Jacaranda’s $100 Digital Bundle: Parent Portal Payment option  
FAQ’s for Parents and Guardians

Q. When will the Parent Portal be available?
A. The Parent Portal will be available from mid-October 2014. Your school will advise you of the unique website address you will need to visit.

Q. I don’t know my child’s student ID or school email address. Help!
A. Please contact the school directly. They can easily provide this information to you.

Q. I don’t have a credit or debit card. Can I use the Parent Portal?
A. You will need a credit or debit card to process a payment on the Parent Portal. Alternatively, you can purchase a reloadable Visa prepaid card from Australia Post or your local supermarket which you can then use on the Parent Portal to purchase your child’s $100 Digital Bundle.

If you choose to use a prepaid Visa card, please note that you will need to load the card with at least $104.95 to complete your transaction in the Parent Portal.

Our shopping card will place a $1.00 holding fee on all transactions made with prepaid cards, while it runs a check to determine if the card is real and valid. This $1.00 will not be deducted from your card, and will be available on your card once you have completed the transaction to use like cash at any business that accepts Visa payments.

Q. Why am I being re-directed to the Wiley shopping cart when I attempt to purchase via the Parent Portal?
A. Jacaranda is a Wiley brand. You will be re-directed to the Wiley shopping cart when you attempt to purchase via the Parent Portal. Simply create a Wiley account to complete the purchase. A Wiley account is required in order for us to email you a copy of your receipt, which you can use as proof of purchase if you have any queries or concerns about your transaction. Click here to read the Jacaranda Privacy Policy.

Q. I have successfully paid for my child’s $100 Bundle. When do they receive their JacPLUS account details and all of the resources?
A. After payment is received, Jacaranda sets up your child’s JacPLUS account and uploads all their digital resources, ready for the start of the school year. Your child will be provided with their JacPLUS login details by the school on or before the first day of term.

Q. I am having trouble using the Parent Portal. Who can help me?
A. If you experience difficulties using the Parent Portal, please contact Jacaranda’s Customer Service team who will be able to assist you. Available Monday - Friday 8am - 4.30pm Brisbane time

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

Q. I have children in various year levels at a school. Can I purchase all of their $100 Digital Bundles in one transaction?
A. Separate transactions are required for each child.

Q. Are purchases made through the Parent Portal refundable?
A. All purchases made through the Parent Portal are non-refundable.

Q. Some of the titles on my booklist do not appear in the Parent Portal. Help!
A. The Parent Portal only contains resources included in the Jacaranda $100 Digital Bundle. Resources published by any other company will need to be purchased separately. Please contact your local bookseller or the school directly if you have any questions.