

# School24 Parent FAQ



## **How do I register?**

All you need to join up is the *School Registration Number* of the school you wish to sign up for, as well as your email address.

## **I have registered for School24 however I have not received a registration email?**

Please check your spam/junk email as sometimes the emails will end up there due to spam filters. If you still cannot find your registration confirmation email, please give us a call on 02 7251 6939 and we will activate your account for you.

## **Where do I find my registration code?**

The school will most likely let you know the registration code via their newsletter or website. We can locate it for you if you send a request via <https://www.school24.net.au/contact/>

## **Are my card details safe?**

We *do not* store your credit card details. Our chosen payment processor, Stripe, handles all of your card transactions and data. Stripe has the highest audit rating in the payments industry being PCI Service Provider Level 1 certified. *For further reference, please see* <https://stripe.com/docs/security/stripe>

## **How do I change my saved credit card details? (at the Stripe checkout page)**

Simple! All you will need to do it wait 10 seconds while as the checkout screen (where you enter the 6-digit sms verification code). Shortly after a link will appear at the bottom of the payment screen where you can choose to '*Fill in your new card details manually*'.

## **Can I refund the balance in my account? (e.g leaving school etc..)**

We *do not hold your account balance* as we deposit funds to the schools nominated bank accounts weekly. It is advised that you contact the school and we can arrange it for you given they have instructed us to do so.

## **How do I reset my password?**

Please visit <https://www.school24.net.au/canteenorder/forgot-password> and follow the instructions.

## **How do I change my password?**

After you log in, click on 'Profile' in the menu at the top, then from the Profile menu you can enter a new password.

## **How to top up my account?**

When you first log in, there are two ways to get to the recharge screen. First it the quick menu at the top, 'TopUp/Recharge' is at the far right. Otherwise you can click the 'Hamburger' button on the top right to pop out the menu where you can also find the recharge option

## **I am trying to order canteen for tomorrow but am unable to select tomorrow's date?**

The canteen order cut-off time has been passed. You will need to check with the school regarding cut-off times at the canteen.

**I would like to order, and the date is not available?**

Please contact the school canteen and double check that they are open on that date.

**Order Enquiries / Order Status?**

Please make contact with the school canteen directly as they are responsible for managing their orders.

**Want to change an order?**

Please cancel the order and reorder again.

**How do I change/update the credit card details stored in Stripe?**

When the Stripe payment window opens, please wait 5-10 seconds. A link will show up at the bottom of the payment screen *Fill in your card details manually*. Follow the prompts and enter your new card details into stripe.

**Why is there no Uniform/Events/Canteen/Roster module shown when I log in?**

If the option to order from a specific module, i.e. Uniform Order is *not displayed* this is likely because your school has not yet decided to use School24 to handle that portion of their online ordering

**Can I remove inactive students from my profile?**

At this time unfortunately, it is not possible for you to do it yourself. However, you can contact us, and we can do it for you.

**I have signed up for the wrong school. How can I change this?**

Please contact us on 02 7251 6939 and we will deactivate your account for you, so that you can sign up for the correct school. We will also verify that your school ID code is correct.

**My child is moving schools, how can I transfer my School24 account to the new school?**

If you wish to resolve this issue immediately, please sign up to the new school with a secondary email account. Otherwise, please contact us on 02 7251 6939, we will initiate the process to deactivate your old account.

**I have just signed up to School24 and the class that my child is in is missing from the list?**

Please reach out to us and we can add it in for you. In the case that the year is just beginning, it is likely that the school has not updated the classes for this year yet. We will remind the school to do so at your request.

**I have enquiries about my school's menu, food allergies, and other food related questions?**

Please get in touch with your school directly to discuss these questions as we do not deliver the food directly nor manage the menu or cater the food on School24.

**I'm trying to order for a specific day/date but it's not available (greyed out) on the calendar date picker?**

This is due to one of three reasons, if you are trying to order for today/tomorrow it is likely that your schools order cut-off time has passed. Alternatively, the school may not operate on that day each week and/or is closed for holidays on that specific day. In any case, please contact the canteen for further information.

**I have ordered uniform for my child but the size I received is wrong, or is it not the item that I ordered?**

Please contact your school uniform shop directly to exchange the item. If you are unable to get in touch with them, please give us a call on 02 7251 6939 and we will get this actioned for you.