

Jacaranda Parent Payment Portal

Parent help guide

Your child's school has chosen the Jacaranda Digital Bundle as their digital learning solution for school year 2016. You will pay for the Jacaranda Digital Bundle from the Parent Payment Portal, a website created by Jacaranda specifically for your child's school.

This document provides step-by-step instructions to complete payment, along with FAQs, to guide you through the purchase process.

1 This is the Parent Payment Portal home page, customised for your child's school:

The screenshot shows the Jacaranda Parent Payment Portal home page. At the top, there are navigation buttons for 'Help Tools' and 'Contact'. Below this is a header with 'YOUR SCHOOL NAME HERE' and a welcome message. A navigation menu includes 'HOME', 'YEAR 7', 'YEAR 8', 'YEAR 9', 'YEAR 10', 'YEAR 11', and 'YEAR 12'. The main content area features a 'Message from your school' and 'Jacaranda Instructions' sections. The footer contains a copyright notice and the Wiley logo.

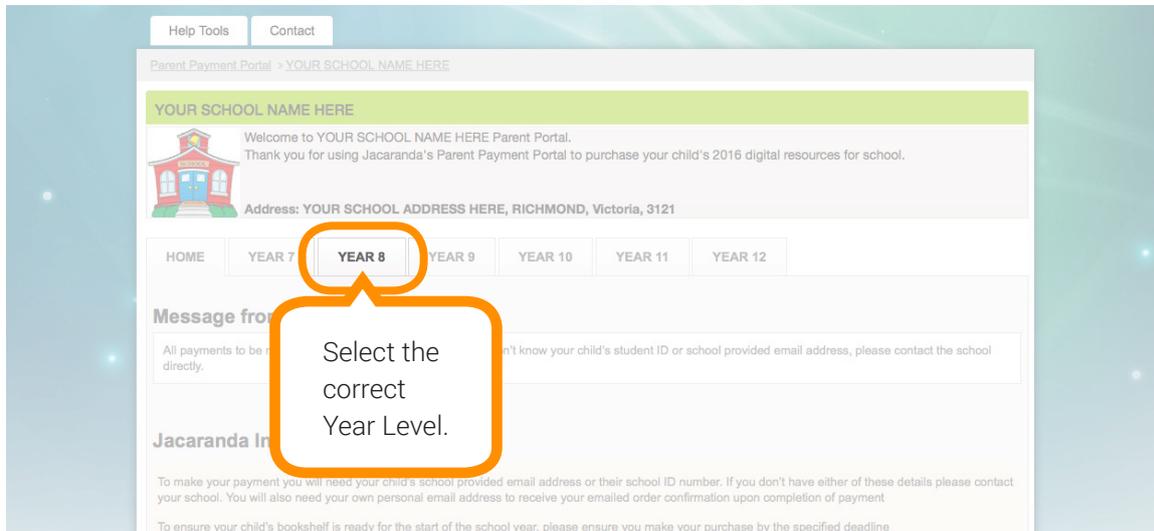
Callout 1: Select the 'Help Tools' button to access a YouTube link to the instructional video and a link to this Parent help guide.

Callout 2: Select 'Contact' to find out how you can contact a Jacaranda Customer Service Operator, by web, phone or live chat when available.

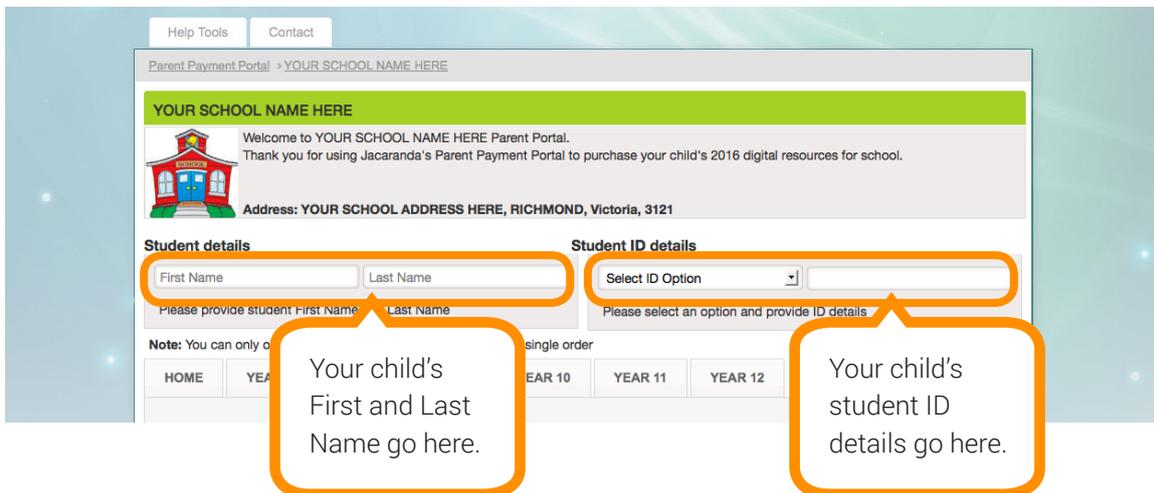
Callout 3: Message from your school

Callout 4: Message from Jacaranda

- 2 To begin the payment process, select the Year Level that you want to purchase. For example, if your child is currently in Year 7 and commencing Year 8, then you will want to purchase the Jacaranda Digital Bundle for Year 8.



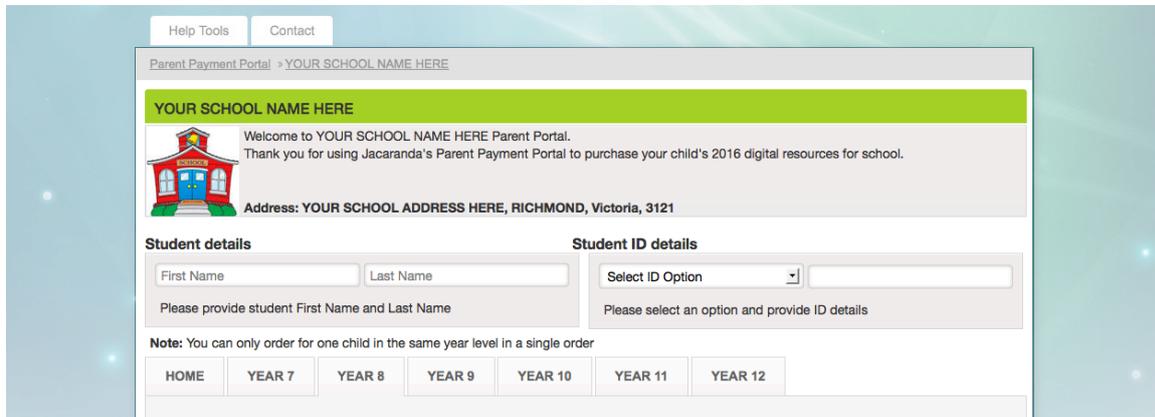
- 3 Enter your child's First and Last name and then your child's student ID details (either their student ID number OR school provided email address).



Important!

It is essential that these details are the ones provided by the school at enrolment. For example, do not enter your child's personal email account such as a Gmail email address. If your child is a returning student they should already have this information from the school. If you do not know your child's student ID or school provided email address, please contact the school directly.

4 After entering the correct details, you will see that the Jacaranda Digital Bundle for your child's year level will appear pre-selected under 'Required Purchase'.



5 To see the resources in your child's Jacaranda Digital Bundle, select the arrow to expand the list.

Required Purchase

<input checked="" type="checkbox"/> JACARANDA FY15 \$100 YR 8 VIC AC HA KQ2	\$100.00 RRP\$360.15
<input checked="" type="checkbox"/> ARTWISE VISUAL ARTS AC 7-10 EBOOKPLUS (L)	RRP\$42.95
<input checked="" type="checkbox"/> GEOGRAPHY ALIVE 8 AC EBOOKPLUS (L)	RRP\$32.50
<input checked="" type="checkbox"/> ECONOMICS & BUSINESS ALIVE 8 AC EBOOKPLUS (L)	RRP\$20.95
<input checked="" type="checkbox"/> CIVICS & CITIZENSHIP ALIVE 8 AC EBOOKPLUS (L)	RRP\$20.95
<input checked="" type="checkbox"/> MATHS QUEST 8 VIC AC EDITION EBOOKPLUS (L)	RRP\$32.50
<input checked="" type="checkbox"/> ASSESSON MATHS QUEST 8 VIC AC (L)	RRP\$9.95
<input checked="" type="checkbox"/> QUEST FOR H&PE YEAR 7 & 8 AC EBOOKPLUS (L)	RRP\$14.50
<input checked="" type="checkbox"/> SCIENCE QUEST 8 VIC AC EDITION EBOOKPLUS (L)	RRP\$32.50
<input checked="" type="checkbox"/> ASSESSON SCIENCE QUEST 8 VIC AC (L)	RRP\$9.95
<input checked="" type="checkbox"/> JACARANDA MYWORLD ATLAS (INST LIC)	RRP\$19.95
<input checked="" type="checkbox"/> KNOWLEDGE QUEST ENGLISH 2 ONLINE GAME(L)	RRP\$10.00
<input checked="" type="checkbox"/> HISTORY ALIVE 8 AC EBOOKPLUS (L)	RRP\$32.50
<input checked="" type="checkbox"/> JACARANDA MYWORLD HISTORY ATLAS (L)	RRP\$19.95
<input checked="" type="checkbox"/> HISTORY ALIVE 8 AC STUDENT EWORKBOOK (L)	RRP\$9.50
<input checked="" type="checkbox"/> ENGLISH IS...ENGLISH AC YEAR 8 EBOOKPLUS (L)	RRP\$21.50

6 Scroll down to see the total cost including the service fee which covers administration costs.

JACARANDA DIGITAL BUNDLE SERVICE FEE ⓘ	\$3.95
Shipping fee for print title(s) ⓘ	\$0.00

Total Amount **\$103.95**

7 Select 'CHECKOUT NOW' to continue to the Jacaranda Shopping Cart.

Note: You can only order for one child in the same year level in a single order **CHECKOUT NOW**

Shopping Cart

Title	Price	Quantity	Sub-total
JACARANDA FY15 \$100 PREMIUM DIGITAL RESOURCE SUITE YEAR 8 FOR THE VICTORIAN AC (HISTORY ALIVE OPTION WITH KNOWLEDGE QUEST 2) ISBN : 9780730318781	\$100.00	1 REMOVE	\$100.00
JACARANDA DIGITAL BUNDLE SERVICE FEE ISBN : 9780730319887	\$3.95	1	\$3.95
Changing Quantities? remember to click "Update"			Order Total \$103.95

My Account

Account Information

- [Track Recent Orders](#)
- [Order History](#)
- [Downloads](#)
- [Registration Codes](#)

Help

- [Ordering](#)
- [Shipping and Returns](#)
- [Contact Us](#)
- [Using Your Account](#)
- [Journal Subscriptions](#)
- [Mailing Lists](#)
- [Search and Browsing](#)
- [Technical Support](#)
- [B to B and Academic Support](#)
- [More About Wiley](#)

All Recommended Retail Prices (RRPs) are:
In Australian dollars and subject to change without notice.

Goods and Services Tax (GST) is:
Included in the RRP for orders within Australia excluded on International orders.

\$1.00 pending charge:
After placing your order, a \$1 pending charge will show on your credit card statement. This authorisation allows us to check your card is valid. The \$1 is never billed and will disappear after a couple of days. Please ensure your available funds covers the \$1.00 before proceeding with the purchase.

[RETURNING CUSTOMER LOGIN](#)

[CHECKOUT NOW](#)

8
The Jacaranda Shopping Cart will list all items that you are purchasing including the administration fee.

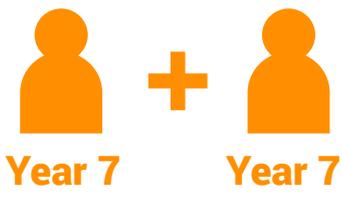
Important!
Please note that a \$1.00 holding fee may appear on your credit card statement labelled as 'Wiley', Jacaranda's parent company. This authorization allows Jacaranda to confirm that your card is valid. However, this amount is never charged.

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To purchase the Jacaranda Digital Bundle for multiple children in different year levels in the same transaction (for example, if you have children in Year 7 and Year 9), select the CONTINUE SHOPPING button at the top-right of the screen and repeat the steps 1 - 8.

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To purchase the Jacaranda Digital Bundle for multiple children in the same year level (for example, if you have twins) you will need completely separate payment transactions. Visit the Parent Payment Portal and repeat the process starting at step 2.

9

Once you have verified that your order is correct, select RETURNING CUSTOMER LOGIN if you are a returning customer and have used the Parent Payment Portal previously. **If you are not a returning customer, proceed to step 12.**

credit card statement. This authorisation allows us to use your card after a couple of days. Please ensure your card is not used for any other purchases.

RETURNING CUSTOMER LOGIN

CHECKOUT NOW

10

Enter your login details to finalise your payment.

jacaranda

Please Login

E-mail Address:

(e.g. sam@company.com)

Password:

(Lost your password? [Click here!](#))

Important!

The email address will be the one used in your previous Jacaranda purchase. If you cannot remember your password, select the Forgot Password link and follow the instructions to reset your password.

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Once you have verified that your order is correct, select CHECKOUT NOW. **Proceed to Step 15.**

credit card statement. This authorisation allows us to use your card after a couple of days. Please ensure your card is not used for any other purchases.

RETURNING CUSTOMER LOGIN

CHECKOUT NOW

12

If this is your first time using the Parent Payment Portal, you will need to create an account. Enter the name and the billing address associated with the card that you are using to purchase. To make sure that the invoice and receipt confirmation is received by the correct person, enter your own email address.

jacaranda

Account Setup

First Name:

Last Name:

E-mail Address: (e.g. sam@company.com)

E-mail Address(again):

A verification will be sent via e-mail when your order is received and also when your order is shipped.

If you would like to be kept informed of new products or offers from Wiley then please tick the box. You can unsubscribe at any time.

Address:

Address (line 2):

Address (line 3):

Suburb/Town:

State/Province:

Zip/Postal Code:

Country:

Note: This site supports purchases from Australia, New Zealand, Fiji and Papua New Guinea. If you are outside these countries, please contact [Customer Service](#) to place your order.

Phone:

Select CONTINUE SECURE CHECKOUT to continue your purchase.

- 13 In the Order Summary, verify that the billing address is correct.

Order Summary

Billing Address

YOURFIRSTNAME.YOURLASTNAME
155 CREMORNE ST
RICHMOND, 3121
AUSTRALIA

- 14 Tick the box to accept the Terms & Conditions and then select PAY NOW.

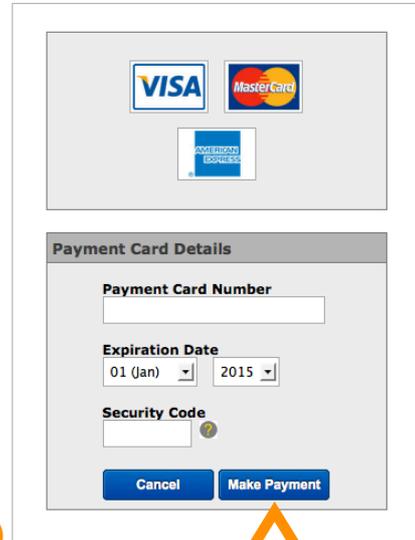
I am confirming that I have read and accept the Trading Terms & Conditions

PAY NOW

- 15 Enter your credit card details to complete your purchase.

Important!

The Security or CVV code is located on the signature strip on the back of the card, unless you are paying with an American Express, in which case it is located on the front of the card.



16

Select MAKE PAYMENT to finalise your purchase.

Don't have a credit / debit card?

If you do not have a credit card or debit/credit card, you can purchase a reloadable Visa Card from Australia Post outlets or your local supermarket. Please ensure that the card has the full amount required to complete the purchase including administration fee (\$3.95) plus the card validation (\$1.00).

- 17 **Congratulations! You've successfully completed payment of the Jacaranda Digital Bundle!**

Your non-refundable payment will be processed and you will receive two confirmation emails from Wiley, the first is the order confirmation and the second is your invoice. Please keep these emails as proof of purchase.

What's next?

The Jacaranda Digital Bundle is accessed from your child's JacPLUS bookshelf, available at www.jacplus.com.au. Your child will receive their JacPLUS account login details on the first day of school from their teacher.

FAQs for Parents and Guardians

Q. When will the Parent Payment Portal be available?

A. The Parent Payment Portal will be available from mid-October 2015 or later depending on your child's school. Once ready, the school will provide you with the unique website address that you will need to visit in order to pay for the Jacaranda Digital Bundle.

Q. What do I need to use the Parent Payment Portal?

A. To purchase using the Parent Payment Portal, you will need:

- Modern hardware, an up-to-date internet browser and a good internet connection
- Your child's school provided email address or student ID
- Your own personal email address
- A valid credit card or debit/credit card

Q. Do I need to use a particular device to access the Parent Payment Portal?

A. No. You can access the Parent Payment Portal on any modern device such as a laptop, desktop computer, tablet or mobile phone.

Q. I don't know my child's school email address or student ID. Help!

A. Please contact the school directly. They can easily provide this information to you.

Q. I don't have a credit card or debit/credit card. Can I still use the Parent Payment Portal?

A. Yes. If you do not have a credit card or debit card with credit card facility, you can use a reloadable, prepaid Visa Card (purchased from an Australia Post outlet or your local supermarket) to pay for your child's Jacaranda Digital Bundle on the Parent Payment Portal.

When purchasing the Visa Card, please ensure you place enough funds on the card to cover:

- \$100 Jacaranda Digital Bundle
- \$3.95 service fee
- \$1.00 holding fee
- Total amount on the Visa Card: \$104.95

The Jacaranda Shopping Cart will place a \$1.00 holding fee on all transactions made with credit cards as it runs a validation check. This amount will not be deducted and will be released once the transaction is complete. This means that you will have \$1.00 remaining on your Visa Card to use as cash on other purchases.

Once the Visa Card is pre-loaded with \$104.95, please follow the instructions described above.

Q. I have children in various year levels at school. Can I purchase all of their Jacaranda Digital Bundle resources in one transaction?

A. Yes. After adding the first Jacaranda Digital Bundle purchase to the Jacaranda Shopping Cart, select CONTINUE SHOPPING and repeat the previous steps to add subsequent purchases.

Q. I have multiple children in the same year level at school. Can I purchase all of their Jacaranda Digital Bundle resources in one transaction?

A. No. Separate transactions are required so once you have completed the first payment, please visit the Parent Payment Portal and repeat the process for subsequent purchases.

Q. After selecting Continue on the Parent Payment Portal, a new website appears that doesn't look like the same. What is this?

A. After entering in your child's details and selecting Continue, you will be redirected to the Jacaranda Shopping Cart, which is hosted by Wiley, Jacaranda's parent company. While the website looks different, remember that you are still purchasing directly from Jacaranda.

Q. Why do I need to create an account with username and password?

A. All purchases made from the Jacaranda Shopping Cart require a Wiley account. This account is not the same as your child's JacPLUS account.

If you already have a Wiley account, you will be able to log in with your existing details. If you do not have a Wiley account, you must create a new one (with username and password) before completing your Jacaranda Digital Bundle purchase.

To create your Wiley account, you will need to provide a valid personal email address and the address associated with your credit card or debit/credit card.

Q. There is a \$1.00 deduction on my credit card from Wiley and not Jacaranda. What is this?

A. As mentioned above, Jacaranda is a Wiley brand. The Jacaranda Shopping Cart places a \$1.00 holding fee (under the Wiley name) on all transactions made with credit cards, debit/credit cards or prepaid Visa Cards as it runs a validation check.

This \$1.00 will not be deducted from your card and will be released once the transaction is complete. If you are purchasing using a prepaid Visa Card, this means that you will have \$1.00 remaining on your Visa Card to use as cash on other purchases.

Q. Upon completing my purchase, I received two separate emails. What are they?

A. After successfully completing your purchase on the Parent Payment Portal, you will receive two separate emails from Wiley, Jacaranda's parent company.

The first email is titled "Your Jacaranda digital resource order confirmation" and confirms your order of the Jacaranda Digital Bundle.

The second email is titled "Your Order with Wiley" and confirms that your card (credit, debit/credit card or prepaid Visa Card) has been charged the full amount. This email represents your official invoice and includes your order confirmation number. Please keep this email ("Your Order with Wiley") as proof of purchase.

Q. How can I prove that I purchased the Jacaranda Digital Bundle for my child?

A. Please keep a copy of the email titled "Your Order with Wiley" as proof of purchase.

Q. I have successfully paid for my child's Jacaranda Digital Bundle. Where does my child access the resources?

A. The Jacaranda Digital Bundle is accessed from your child's JacPLUS bookshelf, available at www.jacplus.com.au.

Q. I have successfully paid for my child's Jacaranda Digital Bundle. When do they receive their JacPLUS account details to access the resources?

A. After payment is received, your child will receive his/her JacPLUS login details on the first day of school from the teacher.

Q. My child already has a JacPLUS account. Will they get new login details?

A. No. If your child already has a JacPLUS account then they will use the same login details. However, the new resources will not be available until the first day of school.

Q. I am having trouble using the Parent Payment Portal. Where do I go for help?

A. In addition to this parent help guide, you can watch a help video that explains how to pay for the Jacaranda Digital Bundle using the Parent Payment Portal. To access the video, select Help Tools at the top of the Parent Payment Portal home page.

If you are still having issues, please contact Jacaranda's Customer Service team at:

Phone: 1800 JACPLUS (522 758)

Email: support@jacplus.com.au

The team is available to talk to you over the phone from Monday until Friday, between the hours of 8am until 4.30pm (Brisbane time). You can email any time and the team will respond to you within three business days.

Q. Are purchases made through the Parent Payment Portal refundable?

A. No. All Jacaranda digital-only purchases are non-refundable unless required by law.

Q. Some of the titles on my booklist do not appear in the Parent Payment Portal. Help!

A. The Parent Payment Portal only contains resources created by Jacaranda. Resources published by any other company will need to be purchased separately. Please contact the school directly for further instructions on how to purchase non-Jacaranda items on your booklist.

Q. I have concerns about privacy. Where can I read about Jacaranda's Privacy Policy?

A. If you have any concerns about privacy, go to http://www.jacplus.com.au/jsp/general-nav/copyright/privacy_policy.jsp to read the Jacaranda Privacy Policy.