



## My Student Account - FAQ

My Student Account (MSA) is a secure payment service providing parents with a convenient means to order lunches online from the Canteen and uniform items from the Clothing Shop. MSA also allows students in Years 7 to 12 to pay for canteen items using their Student ID card, reducing the need for students to bring cash to school and allowing parents to manage their children's eating and spending behaviours. The Canteen's current paper bag system and cash sales are still available. In addition to parent access, students in Years 10 to 12 are also provided access, allowing them to login and place their own orders.

The My Student Account portal can be accessed at <https://msa.bcgs.wa.edu.au>.

### **Where do I get my MSA login from?**

Families are advised of the MSA login details upon enrolment. Please contact the IT Department via [helpdesk@bcgs.wa.edu.au](mailto:helpdesk@bcgs.wa.edu.au) if you require these details.

### **How does my child use their ID card to pay for Canteen purchases?**

The ID card barcode is scanned at the point of sale terminal when purchasing. If the card is forgotten your child can give their student ID number to canteen staff instead.

### **Does my child use their ID card to pay for online lunch orders?**

No, online orders are deducted from the account balance automatically at time of the order.

### **Can my child still use cash?**

Yes, cash is still accepted.

### **How can the card balance be checked?**

A terminal is available at the School Canteen to check balances. Your child can scan their card and the remaining balance is shown on the screen. Parents and students in Years 10 to 12 can also login to MSA to check balances allocated to their card.

### **How much money can be placed on the cards?**

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

### **How do I load funds onto the card?**

Funds are loaded onto the account with a credit card via the MSA portal (<https://msa.bcgs.wa.edu.au>). These funds can be used for online lunch orders.

### **Are there transaction fees?**

My Student Account charge minor fees. When loading funds onto your account, a \$0.30 transaction fee and a 1.5% credit card fee of the payment total will apply, in addition to the funds being loaded. For example if you load \$20.00 onto your account, you will incur a \$0.60 fee, bringing the total to \$20.60.

### **Can I view transactions and spending?**

Yes. Once you log in to the main account page, click on 'online orders' and then click on the 'history' tab under the student's name.

### **What happens if my child loses their card?**

The School will issue a replacement Student ID card and the old card will be made inactive.



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

Parents are able to set daily spending limits from the MSA portal to regulate their child's spending. Login to your account, click 'manage' then 'edit' under each account balance. On the first page you will see a box where you can enter a daily spend limit. Should you wish to prevent all spending this can be set at \$0.00.

**If my child has an allergy, can I restrict purchases or include an alert?**

Yes. You can restrict a student from purchasing particular items on the menu or place a message alert on their account. Under the student account you wish to edit, click 'manage' then 'edit' (as above). Select the 'messages' tab to include an allergy alert or select 'prohibited purchases' to restrict items your child can purchase.

**Is this a credit card?**

No. The MSA system operates like a prepaid debit card with money placed on the card for a child to use at school.

**Can another student use my child's card?**

No. When a child uses their card to make a purchase, the MSA terminal will display the photo ID of the card owner.

**Can the student ID card be used anywhere else?**

The Student ID card can be used for photocopying, bus fares and Clothing Shop purchase. The MSA card balance for Canteen and Clothing Shop purchases are independent to the photocopying and bus fares balances.

**What security measures does the card have?**

The Student ID card is highly secure. When the card is scanned, a photo ID and name of the child appears on the terminal screen. Staff will only permit purchases from the student who the card belongs to. The card cannot be used for purchases at any other outlet.