



Frequently Asked Questions

What is My Student Account?

My Student Account is an online ordering and payment system that allows students and parents to order lunches online through the Parent Portal (SPACES).

How do I open a My Student Account?

Simply login to the Newington College portal (SPACES), click on the link to *My Student Account*, agree to the terms and conditions and you will then be directed to a page headed *My Student Account* Administration listing your son/sons' names and account number. You are then able to access all functions including Recharging Account (adding funds to the account), view transactions, set low balance notification and other administration functions.

Online Ordering

Once funds are added to accounts in the Parent Portal, you can proceed to "Online Orders". Create new Menu, Select date for order and meal type e.g. recess or lunch. Then proceed to select items and complete the order. Orders are kept in the Order History and an order can be stored as a favourite for repeat orders of the same items.

How does the Canteen receive and process online orders?

Once an online order is placed through *My Student Account*, the canteen will receive the order and process it in the same way as the dated bag order system. The only difference is that the order is placed online and there is no need to supply loose change to pay for the lunch order. Orders can be cancelled up to the listed cut-off time for that day.

How do I load funds onto my child's account?

Purchasing items using *My Student Account* requires parents to load funds onto their account as described below.

MAKING A CREDIT CARD DEPOSIT

1. After you have logged in to SPACES and selected the *My Student Account* icon, select the name of the boy for whom you wish to deposit funds;
2. Click the recharge account icon  on the far right hand side of the screen;
3. Enter the dollar amount you wish to provide and click "Next";
4. Enter your credit card details (Visa or MasterCard) and follow the prompts (Note: Credit card deposits take at least 30 minutes before they can be accessed at school by your son.)

MAKING A BPAY DEPOSIT

1. Login to your personal online banking account and select Bill Payment option
2. Enter the B-Pay Biller Code – 150706 and the Account Reference Number (13 digit Account Number)
3. Select the \$ amount you wish to provide
4. Click "Pay Now" (Note B-Pay deposits may take 2 x banking days before they can be accessed at school by your child)

MAKING A DEPOSIT BY PHONE

1. Dial: 1300 884 668
2. Follow: Listen and follow all the voice prompts
3. Note: You will need your Account Reference Number (13 digit account number found in Web Portal)

What is stopping a child from spending all of the money on the account in one day?

Parents are able to set daily spending limits to regulate their child's spending.

How much money can be placed on an account?

There is no standard limit but schools do have an option to set a maximum amount of money to be placed on an account.