



FREQUENTLY ASKED QUESTIONS

I have not received an email from MSP about ordering photos. What should I do?

This is likely because your child was a late enrolment, a new student, or your contact details at the school are incorrect. If you have an existing Compass account, you can login and order through this platform. Alternatively, if you call our office on 03 5482 3190, we can place your order over the phone.

My child is not appearing on the “order photos” Compass Portal.

Please call our office on 03 5482 3190, and we can place your order over the phone.

Can I also order if my partner and I have separated?

Of course. Simply use your Compass profile to order photos for your child. Any students with multiple orders processed will have their photographs sent to the front office of the school to ensure orders are delivered to the correct parent.

How do I order a family photo?

If you have more than one child attending school, a family order option should be available on your Compass portal. If you don't see this option and would like to order a family photo, please call us to place your order over the phone.

I didn't receive an order reference number, but the money has been taken out of my bank account.

Your order will automatically be received by our system. Simply send your child on photo day with their information sheet as normal.

I can't pay today. Will I still be able to get photos?

Of course. All students will have their portrait taken regardless of whether you are purchasing photos or not. Online ordering will remain open on Compass, but a late fee will apply when ordering over one week after photo day. If you are still unable to order in this time frame, please contact us and we will endeavour to help you out.