

# FREQUENTLY ASKED QUESTIONS

## ❑ **I haven't received an email from MSP about ordering photos. What should I do?**

You can still create an account using your child's surname and date of birth. Scan the QR code on the flyers distributed by the school to get started. Alternatively, if you call our office on 03 5482 3190, we can place your order over the phone.

## ❑ **Can I also order if my partner and I have separated?**

Of course. Simply use your MSP 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. If you have any concerns, please send us an email at [admin.mrr@msp.com.au](mailto:admin.mrr@msp.com.au)

## ❑ **How do I order a family photo?**

Once you have logged into your account, click the button at the top of the page (pictured below).

Order for another child or  
Family Packs

## ❑ **Can I order one family photo of my children, and another with their cousins?**

Absolutely. Please order one family package per photo, and send us an email at [admin.mrr@msp.com.au](mailto:admin.mrr@msp.com.au) letting us know who you would like in each photo. This also applies to step-siblings, aunts and uncles, or other combinations. We're more than happy to take the photo, but please let us know who should be in it!

## ❑ **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 big smile ready.

## ❑ **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 online, 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.

## More Questions?

We're here to help. Call our friendly team on 03 5482 3190 or email us at [admin.mrr@msp.com.au](mailto:admin.mrr@msp.com.au)