
StudentPayPlus Getting Started Guide for Parents

Ordering school canteen meals online for your children has never been easier. From the Canteen to the classroom, pay anytime, anywhere from your mobile phone or computer.

Ready, Set, Order!

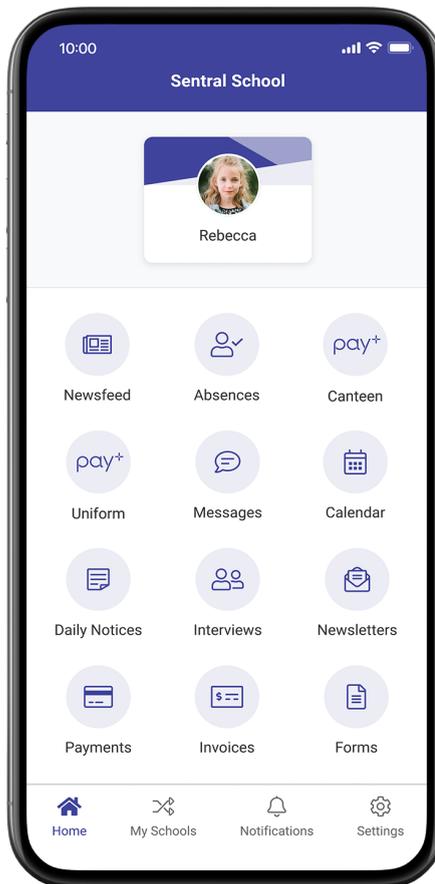
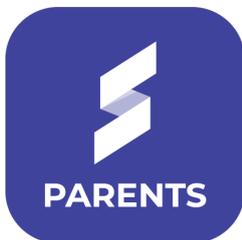
I want to access StudentPayPlus through:

- [Sentral for Parents mobile App](#)
- [Sentral for Parents Portal](#)
- [My child's school doesn't use Sentral for Parents, so I will go directly to StudentPayPlus website](#)

Sentral for Parents App and Portal Users

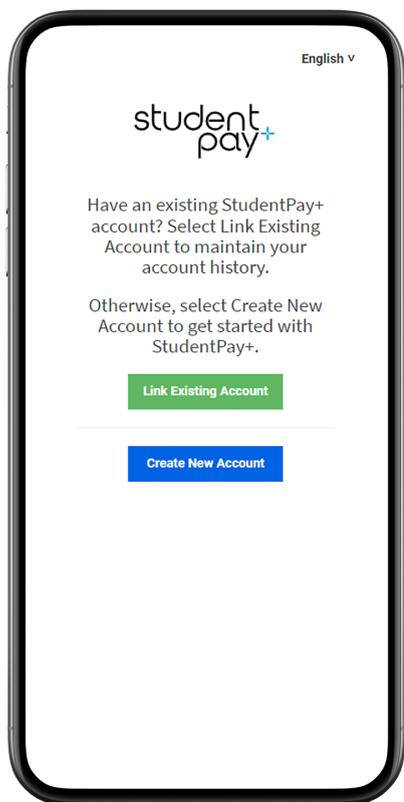
Sentral for Parents App

1. Open the Sentral for Parents App on your mobile device.



2. Ensure you are navigated to the correct school.
3. Click on Canteen or Uniforms tile, depending on where you are looking to navigate.

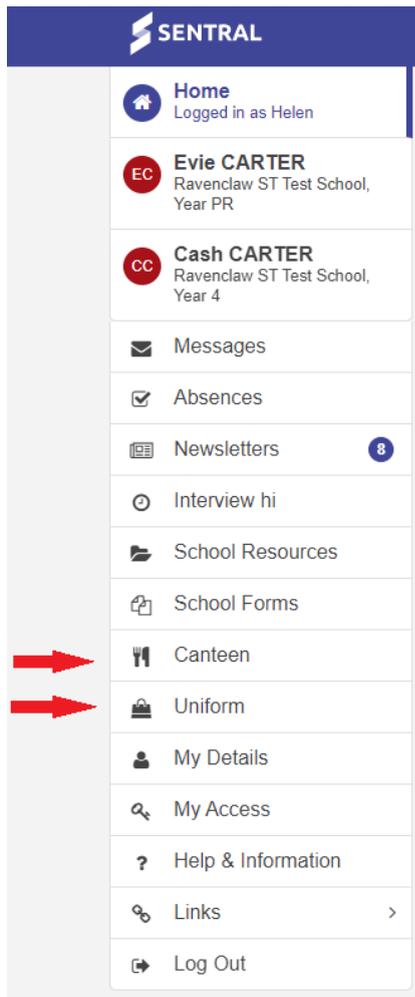
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4. The first time you click on these tiles you will be asked to either:
 - a. **Link Existing Account:** Select this option if you have already registered with StudentPayPlus. You will be asked to enter your login credentials.
 - b. **Create New Account:** If you are a new user of StudentPayPlus click this option. Your children will be automatically added to StudentPayPlus (from the Sentral for Parents school you accessed the Canteen or Uniform link from).



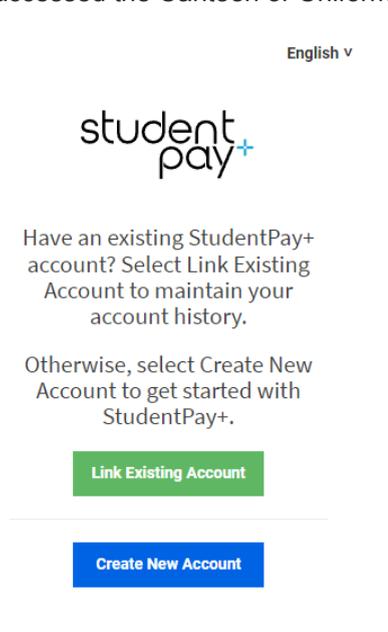
5. You should now be in your StudentPayPlus account. If you are experiencing issues with this process contact StudentPayPlus Support on support@studentpayplus.com.au or **1300 11 66 37**.
6. If you have children at multiple schools that are using StudentPayPlus, you will need to navigate from each or your children's schools the first time in order for the students to be automatically linked to your StudentPayPlus account.

Sentral for Parents Portal

1. Log into Sentral for Parents in a web browser on your device using your login credentials.
2. Select Canteen or Uniform from the menu, depending on where you are looking to navigate.



3. The first time you click on these tiles you will be asked to either:
 - a. **Link Existing Account:** Select this option if you have already registered with StudentPayPlus. You will be asked to enter your login credentials.
 - b. **Create New Account:** If you are a new user of StudentPayPlus click this option. Your children will be automatically added to StudentPayPlus (from the Sentral for Parents school you accessed the Canteen or Uniform link from).



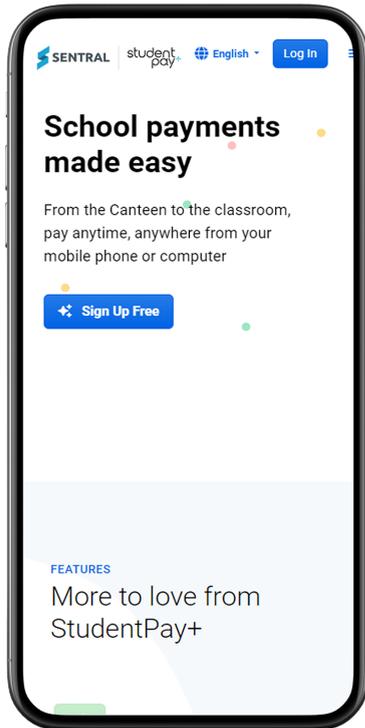
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5. If you have children at multiple schools that are using StudentPayPlus, you will need to navigate from each of your children's schools the first time in order for the students to be automatically linked to your StudentPayPlus account.

For Non “Sentral for Parents” School

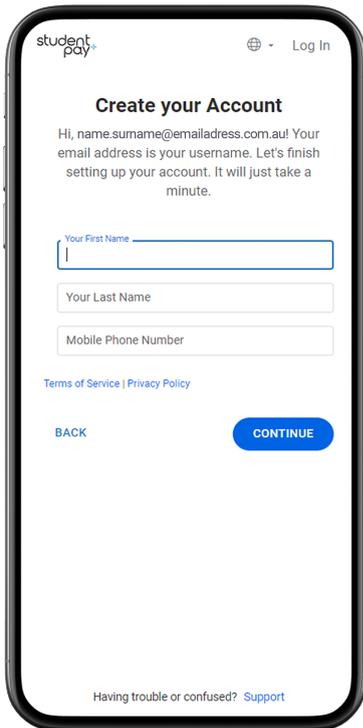
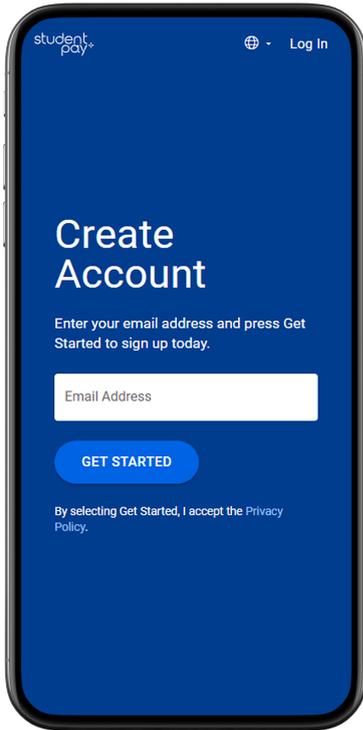
Register and link your children

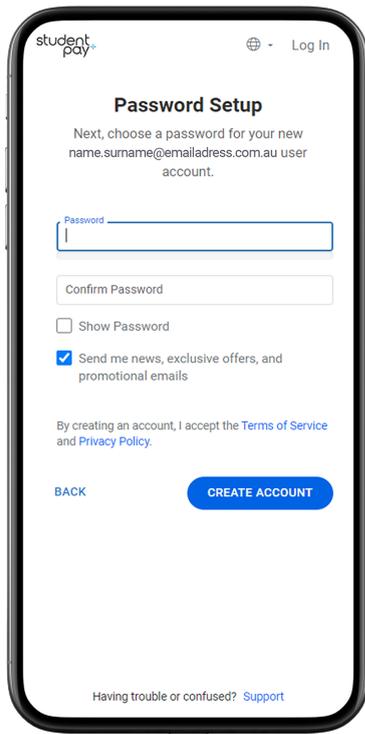
If your school does not utilise “Sentral for Parents” you will need to manually link your students to StudentPayPlus. The following instructions will walk you through this process.

1. Create a new Sentral StudentPayPlus account by navigating to: <https://www.studentpayplus.com.au/>
2. Click on “**Sign Up Free**”.

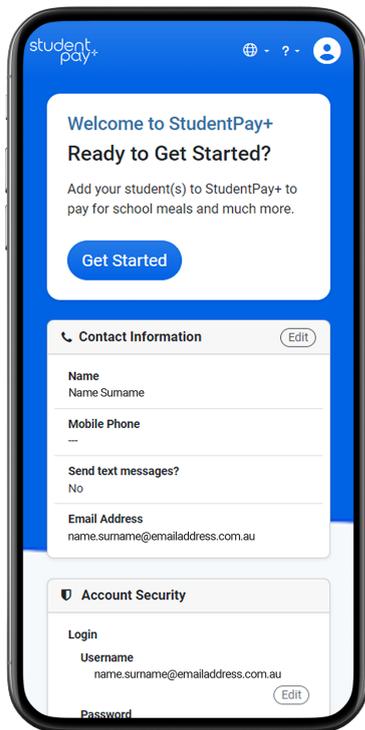


3. Enter the requested information to create your account.

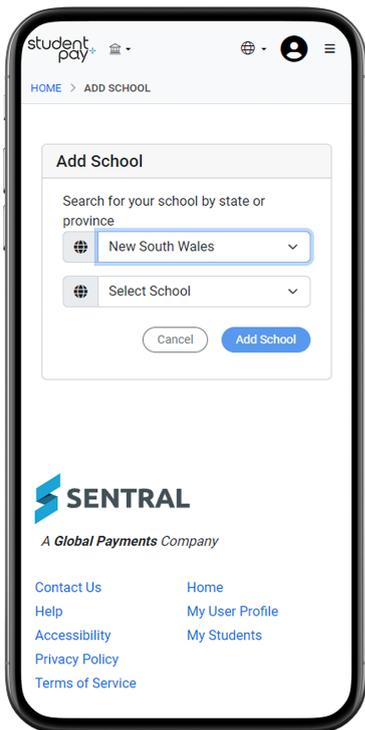
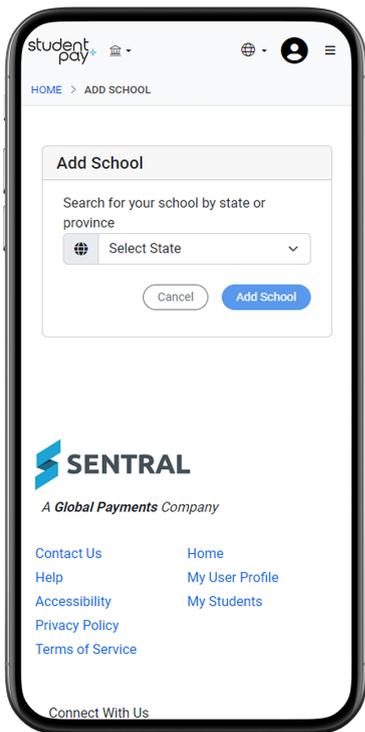




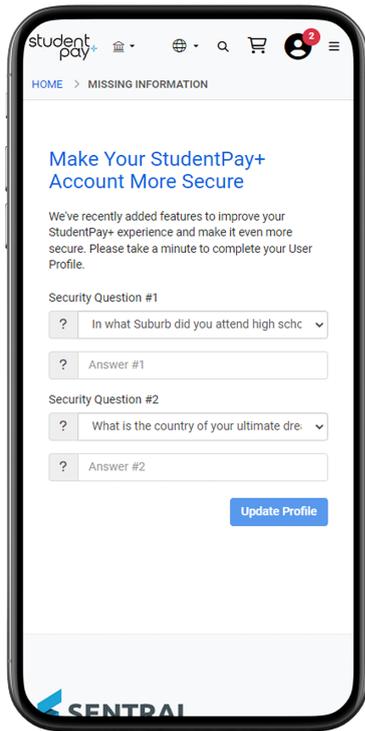
4. Click the Login button and enter the email address and password you just created.
5. Click the Get Started button.



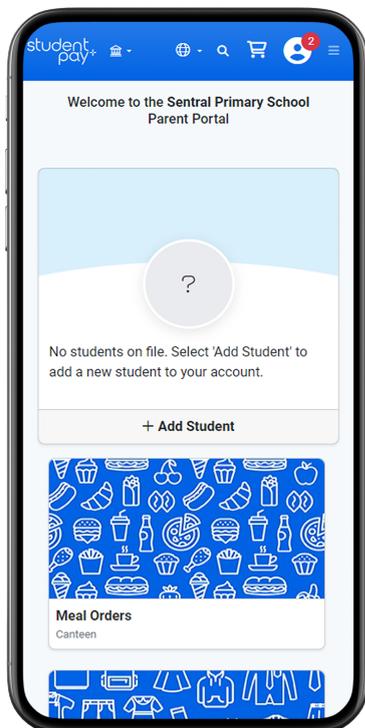
6. Enter your State and select your school. Once you have selected your school, click “Add School”.



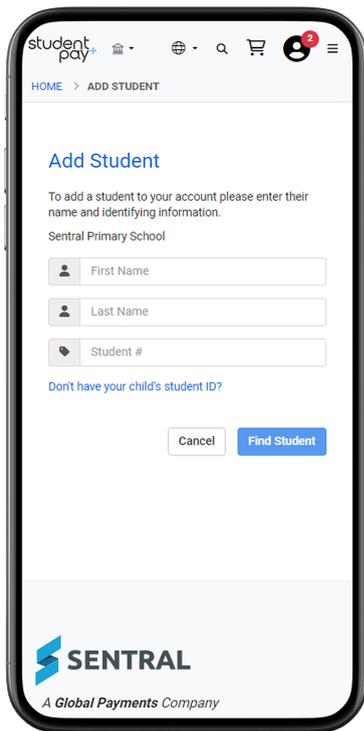
7. Enter Security Questions/Answers. This will help Sentral support to identify you if you contact support.



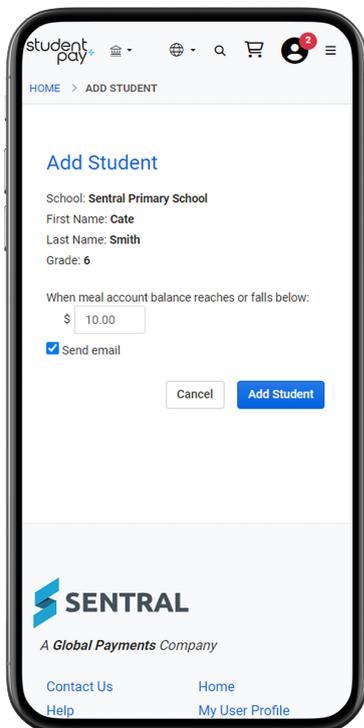
8. Click "Add Student" to link your child/children.



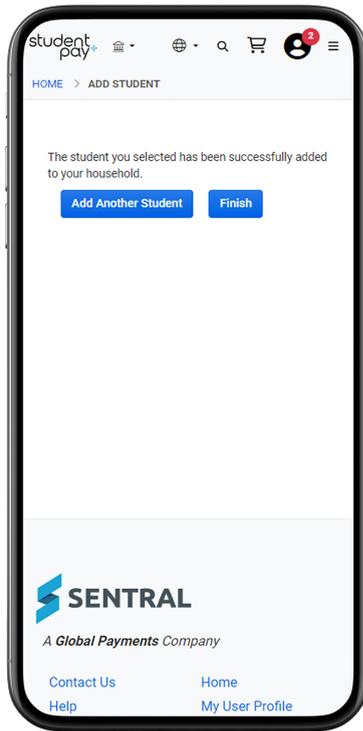
9. Enter your child's First and Last Name, and their Student Number. You should have been emailed your child's student number by your school. If you don't know your child's student number, please contact your school directly.



10. You can set the system to send you an email if your child's wallet balance falls below a certain amount. If you do not wish to be notified, untick the "Send email" checkbox.
11. Click the "Add Student" button.

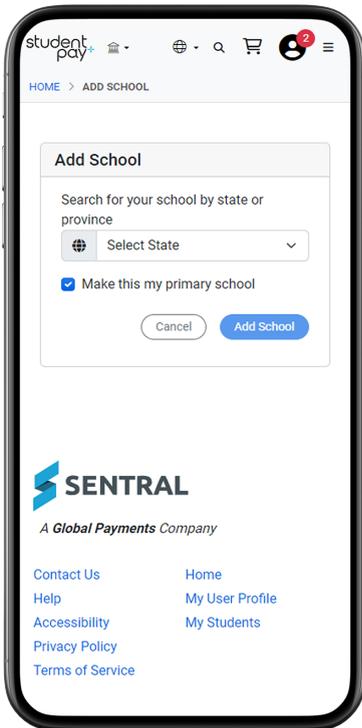
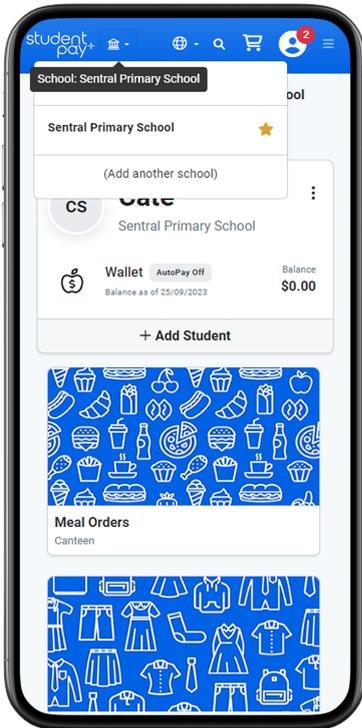


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12. You can now choose to add another child by clicking the “**Add Student**” button, or complete the process by clicking the “**Finish**” button.

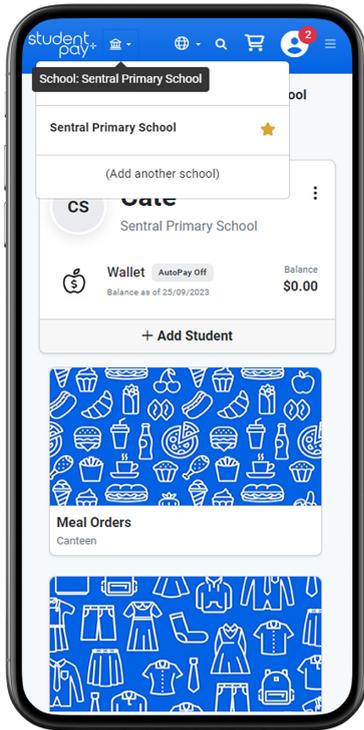


Children at Multiple Schools

1. You can add multiple schools. See below examples to step you through the process:



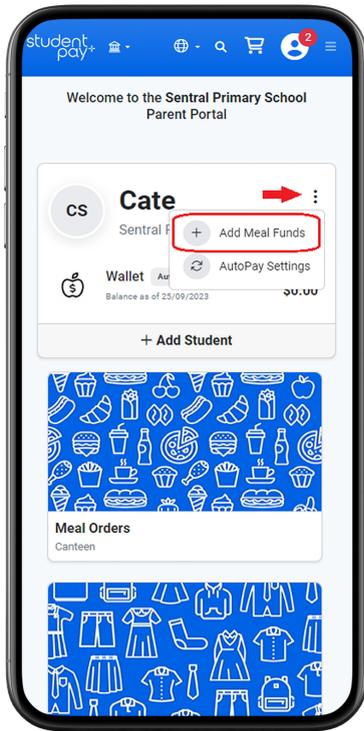
2. You can set one of your schools as the main school by selecting the Star in the drop down menu: The school will be displayed in the StudentPayPlus Parent Dashboard Header. When you click on the school it will show a list of all schools you have added and the main school will be marked with a Star.



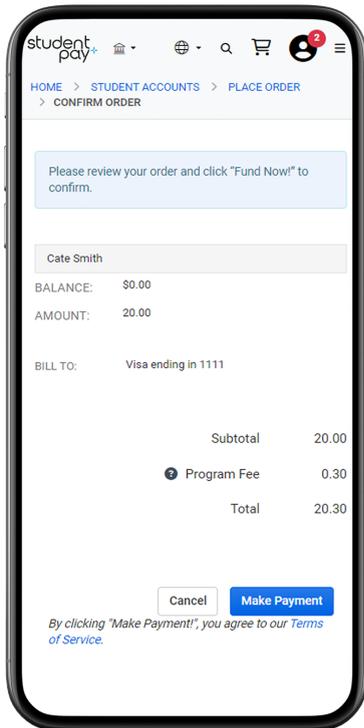
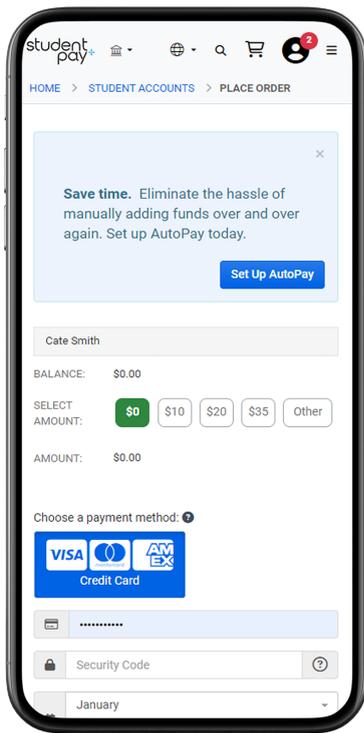
3. Once you have added the school, you can link your child/children.

Funding your children's wallets

1. To add funds to your child/children's wallet, by clicking the 3 dots (ellipses), and selecting **Add Meal funds**:



2. Enter amount and card details, and address (you may need to scroll down the page if accessing through your mobile phone. You can set the card details as your primary billing account, which means it will be saved for future processing. Click Continue button.



FAQs

To view our Frequently Asked Questions, visit our website:
<https://www.studentpayplus.com.au/ver2/help/gethelp>