

Jacaranda Payment Portal

Parent help guide

Your child's school has chosen the Jacaranda Digital Bundle as their digital learning solution. You will pay for the Jacaranda 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 for Wiley School. The page includes the Jacaranda logo (A Wiley Brand) and the text 'JACARANDA PAYMENT PORTAL'. Below this, it says 'WILEY SCHOOL' and 'WILEY'. A message from the school states: 'The Wiley Portal is OPEN to purchase student titles for the coming 2017 school year. All payments are to be made by 2 December 2016.' The 'Getting started' section lists 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.' The 'To commence your order' section lists steps: 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.' A 'Please Note' section says: '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' dropdown menu with 'Please select year level for 2017' and a 'START YOUR ORDER' button. A 'Help' button is in the top right, and a 'Contact Us' button is on the right side. Two callout boxes provide instructions: one points to the 'Help' button, stating '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, stating '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

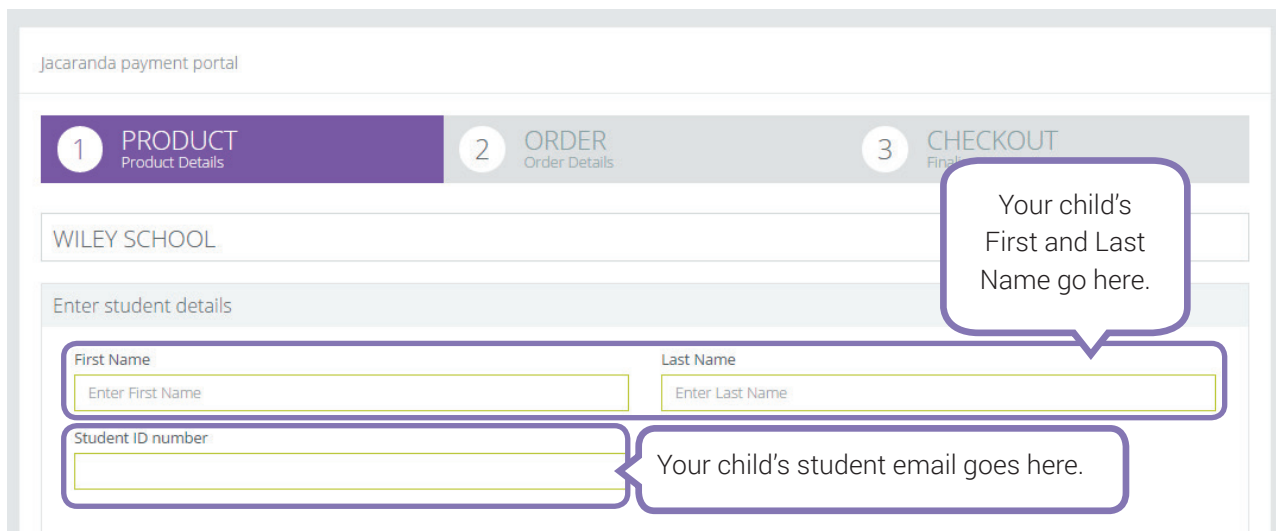
For information on purchasing resources for students in years 7-10, please refer to your booklist.

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



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 \$50.0
	JACARANDA MATHS 8 VIC LEARNON (L)	RRP \$50.0
	JACARANDA SCIENCE 8 VIC LEARNON (L)	RRP \$50.0
	JACARANDA HIST 8 VIC LEARNON (L)	RRP \$50.0
	JACARANDA CIV&CIT 8 LEARNON (L)	RRP \$50.0
	JACARANDA ENGLISH 8 LEARNON (L)	RRP \$50.0
	JACARANDA H&PE 7&8 LEARNON (L)	RRP \$25.0
	JACARANDA GEOG 8 VIC LEARNON (L)	RRP \$50.0
	JACARANDA MYWORLD ATLAS (INST LIC)	RRP \$19.95
	KNOWLEDGE QUEST ENGLISH 2 ONLINE GAME(L)	RRP \$10.0
	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.

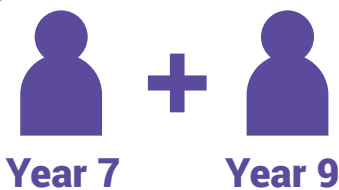
Here you can review your order to ensure everything is correct before you proceed to the checkout area.

The screenshot shows the Jacaranda Payment Portal interface. At the top, the logo 'jacaranda A Wiley Brand' is visible. Below it, the page title is 'Jacaranda payment portal'. A progress bar at the top indicates three steps: 1. PRODUCT (Product details), 2. CHECKOUT (Review order), and 3. CHECKOUT (Make payment). The current step is 'CHECKOUT (Review order)'. The page shows a dropdown menu for 'Student 1' with a list of student details: 'Year level: Year 7', 'Name: student details', and 'Username: 123456'. Below this is a table of 'Merchandise Products' with the following items and prices:

Merchandise Products	Price
JACARANDA DIGITAL BUNDLE SERVICE FEE	\$110.00
JACARANDA DIGITAL BUNDLE SERVICE FEE	\$4.95
Shipping fee for print title(s)	\$6.00
Total	\$114.95

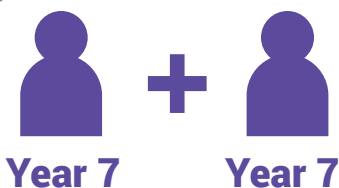
At the bottom of the page, there are three buttons: 'Add another student', 'Cancel and start again', and 'Confirm and continue to checkout'. Callout 8 points to the 'Student 1' dropdown menu, and callout 9 points to the 'Confirm and continue to checkout' button.

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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	Market
JACARANDA DIGITAL BUNDLE SERVICE FEE RETURNING CUSTOMER	\$1.95	1	\$4.95
JACARANDA VIRTUAL BUNDLE SERVICE FEE RETURNING CUSTOMER	\$110.00	1	\$110.00
Shipping and handling charges		Order Total	\$114.95

[WILEY.COM | STORE LOGIN](#)
[CHECKOUT NOW](#)

My Account

- Account Information
- Track Your Order
- Order History
- Downloads
- Registration Codes

Help

- Getting Started
- Shipping and Receiving
- Guidelines
- Using Your Account
- Account Support
- Helpful Links
- Search and Browsing
- Technical Support
- Books and Academic Support
- Books and Journals

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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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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 appear after a couple of days. Please ensure your card is valid.

[RETURNING CUSTOMER LOGIN](#)

[CHECKOUT NOW](#)

12

Enter your login details to finalise your payment.

Please Login

Email Address:

Password:

[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 appear after a couple of days. Please ensure your card is valid.

[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: 01 (Jan) 2015

Security Code:

18 Select MAKE PAYMENT to finalise your purchase.

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Congratulations!

You have successfully completed payment of the Jacaranda 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 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 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 Bundle on the Jacaranda Payment Portal.

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

- Jacaranda 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 Bundle resources in one transaction?

A. Yes. After adding the first Jacaranda 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 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 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 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 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 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 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.