School24
Online Ordering System for Schools

Welcome Starter Pack for Parents
Holy Family Catholic Primary School
# Index

1. ACCOUNT REGISTRATION - SCHOOL REGISTRATION ID 25156963 ......................................................... 3
2. USER LOG IN .............................................................................................................................................. 4
   2.1 FORGOTTEN YOUR PASSWORD ............................................................................................................ 4
3. SETTING UP AND USING SCHOOL24 (VERSION 9) ..................................................................................... 5
   4.1 ADD STUDENTS ....................................................................................................................................... 5
      4.1.1 Editing students’ details ....................................................................................................................... 5
   4.2 TOP-UP YOUR ACCOUNT ....................................................................................................................... 6
      4.2.1 Topping up your account using Credit Card ....................................................................................... 6
      4.2.2 Cash Top-Up ..................................................................................................................................... 7
   4.2.3 Topping up your account using Direct Debit/Bank Transfer ............................................................... 8
   4.3 EDITING ACCOUNT DETAILS ................................................................................................................. 10
   4.4 ENTER TUCKSHOP ORDER .................................................................................................................. 11
      4.4.1 Enter order ....................................................................................................................................... 11
      4.4.2 Place an Order for Another Child ...................................................................................................... 12
      4.4.3 Save an Order as Favourite ................................................................................................................ 12
      4.4.4 Cancel an Order ................................................................................................................................. 12
   4.6 VOLUNTEER FOR A SHIFT .................................................................................................................... 13
   4.7 REPORTS ................................................................................................................................................ 14
      4.7.2 Tuckshop Orders History .................................................................................................................... 14
      4.7.3 Tuckshop Transactions ...................................................................................................................... 14
   4.8 USING SCHOOL24 – MOBILE VERSION ................................................................................................. 15
   4.9 FURTHER QUESTIONS? ......................................................................................................................... 15
Welcome to School24, an online ordering system to offer school parents / carers an easy and convenient way to order lunches, recess and other P&C events online e.g. Mother’s Day stall.

In this Starter Pack, we explain what you need to do to register and enjoy the convenience of online ordering 24/7 from anywhere.

1. **Account Registration - School Registration ID 25156963**

Use an Internet browser to open this page: [www.school24.com.au](http://www.school24.com.au). Note that the website works best with Internet Explorer 10, Google Chrome or Mozilla Firefox.

Click on **For Parents** in the selection bar across the top of the page. (If you are unable to see the selection bar, hover your mouse below the School24 phone number on the top right – the options should appear as you move your mouse pointer).

Click on **Create Account**, fill in the form and submit. An email will be sent to you with further instructions.

**Note:**
You only need to register once. Note that our School Registration ID is 25156963.
2. User Log in


Note:
- Your username is usually your email address
- Use the password you chose when you registered

2.1 Forgotten your password

Go to [Forgot Password](http://www.school24.com.au), enter the email address that you are registered with at School24 and click on [Recover Password](http://www.school24.com.au). Your password will be sent to your email account.

Note: For the following sections we assume that

1. You have created an account with School24
2. You have successfully logged in
3. Setting Up and Using School24 (Version 9)

4.1 Add students

1. Click on ADD STUDENT

2. Fill in the student First name and Last Name

3. Select the Class from the Class drop down menu

4. Enter your kid’s allergy (if any) in the Allergy box.

5. Click on Add Student button

4.1.1 Editing students’ details

You can edit students’ details by selecting Edit Details under each student name.
4.2 Top-up your account

Note: Topping-up using Cash or Direct Debit is a manual process and may take 2-3 days to be processed.

To top-up your account:

1. Click on the Top-Up button from the top navigation menu under Account (or click on Top-up from the Quick Navigation on the left of the screen).

   Quick Navigation
   - Add Student
   - Top-Up

   There are 3 top-up options:
   1. Credit Card
   2. Cash
   3. Direct Transfer (Using Online Banking)

4.2.1 Topping up your account using Credit Card

To top-up using credit cards:

1. Enter the amount in the Credit Card Top-up section

   Credit Card Top-up (instant)

   Amount
   $  
   Top-up

2. Click on “Top-up” button. You will be transferred to the Paypal Secure portal where you will be prompted to complete your details.
Note:

- We use PayPal, the world’s safest payment Gateway
- To pay by credit card, click on “Don’t have a PayPal account?” link
- Please note that there are fees associated with Credit card top-up.

4.2.2 Cash Top-Up

Enter the amount that you wish to top up your account, along with a comment (such as your child’s name or family code). Click on Request Top-Up to send the request. The cash should then be sent in to the School Office in a sealed envelope addressed to the canteen, with your name and child’s details on the front.

The top-up will only appear on your account once the money has been received and processed by the canteen – this may take 2-4 days.

Note that you are only able to place an order if you have sufficient funds in your canteen balance.
4.2.3 Topping up your account using Direct Debit/Bank Transfer

To top-up using direct debit/bank transfer:

1. Follow the instructions on the right hand side of the page to transfer the top-up amount. Use Internet banking to transfer funds into your school account. Your school banking details are shown on this page.

2. **Please include your BPAY reference number (from your school fees statement) as well as your name on the bank transfer** so that the payment can be identified in our bank account.

   **Without this we may not be able to correctly allocate the cash to your account.**

3. If your bank gives you the option to email a copy of the direct debit receipt, send the receipt to tuckshop@holyfamily.nsw.edu.au

4. Email the payment confirmation/receipt to the Tuckshop. The email address is displayed in the Instructions section.

5. **Then fill in the Manual Top-up form on the left hand side and click on Request Top-up.** Once the Tuckshop Supervisor receives and reconciles the transfer, the request will be approved and your balance updated.

   ![Manual Top-up form](image)

   **Note:** Top-up using Direct Debit is a manual process and it might take 2-3 days to be processed.
6. **To check your Top-up request status**, select **Top-up request Status** on the navigation menu.

![Navigation Menu]

This report will show you whether the top-up request is still in progress or has been approved.

For all enquiries regarding Direct Debit transfer or Top-ups, please contact the tuckshop. ([tuckshop@holyfamily.nsw.edu.au](mailto:tuckshop@holyfamily.nsw.edu.au)).
4.3 Editing Account details

At registration, you were asked to provide some of your details such as your mobile number and email address. This information is used to contact you regarding an order or when necessary. Please make sure it stays up to date!

To change any of these details:

- Click on Update Password/Details button found on the top navigation menu

- Use the form provided to update your details

- Click Update to make the changes.

Note:
- Make sure the mobile number and email are up to date.
- Your email is used to send you order confirmations or to contact you regarding an order.
- Your mobile number is required in case the tuckshop needs to contact you.
4.4 Enter Tuckshop order

Note: We are unable to debit your account manually for canteen orders. All orders must be done online (i.e. if a lunch order is sent to school in a paper bag, we cannot deduct the total from your School24 account. An invoice will be sent home instead).

Online ordering works by using money already in your canteen account. Before you commence ordering you will need to ensure that you have sufficient money in your account. If not, please refer to Section 4.2 on how to top-up your account.

Your available funds will be displayed on the top of the screen. You will not be able to submit an order if the total exceeds your available funds.

Your Canteen Balance: $120.00

4.4.1 Enter order

Select the child that you want to order for. Select or enter the date of the order and click on Start Order.

Select the menu items that you would like to order and click Checkout.
In the Checkout, add any comments relevant to this order (if applicable), then click on Submit Your Order. A confirmation email will be sent to your email address.

It is very important that you receive this confirmation email and check it for errors. If you do not receive a confirmation email, then your order has not been successful. Log back into School24 and have a look at your account.

**Note:**

You have an option to adding more items to your shopping cart by clicking on **Continue shopping** on the navigation bar or empty the cart by clicking on **Empty Cart**.

### 4.4.2 Place an Order for Another Child

Once you have completed the order, you can then create an order for another student, following the same steps as described above. Each order will be given a unique Order Number.

### 4.4.3 Save an Order as Favourite

If you regularly place the same order, you can save the completed order as a Favourite.

After you have hit Checkout, a screen will appear confirming your order and giving you an order number. At the bottom of the page, you have the option to:

- (a) Save the order as a Favourite
- (b) Email a confirmation, and
- (c) Print the order

Once the order is saved as a favourite, you will see on the home page that there is now an option to “Order From Favourites”.

### 4.4.4 Cancel an Order

To cancel an order, go to **Orders** in the navigation menu and select **Canteen Recent Orders**. Click the **Cancel** button beside the order that you want to cancel.

---

**Your Canteen Balance: $118.70**

<table>
<thead>
<tr>
<th>Student</th>
<th>For date</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mary</td>
<td>22/07/2013</td>
<td>OPEN</td>
<td>Cancel</td>
</tr>
</tbody>
</table>
4.6 Volunteer for a shift

To volunteer for a shift, click on View the Roster on the left hand side.

This will open up the Online Roster and display available shifts. To register for a shift, click on Register and you will be added to the roster. You can also see who is already registered for shifts by clicking on the "? ".

Before adding a shift:

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After adding a shift:

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</table>

Your home page will show the shift that you registered for.

<table>
<thead>
<tr>
<th>DAY</th>
<th>SHIFT</th>
</tr>
</thead>
<tbody>
<tr>
<td>17/07/2013</td>
<td>11am - 1pm</td>
</tr>
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</table>

Check Volunteers Page for more details.

Should you be unable to do the shift, click on Volunteers Page and you will get the option to send a message to the tuckshop supervisor or click on Swap with me? and other volunteers will have the option to take your shift.
4.7 Reports

To look at your Tuckshop Recent Orders (all open orders) or Tuckshop Order History, go to the top navigation menu and click on the report that you would like to look at.

4.7.2 Tuckshop Orders History

This report will show you all orders that you have placed for your child/children.

4.7.3 Tuckshop Transactions

To check all your tuckshop transactions, click on the Canteen Transactions report on the navigation menu.

<table>
<thead>
<tr>
<th>YOUR STARTING BALANCE: $0.00</th>
</tr>
</thead>
</table>

Please note that this is your balance as of 10/03/2013

Only transactions made after the date above are shown. Any other transaction history can be obtained upon request.

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Transaction Amount</th>
<th>Transaction Type</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/03/2013</td>
<td>$12.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/03/2013</td>
<td>-$1.10</td>
<td></td>
<td></td>
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</tbody>
</table>
4.8 Using School24 – Mobile Version

School24 is fully mobile. Simply go to www.school24.com.au, use the arrows to scroll across to the “Fully Mobile” page and scan the QR with your mobile device.

4.9 Further Questions?

If you have any further questions, comments or suggestions, please send an email to tuckshop@holyfamily.nsw.edu.au