

FAQs for Parents and Guardians

Q. When will the Jacaranda Payment Portal be available?

A. The Jacaranda Payment Portal will be available from mid-October 2016 or later depending on your child's school.

Once open, the school will provide you with the unique website link in order to pay for the Jacaranda Digital Bundle.

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

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

- Modern hardware, an up-to-date internet browser and strong 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 Jacaranda Payment Portal?

A. No. You can access the Jacaranda Payment Portal on any modern device with internet connectivity 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 provide you with this information.

Q. I don't have a credit card or debit/credit card. Can I still purchase via the Jacaranda 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 any Australia Post outlet or most supermarkets) to pay for your child's Jacaranda Digital Bundle on the Jacaranda Payment Portal.

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

- \$100 Jacaranda Digital Bundle
- \$4.95 service fee
- \$1.00 holding fee
- Total amount on the Visa Card: \$105.95

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; 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; can I purchase all of their Jacaranda Digital Bundle resources in one transaction?

A. No. Separate transactions are required. Once you have completed the first payment, please visit the Jacaranda Payment Portal and repeat the process for purchase.

Q. After selecting Continue on the Jacaranda Payment Portal I get directed to what appears to be a different website. What is this?

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

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

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 have an existing Wiley account, you will log in with your existing credentials. 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 credit or debit/credit card.

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

A. 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 while 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 Jacaranda 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) has been charged the full amount. This email represents your official invoice and includes your order confirmation number. Please keep this email 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. When do they receive their JacPLUS account details to access the resources?

A. After payment is processed your child will receive their JacPLUS login details on the first day of term 1 from their school.

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. 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 Term 1.

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

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

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

Phone: 1800 JACPLUS (522 758) *or* **Email:** support@jacplus.com.au

The team is available via phone from Monday - Friday, between the hours of 8am - 4.30pm (Brisbane time). You can email the team and they will respond within three business days.

Q. Are purchases made through the Jacaranda 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 Jacaranda Payment Portal. Help!

A. The Parent Payment Portal only contains resources created by Jacaranda. Resources published by any other publisher will need to be purchased separately. Please contact your 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, visit: <http://bit.ly/2bxYzqb> to read the Jacaranda Privacy Policy.