SCHOOL24

Welcome to School24!

We're excited to support you with a simple, convenient online ordering platform that can be used on-the-go to order anytime, anywhere!

Getting started is quick and easy — just follow the steps below and you'll be placing your first order in minutes.
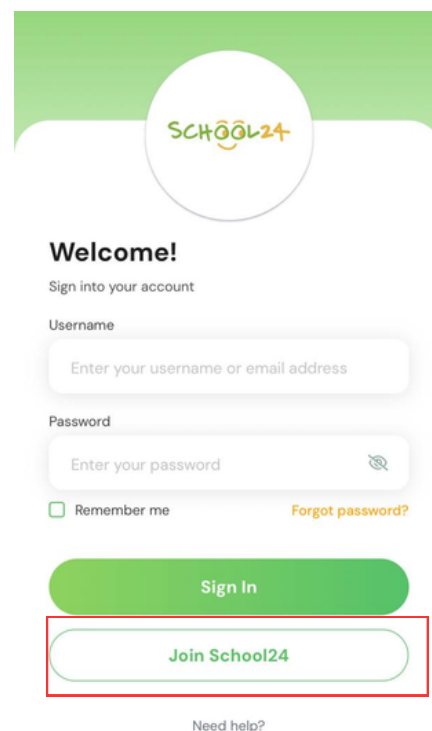
Download Our Free Mobile App

Tap or scan the links below to download the School24 app:

Sign Up for a School24 Account

1. On the app's Sign In page, tap [Join School24].
2. Enter your school's unique registration ID
3. Fill in the remaining details.
4. Tap [Create Account].
5. Check your inbox for a verification email and tap [Verify] to activate your account.

Sign In

From the 'Sign In' page, enter the email address you used to create your School24 account and your chosen password — then tap [Sign In].

Set Up Student Profiles

Next, you'll need to set up your student profiles.
(*Note: If you're using School24 as a **Student** or **Staff member**, you'll still need to set up a student profile for yourself.*)

1. Tap [Set Up Students] from the home screen.

2. Tap [+ Add a Student] on the Students page.

3. Enter your student's details and tap [Next].
(Note: If you're a Student or Staff member – use your own details.)

(Optional) If your school allows cashless over-the-counter purchases using School24, you can link your child's student ID card by entering their ID number. This allows them to make purchases at school without using cash. Tap [Next]

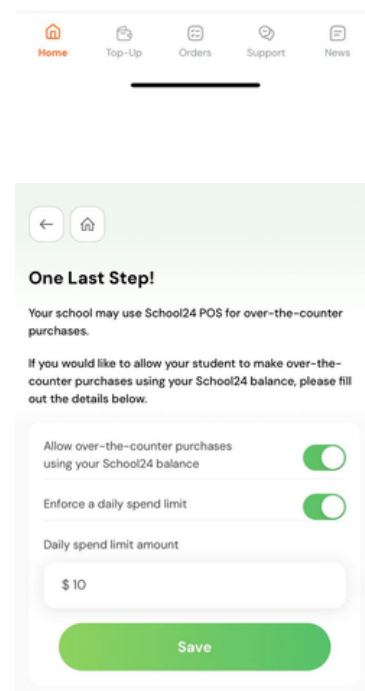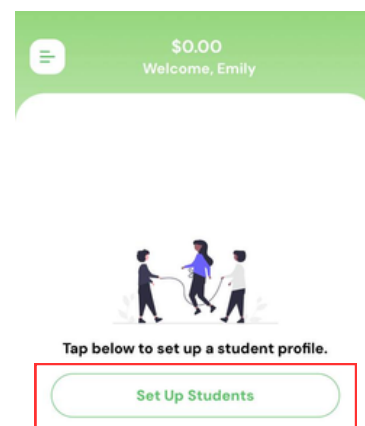**4.** Choose whether you'd like to allow your student to make purchases at school **over the counter using your School24 account balance**.

5. Choose whether to **enforce a daily spend limit** for this student on over-the-counter purchases.

6. If you've allowed over-the-counter purchases and chosen to enforce a daily limit, you can now **set the daily spend limit amount**.

7. Tap [Save] to save the student profile.

Repeat Steps 1–7 to add more students to your account.

Place Orders

1. From the home screen of your app, tap the school service you'd like to order from. Only the services your school has enabled will appear.

Note: For canteen/tuckshop orders, you'll be asked to select a delivery date first.

2. Browse the available products by scrolling through the menu or using the category tools and search bar.

3. Tap on a product to view details, select which student the product is for, and to select any desired and/or required options for the product.

Note: If you're ordering for multiple students, any selected options will apply to all selected students. If each student needs different options, first tap [Add to Cart] for the first student, then repeat the process for each additional student with unique selections.
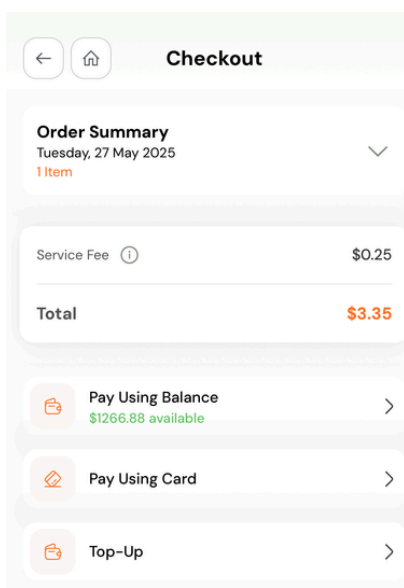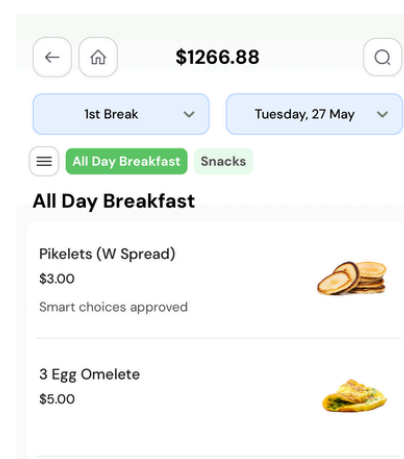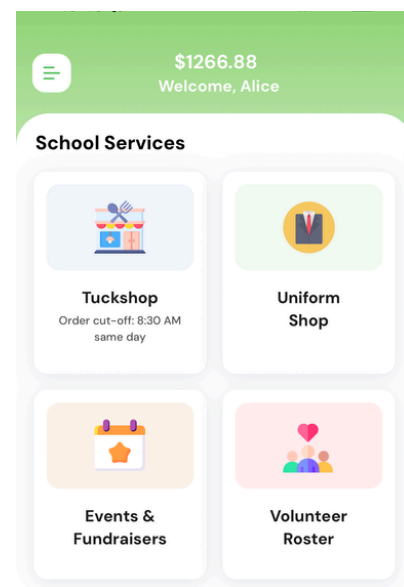
4. Once you've added everything to your cart, tap [View Cart] to check your items.

5. Review your order to make sure all details are correct.

6. Tap [Go to Checkout].

7. Choose a payment option:
- **[Pay Using Balance]** – Use available funds in your School24 account
- **[Pay Using Card]** – Pay with a credit or debit card
- **[Top-Up]** – Add funds to your account before completing the order

Parent and Student Getting Started Guide

SCHOOL24

Exploring the App

From the app's home screen, you'll find five main tabs at the bottom:

- **Top-Up** – Quickly add funds or request a refund of your remaining balance.

- **Orders** – View upcoming and past orders, reorder items, cancel existing orders, or download event tickets.

- **Support** – Need help? This tab provides quick access to contact School24 Support.

- **News** – Stay updated with announcements from your school.

Tap the account icon in the top-left corner to manage your account:

- **Profile -** Update your contact details.

- **Students –** Add or edit student profiles.

- **Ban Food –** Restrict items from being ordered for specific students.

- **Orders –** View, cancel, or reorder past purchases.

- **Transactions –** Track all account activity, including top-ups and purchases.

- **Top Up Account –** Add funds to your account or request a balance refund.

- **Payment Methods –** Manage your saved cards.

- **Vouchers –** View or redeem available vouchers.

- **Account Settings –** Change your password and manage preferences.