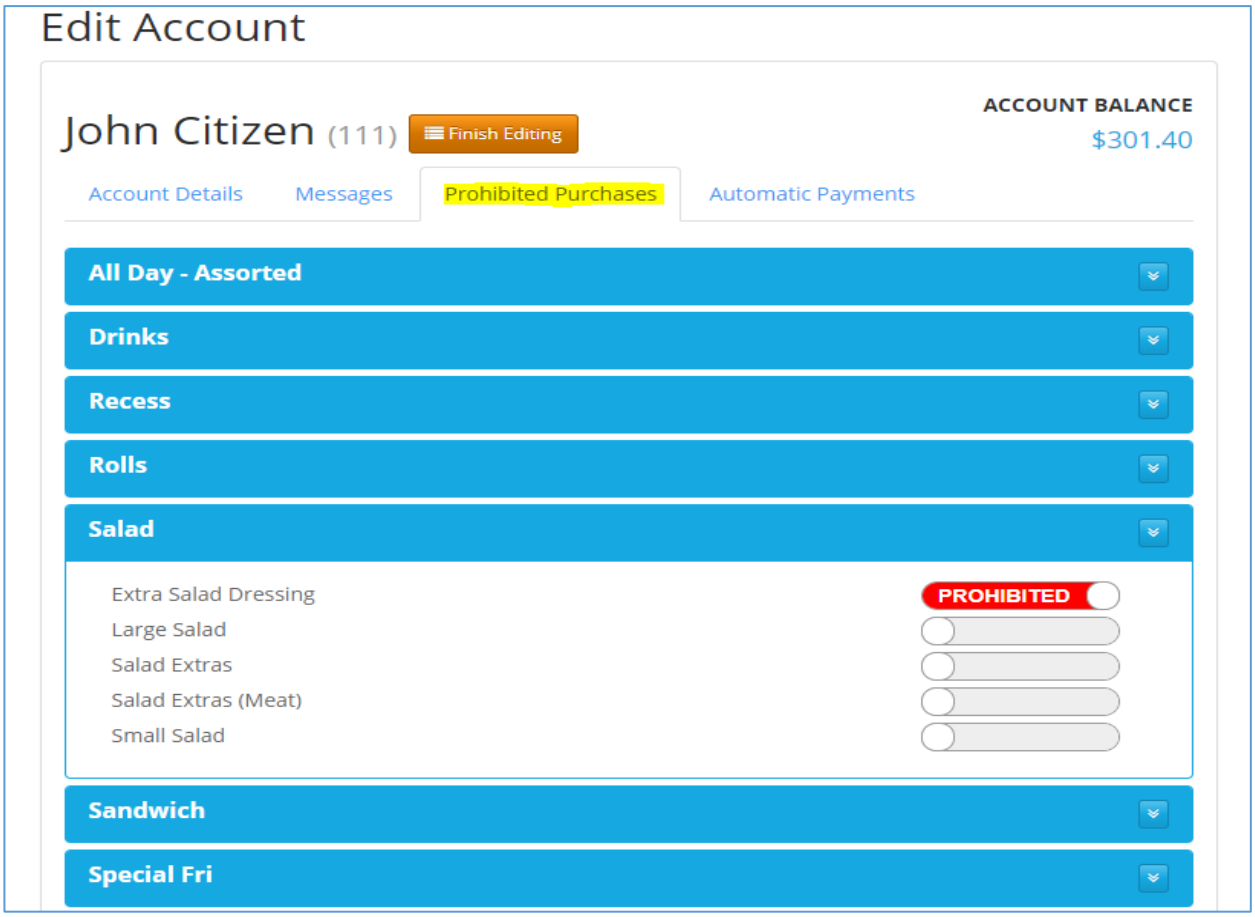
Alert

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



Prohibit Items

You can set Prohibited items (please consult/advise your student to avoid embarrassment in a busy queue of hungry students and to assist canteen staff with speed).



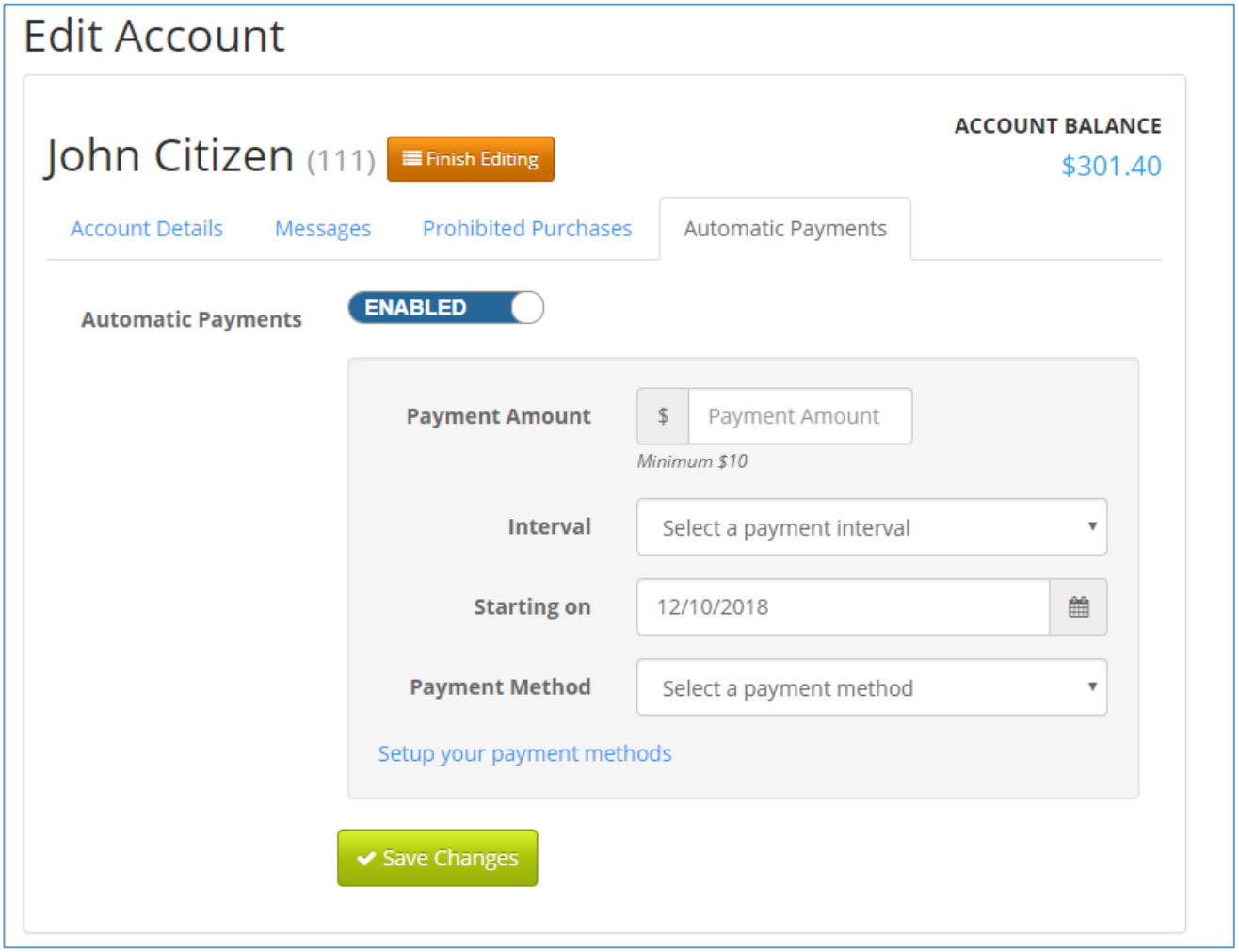
Auto top-up

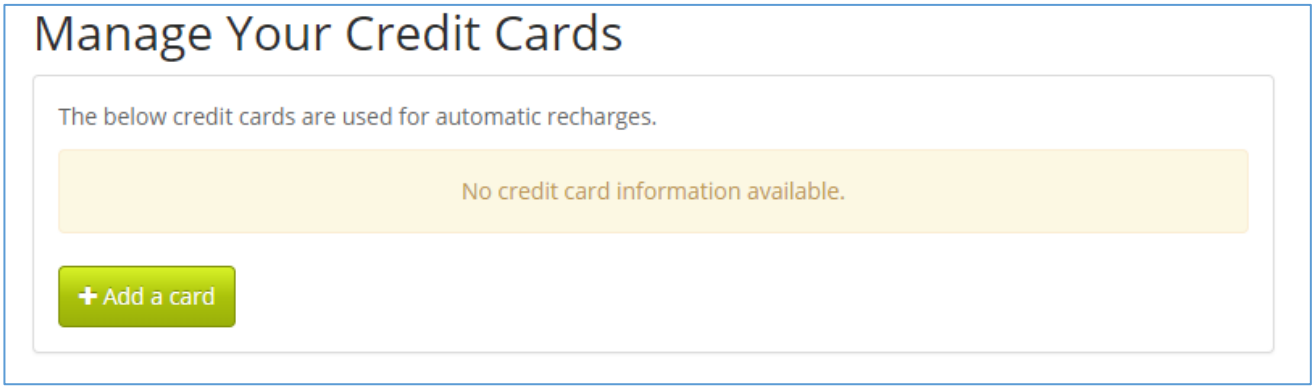
You can setup Auto Recharges (only after 1st manual recharge) to recharge the account by low balance or time period. The first thing you need to do is add you CC details as the payment method.

Steps:

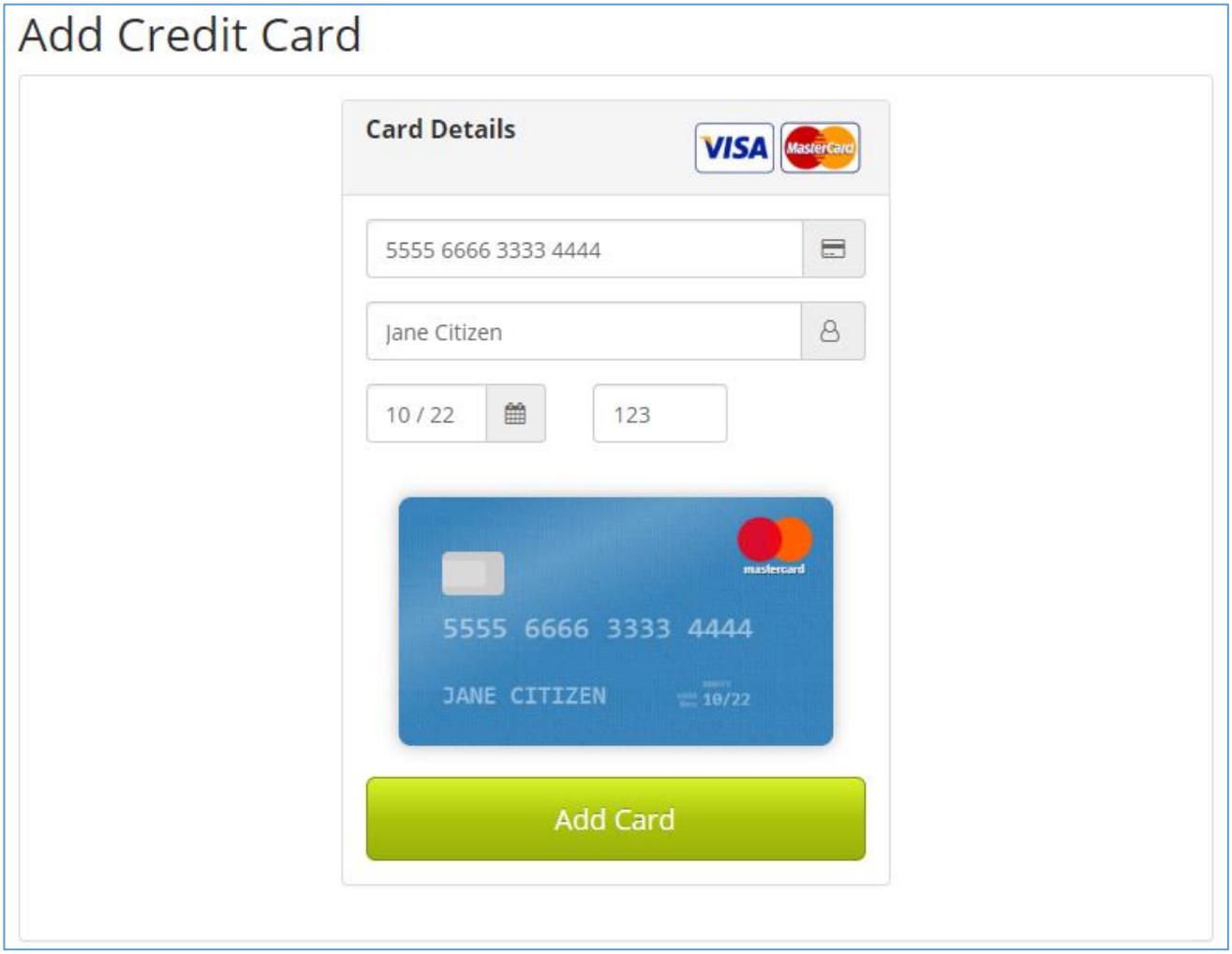
- Enable auto top up
- Go to 'Setup your payment methods" this is where you enter your CC details.

my student account





12 Kerry Rd, Acacia Ridge, QLD 4110
Ph. 1300 369 783
mystudentaccount.com.au



Go back to '**Manage – Edit**' function and go to 'Automatic Payment' tab and setup the regular payment.

Please contact My Student Account support line 1300 369 783 or
support@mystudentaccount.com.au

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mystudentaccount.com.au