FAQ's

How do I sign up?

Navigate to ultimateschools.com.au and click on the Create an Account and follow the prompts. You must populate the fields highlighted in RED. An email will be sent to your nominated email account, you MUST confirm your email address otherwise you cannot login and setup your account.

What are the Steps that I need to set up an Account?

The system is an online Canteen whatever is available at the Canteen will be available through the Online system. Steps to get started:

1. Setup an Account
2. Add Money to your Account
3. Add Students into your Account
4. Select the date of the Order and create an order.

How do I add money?

Login to your account and select Add Money to your account. You can Add Money via a Bank Transfer or via Credit Card and follow the prompts.

How do I add a Student?

Login into your Account and select Students Tab then New Student Button and follow the prompts.

How do I Edit a Student?

Login into your Account and select Students Tab then select the Edit button, this will enable you to edit the Students name and class.

If I have multiple Students on my Account can I restrict the amount each of the spend?

No, whatever Students you have on your Account will have access to the money that is on the Account. If you want to restrict the amount of money on your account, it will be better to setup an Account per Student. This is only needed if you want to restrict the amount each Student can spend from the Account.

Is there an APP that I can download to my phone?

No. There is not an APP that you download from the Apple App Store or Google Play however Adding Home Screen buttons on an iPhone and Android device is quick and easy:

Apple iPhone

Launch Safari on your iPhone or iPad. Navigate to the site that you want to create a Home screen shortcut to. Tap the Share icon (the square with an arrow pointing out of it) at the bottom of the screen. Scroll down to the list of actions and tap Add to Home Screen.

Android Device

Launch "Chrome" app. Open the website or web page you want to pin to your Home Screen. Tap the menu icon (3 dots in upper right-hand corner) and tap Add to home screen. You'll be able to enter a name for the shortcut and then Chrome will add it to your home screen.

I have forgotten my password?

Navigate to the Login screen (https://app.ultimateschools.com.au) an select **Recover My Password**

How do I contact Ultimate Schools?

Navigate to our site and select the Online Chat button on the Right Hand bottom side of the screen. You can also send us an email at info@ultimateschools.com.au

Can I edit an order after I have placed it?

Yes. Once the order is placed as longed the canteen has not accepted the order and printed the label there will be an edit button next to your order under the Orders Tab. If the Canteen has accepted the order the Edit button will not be available.