



Helensburgh Public School

SCHOOL24

Online Ordering System for Schools

Hello everyone and welcome to the Helensburgh Public School Online Canteen!

Our School24 Online Ordering System is now available for you to start ordering your children's lunch and recess orders at any place and at any anytime.

What is School24?

School24 is a web-based school canteen ordering system. It provides an alternative to the traditional lunch order process. For more information, please go to the School24 website (www.school24.com.au)

Why use School24?

School24 allows parents the convenience of organising recess and lunch orders from anywhere, and at any time that suits you. No more fumbling for loose change, finding menus and paper bags, or worrying about whether your child has handed in their lunch order.

School24 has been operating since 2007, is available for use on smartphone or tablet, android, Iphone, Ipad or Windows phone. Top up of your account is easy using credit card through paypal. Your data is very secure through strong SSL security encryption and the Help Desk is open for any questions or problems Monday to Friday 7am – 5pm.

Orders can be placed for just one order, or for the remainder of the term. The canteen supervisor can post updates online for you to access at any time. And it is super easy to use!

How do I start using School24?

1. Create an account

- a. Go to <https://www.school24.com.au/register>
- b. Click on For Parents in the selection bar across the top of the page.
- c. Click on Create Account.
- d. Fill in your details and submit

Please note: our School Registration ID is **25340963**

An email will be sent to you with further instructions.

2. Before you can start ordering

- a. Login to your secure portal: <http://www.school24.com.au/login>
- b. Add students
- c. Top-up your account
- d. Select a Payment Plan (you can pay a fee per order per child, or a flat fee to cover all orders for a family)

Please note: your username is the same as your email address

3. Placing an Order

to place an order, follow these steps

- Select a Student
- Enter or select the date
- Click on start order button and follow the prompts

For more detailed information on how to top-up, how to add students, and how to place orders, please refer to the Parent Starter Pack (available on the school website).

Are there any fees for using School24?

Fees are charged by PayPal for credit card top ups (refer to the Top Up page in the Parent Starter Pack for details).

When you select a payment plan you can choose to pay a fee per order per child, or a flat fee to cover all orders for a family (refer to the Parent Starter Pack)

Do I have to use School24 to place an order?

Lunch and snack items can be ordered either online or over the counter. We will still provide manual lunch ordering system and we would encourage students to come to the counter to buy snack items rather than order them online (especially students in years 3-6) as we think it is important for our students to understand financial literacy and handling money, and managing their snack purchases is a great way to practice these skills.

Do I need to provide paper bags for online orders?

No, the canteen will supply bags for all orders placed online.

Is there a cut-off time for ordering?

Yes, all online orders must be lodged by **8:45am**. We encourage you to place your orders well in advance – these can be done for any date in the future. Note that you must have a balance in your School24 account to be able to place an order.

How do I top-up my account?

Refer to the Parent Starter Pack for instructions on how to register, top-up and place orders. Top-ups can only be made using credit card. We suggest making a deposit at the beginning of each term; estimate how much you're likely to spend and add a bit more. Any money left in your account will carry over to next term / year.

Can I order from a mobile device?

Yes, the site 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.

Can you (the canteen) deduct the money from my account?

No. 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 the Parent Starter Pack section on how to top-up your account. 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 without cash, we cannot deduct the total from your School24 account. An invoice will be sent home instead).

Can I cancel an order if my child is not at school?

If you know your child is not going to be at school you can go into School24 and cancel the order – this must be done before 8.30am on the day the order was required.

What if I have more questions?

The Welcome Starter Pack for Parents (which is on the school website) contains lots of information such as how to register, how to top-up, and how to order.