Welcome To School24

School24 is an online ordering system that offers school parents and students an easy and convenient way to order lunches, recess, uniforms and other P&C events.

This user guide explains the registration process, the setup and how to place an order.

If you have any question or you require further assistance, please call our friendly support staff on:

Call 02 - 804 111 32  
Email help@school24.com.au
Getting Started

Registration

To create an account, open the registration page and select the registration tab then fill in your details.

Open the registration page

1. Start your favourite internet browser on your iPad, tablet or computer
3. Click/Tap on Login/Register button at the top of the page

Alternatively, you can go directly to the Login/Registration page by typing:

Select the registration tab

You can use the Login/Registration page to Login, create an account or retrieve your password.

Login Tab  Registration Tab  Password Reminder  Help & Support Tab

Figure 2

Notes:

To move from one tab to another just click or tap on it

Create an account

1. Select Create Account tab
2. Enter School Registration ID
3. Fill in the rest of the registration form
4. Tap/Click on Submit Button

Notes:

- If you don’t know your school registration ID, call School24 Helpdesk on 02 - 804 111 32.
- If you register as a parent then you can access all the modules that your school is using.
- If you are registering for the volunteers Roster only then select Volunteer Only from the Register As drop down menu
**Login & setup**

**Login into School24**

1. Select **Login** tab
2. Enter your username
3. Enter your password
4. Tap/Click on **Login button**

If your login is successful, you will be able to access the School24 secure parents portal.

**Figure 3**

*Note: Your portal interface may vary depending on the modules used by your school.*
Things you need to know/do before you start ordering

School24 charges a small fee for the use of the system. This fee helps us sustain the business and continue offering you a good system and customer service. Our fees structure is as follows:

1. Canteen/Tuckshop: There are 2 payment plans you can select from:
   a- Pay As You Go Plan: 25 cents per order
   b- Unlimited Plan: $8.80 / calendar year. Unlimited orders for the whole family
2. Uniform: 29 cents per order
3. Events: 25 cents per order
4. Volunteers Roster FREE

Before you make your first order, there are a few basic setup steps that you need to do:

5. Select a payment plan (Skip this step if you are not using the canteen)
6. Top-up your account (Skip this step if you are not using the canteen)
7. Add Students

Top-up your canteen balance (Applies to the Canteen/Tuckshop only)

This step is required for the Online Canteen/Tuckshop module only. If your school is not using the Canteen/Tuckshop module, please skip this step.

Depending on your school setup, there are 2 top-up options:

1. Credit Cards
2. Direct Transfer (Using Online banking)

![Account Top-up](image)
Top-Up using Credit Card (Instant):
We use PayPal the world’s safest payment Gateway. Please note that there are credit card charges associated with credit card top-up, 1.5% of top up amount + 30c this money goes directly to PayPal.

Some other payments methods are coming soon!

1. Click on Top-Up button from the left hand side navigation menu
2. Select the amount. The minimum top-up amount is $10
3. Click on “Top-up” button.

You will be transferred to the PayPal Secure portal where you will be prompted to complete your details.
To pay by credit card, click on “Don’t have a PayPal account?” link

![PayPal Secure Portal](Figure 5)

Top-Up using Direct Debit/Bank Transfer (Takes 1-2 working days):

1. Scroll to the manual top-up section on the right of the screen (See Figure 4)
2. Select a top-up amount
3. Enter the date when the direct debit was made
4. Enter a short comment.
5. Click on the Request Top-up button
6. Email the payment confirmation/receipt to your canteen/tuckshop

Notes:
The DD manual top-up can a take few days to be processed by the canteen/tuckshop.
Select a payment plan (Applies to the Canteen/Tuckshop only)

Select a suitable fee plan. You can always change this plan at any time.

<table>
<thead>
<tr>
<th>Plan</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay As You Go Plan</td>
<td>$0.25 will be added to the total of each order</td>
</tr>
<tr>
<td></td>
<td>You can order Lunch and Recess in one order</td>
</tr>
<tr>
<td></td>
<td>Perfect for casual ordering</td>
</tr>
<tr>
<td>Unlimited Plan</td>
<td>$2.20 per family per quarter paid in advance for the year</td>
</tr>
<tr>
<td></td>
<td>Order as often as you like and for the whole family</td>
</tr>
<tr>
<td></td>
<td>Ideal for parents with more than one kid and who order often</td>
</tr>
</tbody>
</table>

Figure 6

Notes:

You can use a Credit Card or PayPal to pay for the unlimited plan fee. You can also use your top-up balance to pay for this fee. In this case we suggest that you top-up your account first.

If you select Pay As You Go plan, 25 cent will be deducted from your balance after each order.

Add Students

Adding students is a required step for the canteen, events and the uniform modules.

1. Click on Add Students button located on the side navigation menu
2. Enter your first student name, select her/his class and list any known allergy
3. Click on Add Student button
Placing orders

Canteen

1. Select student
2. Select date
3. Click on Start Order button
4. Follow the prompts

Notes:

- To select a date click inside the date box, then select a date from the date picker. Alternatively type the date in the format dd-mm-yyyy. E.G. 08-07-2014.
- Orders must be placed before the delivery day cut-off time.
Uniform

1. On the left hand side navigation menu, scroll down to the UNIFORM section
2. Click on Place Order
3. On the next screen, select a category
4. Select quantity, size and color
5. Click on Add to cart button
6. Repeat the above steps to add as many items to the cart as you like
7. Click on Checkout button

8. On the next page, click on Proceed to Payment
9. Select a payment method
10. Follow the prompts to finish the payment and submit your order
Events
1. On the left hand side navigation menu, scroll down to the EVENTS section
2. Click on the event name
3. On the next screen, select student/recipient
4. Click on Start Order
5. Select category, product and quantity then click on Add to cart
6. When finished, click on Checkout button
7. Click on checkout with PayPal button

<table>
<thead>
<tr>
<th>Remove</th>
<th>Image</th>
<th>Product Name</th>
<th>Options</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
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<td><img src="image1" alt="Welcome BBQ" /></td>
<td>Welcome BBQ</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Service + Paypal Fee</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

8. Follow the prompts to complete the payment and submit your order