

+ Getting Started +

How do I register for School24?

To create your School24 account, all you need is the following:

- Your school's unique ID registration number (below)

Newmarket State School: **25538963**

- An associated email address
- An associated mobile number

Download the School24 mobile app by scanning the QR codes or tapping the icons below. Then tap 'Join School24' on the login screen and follow the prompts to create your account.

Need help? Refer to the **Parent/Student Getting Started Guide** provided by your school for step-by-step instructions on completing setup and placing your first order.



I've created a School24 account, however I haven't received my registration email. What should I do?

Please check your spam or junk folder, as the email may have been filtered there. If you still can't find it, give us a call on **1300 067 337** and we'll be happy to activate your account for you.

+ Account & Profile +

Are my card details safe?

Yes. Your card details are never stored by School24. All payments are securely processed by Stripe, a trusted global payment provider. Stripe is PCI Service Provider Level 1 certified – the highest level of certification in the payments industry. For more information, visit [Stripe's security page](#).

How do I reset my password?

You can reset your password by tapping “Forgot password?” on the Sign In page of the School24 mobile app. If you're using the web version, visit [this link](#) to reset it. If you have any trouble, contact our support team on **1300 067 337** or email info@school24.net.au.

I signed up for the wrong school. How can I change this?

Please contact School support on **1300 067 337** or email info@school24.net.au and we'll update your account and assign it to the correct school.

I'm a parent and have students at different schools that both use School24. Can I have them in one account?

Unfortunately, at this time, you'll need to create a separate account for each school your children attend. We understand this may be inconvenient, and we're working towards a solution to support multiple schools under one account in the future.

How do I close my School24 account?

To close your School24 account:

1. Open the School24 mobile app
2. Go to the 'Account Settings' page from the main menu
3. Select 'Close Account'
4. Tap 'Close Account' to confirm

+ Top-Ups & Payments +

How do I top-up my account?

To top up your account, go to the Top-Up page from the homepage of the School24 mobile app. You can choose from two options:

- Instant top-up using a credit or debit card (processing fees apply via Stripe)
- Bank transfer (please allow up to 3 business days for the funds to clear)

Can I get a refund of the balance in my account (e.g. if we're leaving the school)?

Yes, you can request a refund of any remaining balance in your School24 account. Simply contact our support team at **1300 067 337** or email info@school24.net.au, and we'll process the refund for you.

+ Student Profiles +

I'm a parent, and one of my students has left the school. What should I do?

If your student has left the school, you can deactivate their student profile.

To do this:

1. Open the School24 mobile app
2. Go to the 'Students' page from the main menu
3. Select the student's profile
4. Scroll down and tap 'Deactivate Student'

How do I update a student's class?

To update a student's class:

1. Open the School24 mobile app
2. Go to the 'Students' page from the main menu
3. Select the student profile you'd like to update
4. Choose the new class from the 'Class' dropdown menu
5. Tap 'Save' to save your changes

+ Orders & Cancellations +

Who do I contact if I experience any issues with orders, or ordering?

If you have any issues with orders or placing an order, please contact School24 Support on **1300 067 337** or email info@school24.net.au. We're here to help!

I'm trying to order from the canteen/tuckshop, but I can't select the date. Why?

This usually means one of two things:

- The cut-off time for placing orders has passed, or
- The canteen/tuckshop is closed on that day (e.g. due to a pupil-free day or special event)

We recommend checking with your school for confirmation on cut-off times and closure dates.

I want to change my order. What should I do?

If the cut-off time hasn't passed, you can cancel your existing order and place a new one with the updated items. To cancel, go to My Orders in the School24 app or website, select the order you wish to cancel, and follow the prompts. Then simply place a new order with your changes.

It's not letting me cancel my order? Why?

You can only cancel your order up until one of the following, depending on your school's settings:

- The canteen/tuckshop cut-off time, or
- The time when the canteen/tuckshop has started preparing your order

What if I or my student is sick – can I cancel the order?

If the cut-off time hasn't passed, the order can be cancelled in the app. If the cut-off time has already passed, please contact School24 Support on **1300 067 337** or email info@school24.net.au, and we'll help request a cancellation or move the order to another day (subject to school approval).

Can I re-order a previous order for a new date?

Yes! You can easily re-order a past order for a new date. Just follow these steps:

1. Go to the 'My Orders' page from the main menu in the School24 app
2. Find the order you'd like to repeat and tap 'Re-order'
3. Select your new date and you'll be taken straight to the checkout to confirm and pay