



SOUTH COAST  
BAPTIST COLLEGE  
*Thy Kingdom Come*

# SCBC Canteen Ordering System Instruction Manual

(v1.1)



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# INTRODUCTION

SCBC has launched a new web-based system for Parents/ Guardians, Staff and Students to order food from the college canteen. The selected platform is “**My Student Account**”

Benefits of the new system include

- Online ordering- scheduling orders in advance
- Cash Payments
- EFTPOS Payments- Available for staff and parents.
- Student card payments- Parents can add funds to student accounts, allowing students to make purchases using their SCBC student cards.
- Setting spend limits, alerts and more.

To access the platform, visit <https://canteen.scbc.wa.edu.au> in a web browser or select **School Favourites** in Compass.

Please take a moment to read through this manual and become familiar with how the system works.

## **Important**

SpriggySchools will no longer be available for canteen orders after **2 April 2026**.

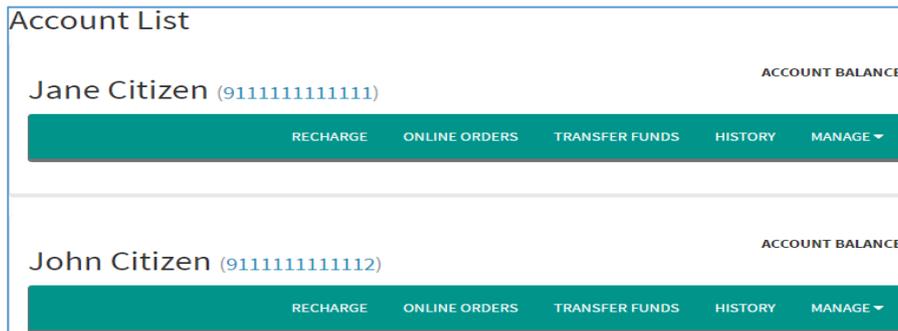
From **Term 2, 2026**, all canteen orders must be placed using the new **My Student Account** ordering system. Orders will not be accepted through SpriggySchools after this date. Parents are encouraged to use any remaining SpriggySchools balance or request a refund before **2 April 2026**.

# FIRST TIME LOGIN/ RESETTING PASSWORDS

## Parents/ Guardians

1. In your web browser go to <https://canteen.scbc.wa.edu.au>
2. Select **Parent Sign In**
3. If this is your first time, select “**Forgot your password?**”
4. Enter your **Compass username** or **email address registered** in Compass and select “**Submit Request**”
5. Check your email and click the link to set your new password.
6. Now Sign in with your new password.
7. You will be taken to the **Canteen Online Ordering system** and see a list of your child/children’s account within your profile as below. Each student has a separate account balance based on their Student ID.





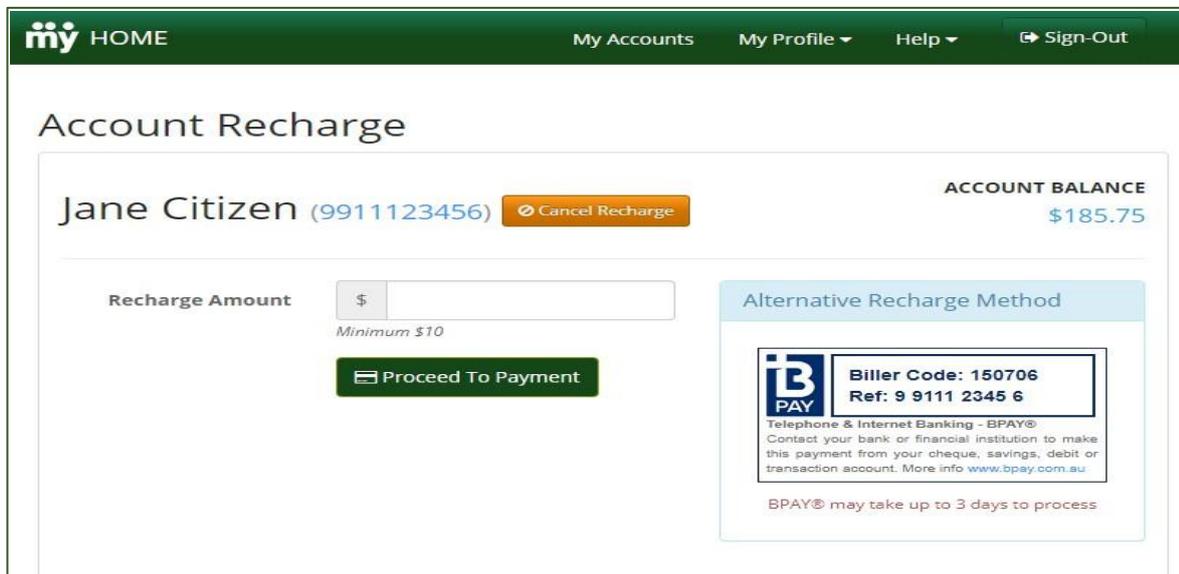
## SCBC Staff & Students

1. Select “**Staff and Students**”
2. Sign in using your SCBC credentials (email address and password)
3. If you are both a Staff and a Parent, you **must** use the **Parent Sign** in for children’s orders.

## RECHARGE

To recharge your account

1. Select “**Recharge**”
2. Enter the amount you wish to add and click “**Proceed to Payment**”
3. Enter your credit card details (Visa or MasterCard) and follow the prompts.



# ONLINE ORDERING

Ensure your account has sufficient funds. If you try and order items without funds, you will be asked to return to the account recharge page and add funds in your account prior to ordering meals.

1. Click the “**Online Orders**” tab under the student account you wish to make the order for
2. Select “**Begin Order**”.
3. Choose your order date/ dates, **Meal Options** and click “**Add to Order**”
4. Click “**Next**” to select your items for each meal.

*Note: You can edit or remove/ discard any dates or orders before Proceeding to Payment. The cut off time for orders is 8:15 AM, on the day of the order.*

Jane Smith (222) Cancel Order ACCOUNT BALANCE \$111.60

### Junior Online Order Menu

The cut off time for this menu is 8:00 AM on the day of the order

Select a date and any relevant options for this order. You may add multiple dates.

**Order Date** **Menu Options**

17/01/2019 Calendar Lunch + Add to Order Next >

#### Selected dates and options

17/01/2019 Lunch

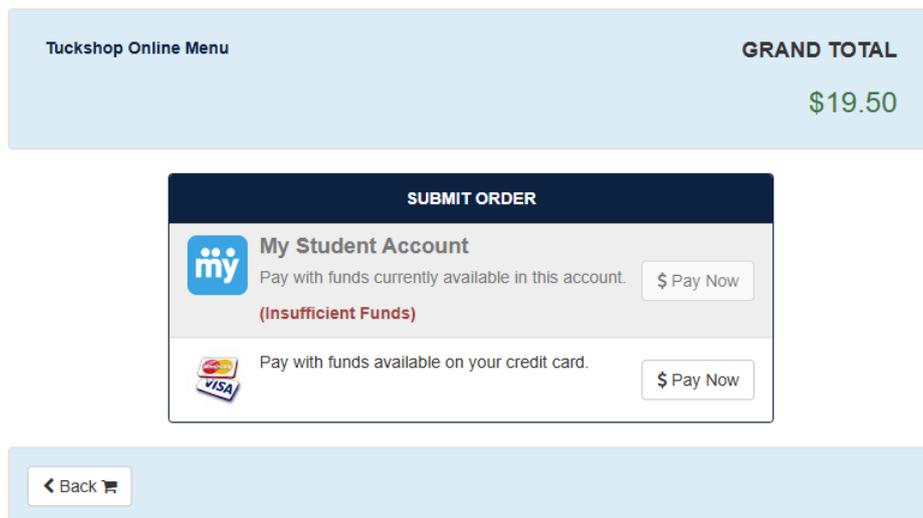
You can select as many meal periods and dates as you wish in one go per student. Select “**Order date**” and then choose “**Menu**” option. (You can only see and order from a menu available for your child). You cannot make an order after the Order cut-off time on the day of ordering. The menu will show the order cut-off time. A menu may have an attachment with extra information regarding the menu or event.

23/02/2017		24/02/2017	
<b>1.LUNCH SPECIALS</b>			
<b>2.HOT FOODS</b>			
Item	Price	Qty	
TOASTED SANDWICH - CHICKEN & CHEESE	\$3.50	-	0 +
TOASTED SANDWICH - HAM & CHEESE	\$3.50	-	0 +
TOASTED SANDWICH - HAM CHEESE & TOMATO	\$3.50	-	0 +

5. After you have placed orders for the date(s), you can **“Proceed to Payment”**

23/02/2017 Lunch			EDIT	DISCARD
Item	Qty	Total Price		
LIPTONS ICED TEA - GREEN TEA & MANGO	1	\$3.20		
	<b>SURCHARGE</b>	<b>\$0.00</b>		
	<b>TOTAL</b>	<b>\$3.20</b>		
24/02/2017 Morning Tea			EDIT	DISCARD
Item	Qty	Total Price		
SUSHI ROLL - CHICKEN & AVOCADO	1	\$2.60		
BIG M 250ML STRAWBERRY MILK	1	\$2.50		
	<b>SURCHARGE</b>	<b>\$0.00</b>		
	<b>TOTAL</b>	<b>\$5.10</b>		
<b>&lt; BACK</b>		<b>PROCEED TO PAYMENT &gt;</b>		

6. Click: **“Pay with funds currently available in this account”** or **“Pay with funds available on your credit card”**

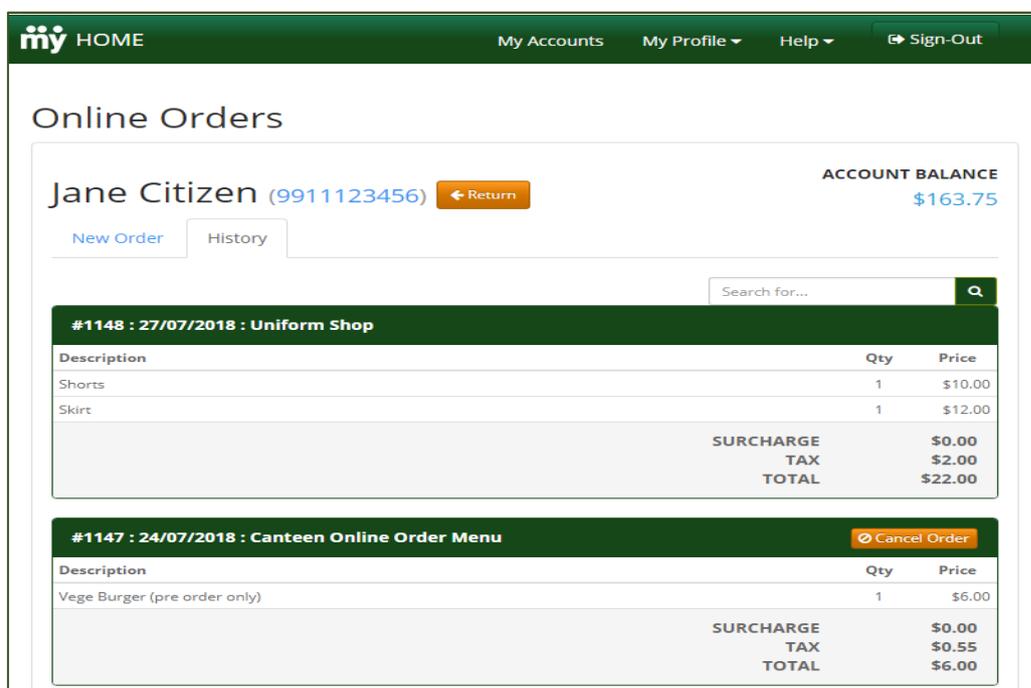


JNR Lunch pickup - 12:00 PM  
 SNR Lunch pickup - 12:40 PM

## CANCELLING AN ONLINE ORDER

If you have placed an order and want to cancel, click “**Online Orders**” then “**History**”.  
 Your orders will be visible and click the red “**X**” to delete

*Note: you can **only** delete an order prior to the cut-off time on the order date. If there is no Delete option for an order, then the Order cut-off time has passed. You may not be able to cancel an order due to restrictions placed by the Canteen Manager.*



## TRANSACTION HISTORY

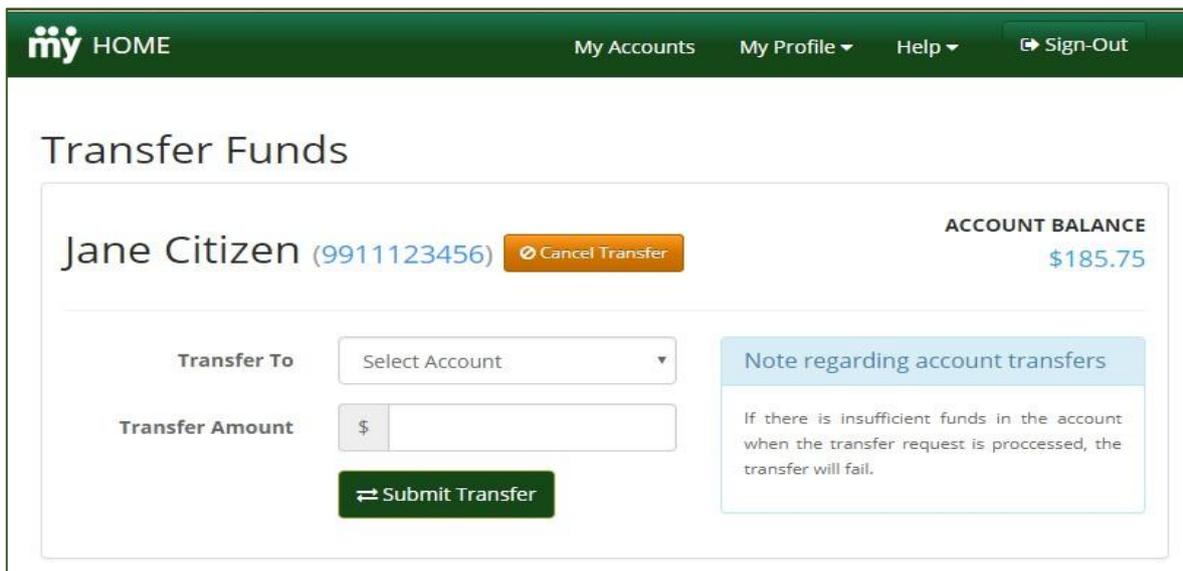
Use the **History** tab to navigate and set the search date to view all past purchases.



Date	Description	Credit	Debit	Balance
25/07/2018 - 10:17 AM	Funds Transfer (to: 9911881188)	\$50.00		\$185.75
24/07/2018 - 04:34 PM	Online Order Ref#: 1147 <i>1 x Veggie Burger (pre order only)</i>	\$6.00		\$235.75
24/07/2018 - 04:29 PM	Online Order Ref#: 1146 <i>1 x Skirt</i>	\$12.00		\$241.75
12/07/2018 - 12:04 PM	Online Order Ref#: 1145	\$34.50		\$253.75
12/07/2018 - 11:17 AM	Online Order Ref#: 1143 <i>1 x No Tax 2</i>	\$2.50		\$288.25

## TRANSFER FUNDS BETWEEN CHILDREN

You can deposit funds to one account and transfer money to your other children's accounts, including when a sibling leaves the college or when another account has a low balance.



**Transfer Funds**

Jane Citizen (9911123456) [Cancel Transfer](#) **ACCOUNT BALANCE** \$185.75

**Transfer To**

**Transfer Amount** \$

[Submit Transfer](#)

**Note regarding account transfers**

If there is insufficient funds in the account when the transfer request is processed, the transfer will fail.

## MANAGE – EDIT

When editing a student account, you can set a **Daily Spend limit** and **Low Balance notification** that will email you when the balance falls below the level set.

my HOME My Accounts My Profile Help Sign-Out

### Edit Account

Jane Citizen (9911123456) Finish Editing **ACCOUNT BALANCE** \$185.75

Account Details Messages Automatic Payments

Name: Jane Citizen

Daily Spend Limit: **ENABLED**

Daily Spend Limit: \$ 10.00

Low Balance Notification:

Save Changes

## ALERT

Add an **Allergy** alert or message for canteen staff such as “Peanut Allergy”.

my HOME My Accounts My Profile Help Sign-Out

### Edit Account

Jane Citizen (9911123456) Finish Editing **ACCOUNT BALANCE** \$185.75

Account Details Messages Automatic Payments

+ Add Message

**Allergy Alert** ⚠

Peanut Allergy ✖

## PROHIBIT ITEMS

You can set Prohibited items. Please consult/ advise your child to avoid embarrassment in a busy queue of hungry students and the support canteen staff in serving efficiently.

### Edit Account

John Citizen (111) Finish Editing ACCOUNT BALANCE \$301.40

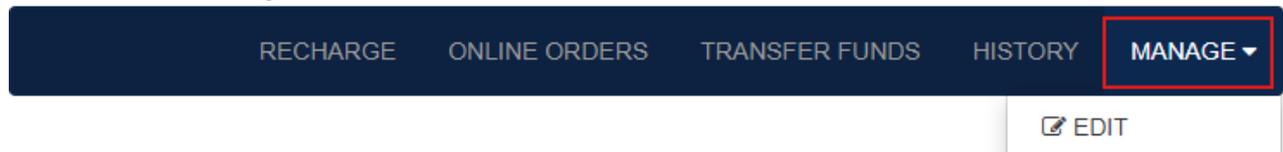
Account Details Messages **Prohibited Purchases** Automatic Payments

- All Day - Assorted
- Drinks
- Recess
- Rolls
- Salad
  - Extra Salad Dressing **PROHIBITED**
  - Large Salad
  - Salad Extras
  - Salad Extras (Meat)
  - Small Salad
- Sandwich
- Special Fri

## AUTO TOP-UP

You can setup Auto Recharges (available after 1<sup>st</sup> manual recharge) to top up the account based on low balance or time period. To begin, add your credit card details as the payment method.

- Go to **Manage > Edit**



- Select **“Automatic Payments”**

## Edit Account

John Citizen (111) Finish Editing

ACCOUNT BALANCE \$301.40

Account Details Messages Prohibited Purchases Automatic Payments

Automatic Payments **ENABLED**

Payment Amount \$ Payment Amount  
*Minimum \$10*

Interval Select a payment interval

Starting on 12/10/2018

Payment Method Select a payment method

[Setup your payment methods](#)

Save Changes

- Go to **'Setup your payment methods'**, this is where you enter your credit card details.

## Manage Your Credit Cards

The below credit cards are used for automatic recharges.

No credit card information available.

+ Add a card

### Add Credit Card

Card Details












Add Card

Cards can also be managed under **My Profile**> **Manage Credit Cards**

## SPRIGGYSCHOOLS REFUND PROCESS

As SCBC transitions away from **SpriggySchools**, parents should use remaining credit or request a refund by 2<sup>nd</sup> April 2026.

### What you can do:

- Contact **SpriggySchools** via the app or Webchat and speak to the **Member Help Team**.  
<https://spriggyschools.com.au>
- Confirm the steps required to transfer any remaining funds back to your bank account. This process may also involve closing your SpriggySchools account. Please note refunds can take 3-5 business days to be processed and returned to your account.

## NEED HELP?

If you experience issues ordering, please contact the **College Canteen Team**.

[canteen@scbc.wa.edu.au](mailto:canteen@scbc.wa.edu.au)