

Jacaranda Payment Portal

Parent help guide

Your child's school has chosen the Jacaranda Digital Bundle as their digital learning solution for 2018. You will pay for the Jacaranda Digital Bundle from the Jacaranda 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 Jacaranda Payment Portal home page, customised for your child's school:

The screenshot shows the Jacaranda Payment Portal home page. At the top left is the Jacaranda logo (A Wiley Brand). Below it is a green header with 'JACARANDA PAYMENT PORTAL'. The main content area is titled 'WILEY SCHOOL' and features the Wiley logo. A message from the school states: 'This Portal is OPEN to purchase students titles for the 2017 school year. All payments are to be made by 2 December 2016. Address: C/- SCHOOL, RICHMOND, Victoria, 3000'. Below this is a 'Message from your school' section with a 'Getting started' section listing requirements: Student's credentials (First and Last name), Student's school provided student ID, Payer's personal email address, and Credit Card, Credit/Debit Card or Pre-Paid Credit Card. A note says: '* If you don't have your student's school provided student ID please contact your school to obtain this. This information has also been provided with you and fees pack for 2017.' Below this are instructions to commence the order by clicking on the student's 2017 year level from a drop-down menu. The steps are: 1. Enter your student's first & last name and their student ID. 2. Review your order(s) and confirm the total in the Order Confirmation screen, click on **Confirm and continue to checkout**. 3. You will need to complete the final payment process on our Jacaranda Shopping Cart. You will receive a final order number confirmation when successful. A note says: 'Your child will receive help in accessing and using the bundle resources in the first week of school in 2017.' Below this is a 'Please Note' section: 'Students also require stationery, novels and other items for next year - please refer to the College booklist for more information on what needs to be purchased.' At the bottom, there is a 'PLEASE SELECT YEAR LEVEL' section with a dropdown menu set to 'Please select year level for 2017' and a 'START YOUR ORDER' button. On the right side, there is a vertical 'Contact Us' button. Two callout boxes provide instructions: one points to the 'Help' button and says 'Select the 'Help' button to access a YouTube link to the instructional video and a link to this parent help guide.' The other points to the 'Contact Us' button and says 'Select 'Contact Us' to find out how you can contact a Jacaranda Customer Service Operator by web, phone or live chat when available.'

- 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.

Example:

To make a purchase in this Portal you will need the following

- A valid credit card or pre-paid debit card
- Your child's school-issued email address; e.g. ASTUDENT@wiley.com

For information on purchasing resources for students in years 7-10, please refer to your booklist.

PLEASE SELECT YEAR LEVEL 

Please select year level for 2017 ▼

START YOUR ORDER

- 3 Enter your child's First and Last name and then your child's email address

Jacaranda payment portal

1 PRODUCT
Product Details

2 ORDER
Order Details

3 CHECKOUT
First Name

WILEY SCHOOL

Enter student details

First Name
Enter First Name

Last Name
Enter Last Name

Student ID number

Your child's First and Last Name go here.

Your child's student email goes here.

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. Entering in the correct email address will ensure the JacPLUS account is updated automatically within 24hrs from placing the order. If you do not know your child's student ID or school provided email address, please contact the school directly.

4 You will see that the Jacaranda Digital Bundle for your child's year level will appear pre-selected under 'Your Resource List'.

- 1 PRODUCT
Product Details
- 2 ORDER
Order Details
- 3 CHECKOUT
Finalise payment

WILEY SCHOOL

Enter student details

First Name

Enter First Name

Last Name

Enter Last Name

Student ID number

5 You will see that the Jacaranda Digital Bundle for your child's year level will appear pre-selected under 'Your Resource List'.

2017 school year. The Jacaranda Digital Bundle is a mandatory resource to purchase as prescribed by the school. For the start of the school year and the beginning of Early Start Programs, please ensure you make your purchase by the end of the school year. The Jacaranda Digital Bundle is a mandatory resource to purchase as prescribed by the school. For the start of the school year and the beginning of Early Start Programs, please ensure you make your purchase by the end of the school year.

<input checked="" type="checkbox"/>	JACARANDA VIC YR8 FY17 L/ON BUNDLE (KQ2)	\$114.95 RRP \$487.75
	ARTWISE VISUAL ARTS AC 7-10 EBOOKPLUS (L)	RRP \$42.95
	ASSESSON MATHS QUEST 8 VIC AC (L)	RRP \$9.95
	ASSESSON SCIENCE QUEST 8 VIC AC (L)	RRP \$9.95
	JACARANDA ECO&B 8 VIC LEARNON (L)	RRP \$50.00
	JACARANDA MATHS 8 VIC LEARNON (L)	RRP \$50.00
	JACARANDA SCIENCE 8 VIC LEARNON (L)	RRP \$50.00
	JACARANDA HIST 8 VIC LEARNON (L)	RRP \$50.00
	JACARANDA CIV&CIT 8 LEARNON (L)	RRP \$50.00
	JACARANDA ENGLISH 8 LEARNON (L)	RRP \$50.00
	JACARANDA H&PE 7&8 LEARNON (L)	RRP \$25.00
	JACARANDA GEOG 8 VIC LEARNON (L)	RRP \$50.00
	JACARANDA MYWORLD ATLAS (INST LIC)	RRP \$19.95
	KNOWLEDGE QUEST ENGLISH 2 ONLINE GAME(L)	RRP \$10.00
	JACARANDA MYWORLD HISTORY ATLAS (L)	RRP \$19.95
	JACARANDA DIGITAL BUNDLE SERVICE FEE ⓘ	\$4.95
	Shipping fee for print title(s) ⓘ	\$0.00

6 Here you will see the total cost including the service fee which covers administration costs.

Total \$114.95

Confirm Order

7 Select CONFIRM ORDER to review your order details.

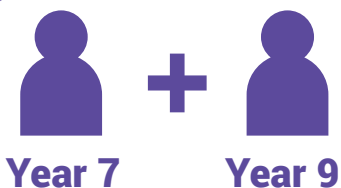
Here you can review your order to ensure everything is correct before you proceed to the checkout area.

The screenshot shows the Jacaranda payment portal checkout page. At the top left is the Jacaranda logo (A Wiley Brand) and the text "Jacaranda payment portal". A progress bar at the top has three steps: 1. PRODUCT (Product Details), 2. CHECKOUT (Finalise payment), and 3. CHECKOUT (Finalise payment). The current step is 2. Below the progress bar, there is a field for "WILEY SCHOOL". A callout box labeled "8" points to the "Student 1 order details" section, which contains: Year level: Year 7, Name: student details, and ID details: 123658. Below this is a table of "Mandatory Products":

Product	Price
JACARANDA VIC YR7 FY17 LEARNON BUNDLE	\$110.00
JACARANDA DIGITAL BUNDLE SERVICE FEE.	\$4.95
Shipping fee for print title(s).	\$0.0
Total	\$114.95

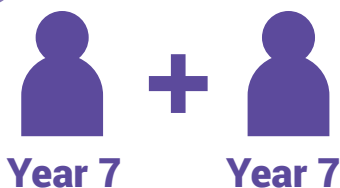
At the bottom, there are three buttons: "Add another student" (green), "Cancel and start again" (red), and "Confirm and continue to checkout" (green). A callout box labeled "9" points to the "Confirm and continue to checkout" button.

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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 "Add another student" button at the bottom-left of the screen and repeat the previous steps. You can then review this order again with all students to be ordered before proceeding to the checkout area.

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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 Jacaranda Payment Portal and repeat the same process

Shopping Cart

Title	Price	Quantity	Sub-total
JACARANDA DIGITAL BUNDLE SERVICE FEE ISBN : 9780730319887	\$4.95	1	\$4.95
JACARANDA VICTORIAN YEAR 7 FY17 LEARNON BUNDLE ISBN : 9780730335849	\$110.00	1	\$110.00
Changing Quantities? remember to click "Update"			Order Total \$114.95

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

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

All Recommended Retail Prices (RRPs) are:

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

Important!

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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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Once you have verified that your order is correct, select RETURNING CUSTOMER LOGIN if you are a returning customer and have used the Jacaranda Payment Portal previously. **If you are not a returning customer, proceed to step 14.**

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

12

Enter your login details to finalise your payment.

Please Login

Email Address:

(e.g. sam@company.com)

Password:

(Lost your password? Click here)

LOGIN

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.

13

Once you have verified that your order is correct, select CHECKOUT NOW. **Proceed to Step 17.**

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

14 If this is your first time using the Jacaranda 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.

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

Order Summary

Billing Address

YOURFIRSTNAME YOURLASTNAME
155 CREMORNE ST
RICHMOND, 3121
AUSTRALIA

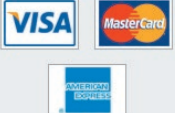
16 Tick the box to accept the Terms & Conditions and then select PAY NOW.

I am confirming that I have read and accept the [Trading Terms & Conditions](#)

17 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.



Payment Card Details

Payment Card Number

Expiration Date

Security Code

18 Select MAKE PAYMENT to finalise your purchase.

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Congratulations!

You have 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?

Jacaranda creates your child's JacPLUS account and uploads all digital resources, ready for the start of the school year. If you have entered in your child's email address correctly their JacPLUS account will be setup and login details provided to you via email within 24 hours. Your child can then access JacPLUS from: www.jacplus.com.au

The following information will be provided to the school before the start of the school year:

- Account login details for your child
- Instructions if they lose their password
- List of all resources in each student's JacPLUS bookshelf
- How to launch JacPLUS for the first time
- User guides and how to contact the Customer Support team

Need more help?

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 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.

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 2017 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. 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:

- Jacaranda Digital Bundle Cost
- \$4.95 service fee
- \$1.00 holding fee

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.

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 resources within 24 hours if correct credentials are entered when purchasing, if credentials do not match they will receive access and login details (Username & Password) on the first day of term 1 from their school. If they have an existing JacPLUS account, access to the new resources will become available on their existing bookshelf.

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 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 Jacaranda 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.