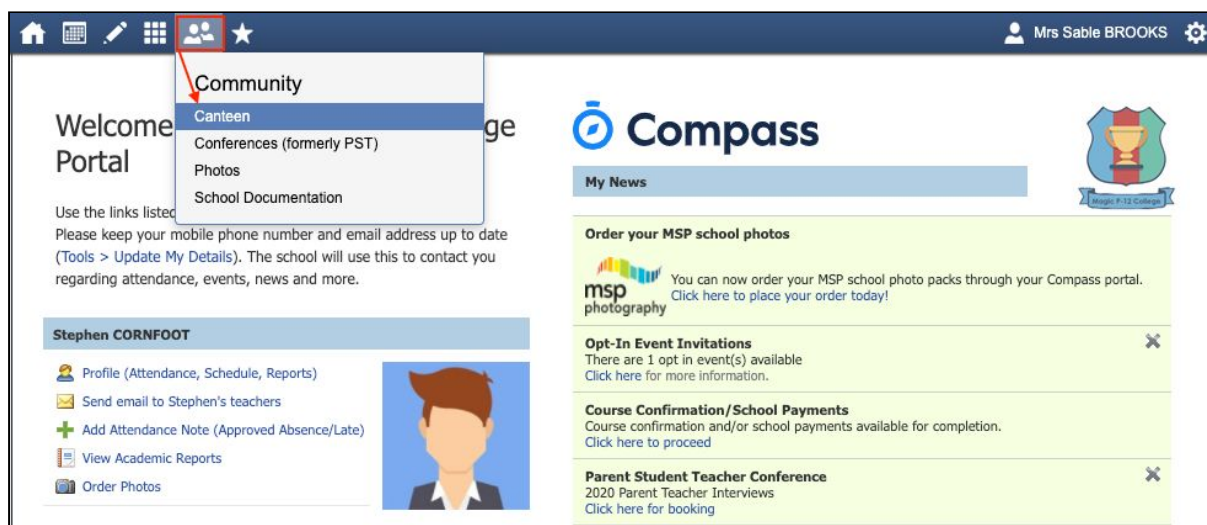## How To: Place a Canteen Order for your child

If your child has been given access to the student Compass portal (generally Secondary students), they are able to place orders from their account.
You can also place a canteen order on their behalf from within your Compass parent portal.

To do so, go to the people icon at the top of the portal and select 'Canteen'.

This will take you to the Canteen page. Click 'Get Started' and you will be taken to the ordering tab.
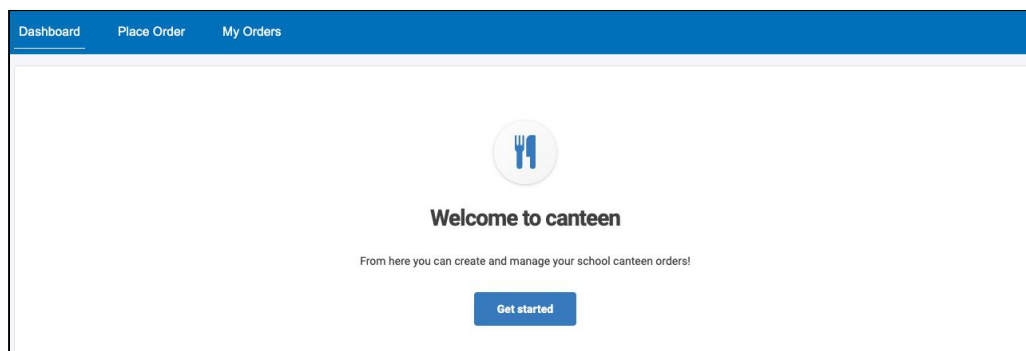
On the 'Place Order' tab you will need to select which of your children the order is for and then click 'Next'.

Next you will need to select the date the order is for. Some dates may have more than one menu available, for example, there may be the standard canteen menu and then perhaps a 'special' day, like a sausage sizzle menu available for that date. If there is more than one menu available to order from for the date you selected, you will need to select which menu you are ordering from.
Click 'Next' to proceed.

You will see the menu items listed, scroll through and click 'add item' for each item you want to order for that date.

You will see the added items show under the order details. You can also adjust quantities if needed for the added items.

When you have finished adding items, click 'Proceed to review order'.

Review the order. You can remove an item by clicking the cross icon next to it. You can also add any additional information in the available section.
When you are happy with the order, click 'Add order'.

This will add the order to your cart. If it is the only order you are placing at this time, click 'Confirm and pay'. Alternatively, you can proceed to make additional orders for other children or other dates and add them to your cart. Once all orders are added to your cart, *you will need to click 'Confirm and pay' to pay for them in order for them to be received by the canteen.*

Select the card you want to pay for the order with (or in the card drop-down, select the option to add a new card if required) and click 'Process Payment'.

To view any existing upcoming orders or past orders for your child, click to the 'My Orders' tab.

If you need to cancel an upcoming order, you will have the option to do so when viewing the order on the 'My Orders' tab provided you are attempting to cancel the order before the cancellation deadline set by the school.

How To: Top up your child's Canteen Balance

For students using their Compass Student ID card to place canteen orders or purchase ad-hoc at the canteen, parents can top-up the child's card balance.

To do so, go to the cog icon in the top right of your portal and select 'Wallet'.
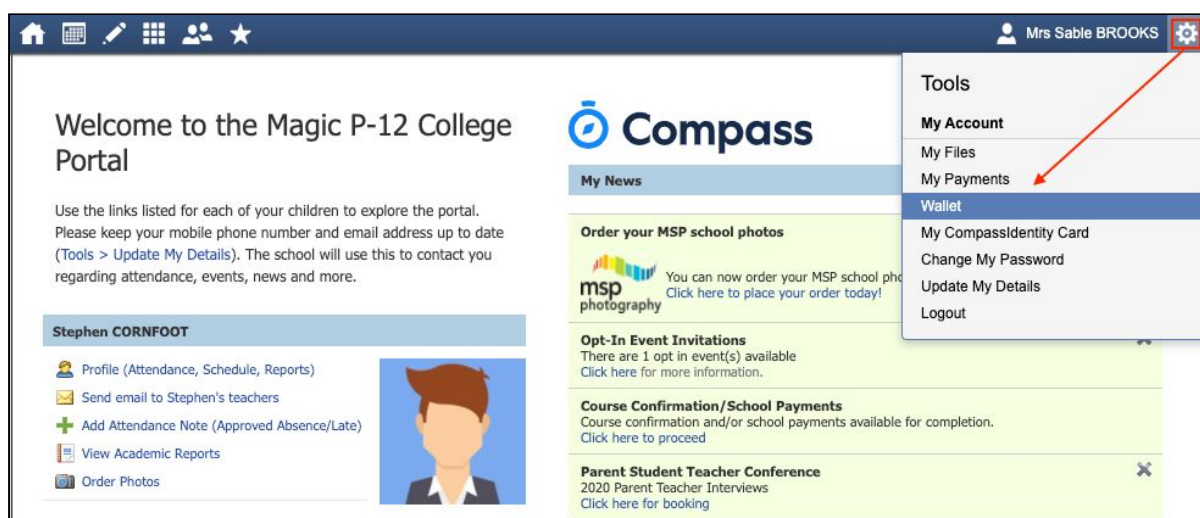
On the Wallet page, click the child whose balance you want to top up. You will see their existing balance and two top up options, one to set up an automatic regular top up and another for a once-off top up.
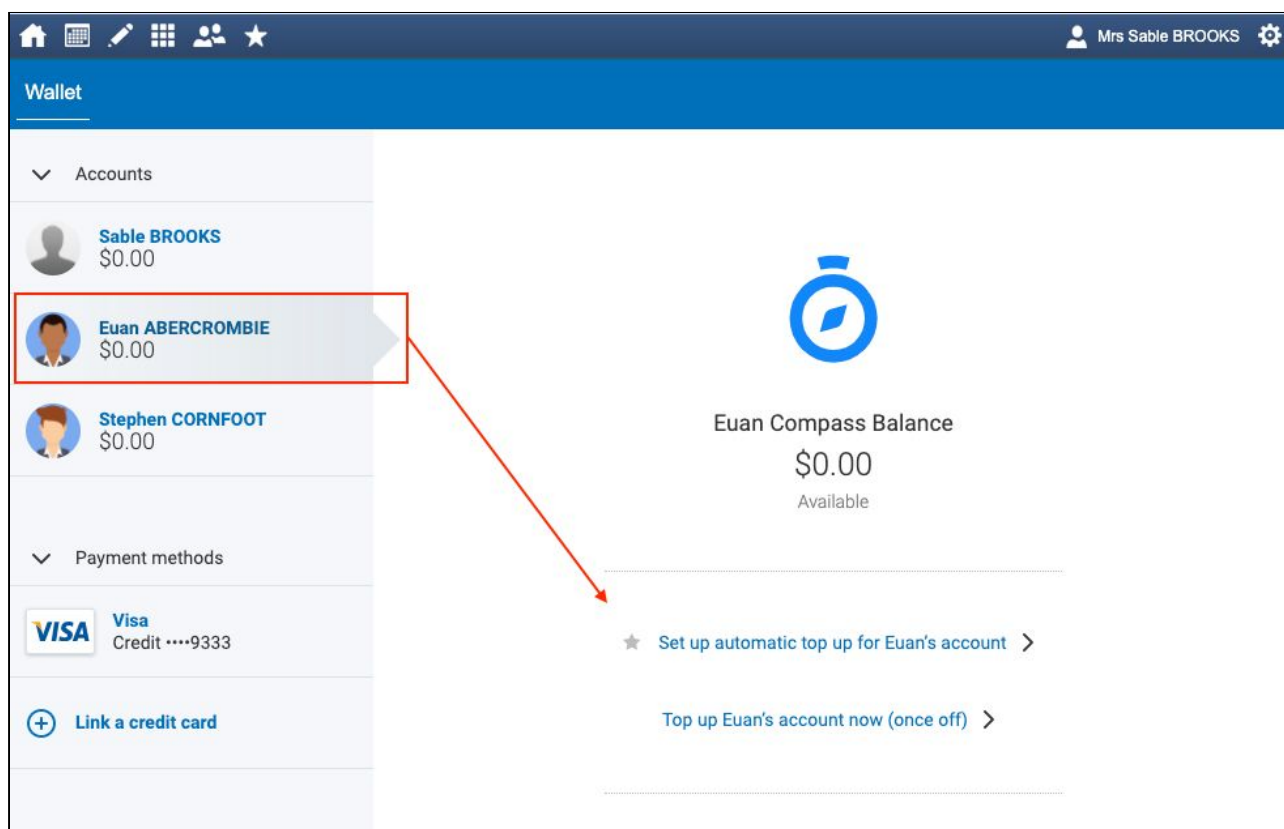
Before proceeding with any top up, ensure you have selected the correct child from the left hand side list of users whose balance you want to top up.

To set up a regular automatic top up, click that option. It will expand to show the possible selections. Choose the card you want to be debited with the automatic top-ups.
Set the minimum Compass balance to trigger the top-up for your child (i.e. when their balance reaches $10, a top up payment will trigger).
Then set the top-up amount that is to occur (i.e. when their balance reaches $10, top up with a $40 payment).
Once you have made your setting selections, click 'Enable automatic top-up' and the automated system for that child's card will be in place.

If you ever need to remove the automatic top up, click 'Automatic top is enabled' and it will expand to show the details. You will then have access to click the 'Remove automatic top up' red button.

To simply do a once of top-up, click 'Top up account now (once off)'. It will expand and you can select the card to be debited and also the top up amount. Click 'Confirm Payment of $ to account' to process.