

# FREQUENTLY ASKED QUESTIONS

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

This is likely because your child was a new student, late enrolment, or your contact details at the school are out of date. 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" section of Compass.**

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.
-  **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 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.

## 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)