



Order and top-up payment methods:

TOP-UP OPTIONS

Getting started is easy, just follow the steps below and you'll be ready to make your orders.

How can I Top-Up My School24 Account

You can top-up your School24 order using either of the below payment methods

- **Bank Transfer** (**orders **will not** incur a card processing fee)
- **Cash at the Canteen** (minimum \$20) (**orders **will not** incur a card processing fee)
- **Credit/Debit Card** (**orders **will** incur a card processing fee)

Top-up via Bank Transfer:

Top-up by transferring your funds directly to the School24 bank account and we will manually top-up your account once we receive the funds.

1. Email School24 support info@school24.net.au to let us know you would like to perform a bank transfer top-up and include your desired top-up amount in the email
2. School24 support will reply with the bank details to use for the transfer
3. Transfer your desired amount to the bank details provided and include the name your School24 account is under in the description like so: "Jane Citizen Bank Topup"

School24 will notify you via email once we have received the funds and your account has been manually topped up with balance.

(Note: bank transfer top-ups can take up to 5 business days. Bank transfer top-ups will not incur a card processing fee)

Top-up via Cash (minimum \$20):

To use this service, you will need to already have a School24 account.

Top-up by using cash and we will manually adjust and deposit the funds into your account once we receive the funds, (a minimum deposit of \$20 is required). To make the cash top-up you will need to provide canteen staff with your child's full name, class and the amount you are depositing.

1. You can visit the canteen and tell our staff that you would like to top up your School24 with cash. OR You can send the cash in a sealed ziplock bag or envelope with written details of your child's full name, class and the amount you are depositing.

(Note: Cash top-ups can take up to 2 business days. Cash top-ups will not incur a processing fee)

Top-up with Credit/Debit Card:

Top-up with credit/debit card within the School24 app or website. To complete a top-up using a credit/debit card please follow the below steps:

1. Login to your School24 account via the School24 app or website
2. Click 'TopUp/Recharge'
3. Select your desired top-up amount via the dropdown on the left hand side of the screen.
(Note: your total deductible amount will be shown in red. This includes your top-up amount + the card processing fee charged by our payment gateway)
4. Click 'Pay using Card'
5. Enter your card details
6. Click the green 'Pay' button



GETTING STARTED

Welcome to School24. We look forward to providing you with an easy-to-use online ordering platform that can be used on-the-go at any time! Getting started is easy, just follow the steps below and you'll be ready to make your first order in minutes.

Registration

To register, visit www.school24.net.au on **any device** OR install the School24 mobile app on your **iPhone/Android** from the Apple App Store/Google Play Store

- Press the **ORANGE** registration button to create your account
- Enter your unique school ID number **below** to match your account with your school
- Once completed click **Create Account**.

[Log In](#) | [Register >](#)

Parklea Public School: 25186963

Congratulations you are now registered!

Activate your Account

Go to www.school24.net.au OR using the app you downloaded earlier to your iPhone/Android

- Use your registered email address and password to login. Once you have logged in you will need to complete the following steps to ensure you are ready to make your first order.

Step 1

- Setup your children. In the middle of the screen there is a **'Students'** button. Here you can input your child's name and class, along with any allergies or special requirements they may have.

Step 2 (optional)

- Top-up your account. You will be taken to a secure page where you can select a top-up amount and enter your card details. Top-up is instant when using visa/master cards. You can pay as you go when purchase an item/product at School24, top up a school24 account is only optional.

Place your first order!

Congratulations. You are now ready to make your first order.

For information on how to place your first order and use the School24 system, please visit our Help

Centre: <https://school24.tawk.help/>

If you have any queries please do not hesitate to contact our friendly support team on **02 7251 6939** or email us at info@school24.net.au