

# A PARENT USER GUIDE TO THE ALLXS SYSTEM



The ALLXS platform is used at Stanford Lake College for parents and pupils to purchase all items not covered in the school fee amount, such as school trips, sports tours, weekend boarding costs, bus tickets, uniform and merchandise items. Each pupil receives a personalised ALLXS card that is tapped to acknowledge receipt of the items purchased.

The ALLXS support team can be contacted via the following methods:

Email: [support@allxsmedia.com](mailto:support@allxsmedia.com)

WhatsApp: 066 472 8657

Helpdesk Line: 011 201 2025

Alternatively, Mrs Snyman in the Stanford Lake College Finance Department may be able to assist:

[creditors@slc.co.za](mailto:creditors@slc.co.za)

## 1 CREATE YOUR ONLINE PARENT ACCOUNT

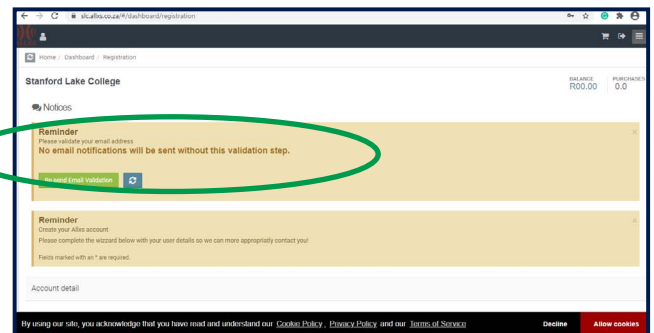
1.1 Go to [slc.allxs.co.za](http://slc.allxs.co.za)

1.2 Click Create Account

1.3 Fill in your email address and a password of your choice. Tick if you want to receive notifications and accept the Terms & Conditions

1.4 Once your account has been created, your browser will automatically refresh and you will be asked to log in again using the credentials you just supplied.

1.5 Go to your email and verify your email address. Check your spam folder if you do not find it. Contact ALLXS via WhatsApp to verify your email for you. WhatsApp support: +27 66 4728657



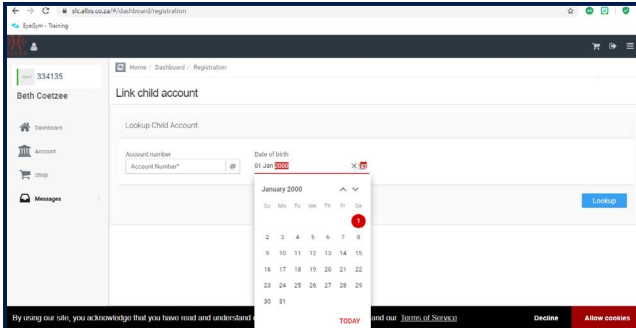
1.6 Scroll down and fill out your details. Ensure that you choose a gender in the dropdown box and that your cell phone number does not have any spaces. If the page does not move you to the next section when you click submit, then one of the fields has not been filled in.

To enter the date of birth, click on the year twice and then enter the month and day.

## 2 LINK YOUR CHILD TO YOUR ACCOUNT

**2.1** The next page will ask you to enter your child's account number and their date of birth. Your child's unique ALLXS number will be provided to you during the Registration Process.

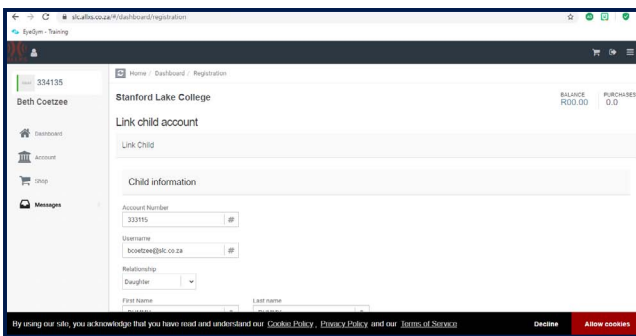
To enter the date of birth, click on the year twice and then enter the month and day.



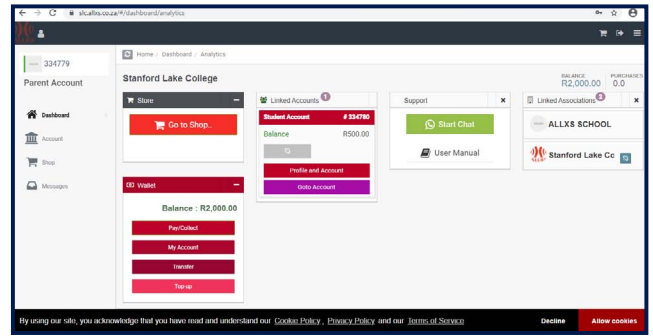
**2.2** The next page will ask you to fill in your child's details. As with the previous page, ensure that the gender and relationship options have been selected and the cell phone number does not have any spaces.

Choose the BASIC plan.

Once you have completed the form, your registration is complete and you will be taken to your personal dashboard.



## 2.3 Your dashboard will look like this...



On the left hand side is your wallet (main account) and on the right is your child's account that is linked to yours.

Money can now be transferred into your account or your child's account. Some parents prefer to keep funds in the parent account and only transfer to their child when needed. Other parents may choose to keep funds in their child's account at all times.

Money can be transferred into your account or you child's account in one of three ways:

**A)** An EFT can be made from your bank account to the ALLXS account. This can take 24-48 hours to reflect. Use your account number or your child's account number as a reference so ALLXS know where to allocate the funds.

The banking details can be found under **TOP UP** in your **WALLET**

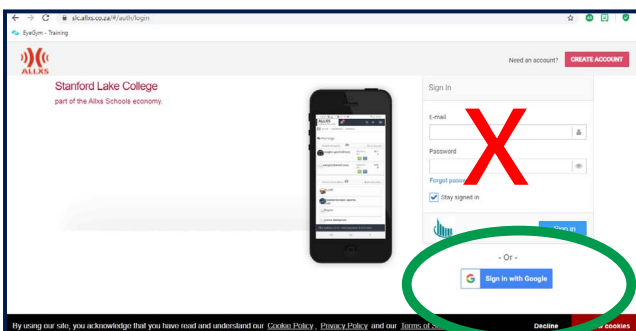
**B)** You can transfer via credit card by selecting **TOP UP** in your **WALLET**, followed by **USE BANK CARD**. This reflects immediately but some costs do apply. ALLXS will warn you of these costs before you proceed.

**C)** You can pay via card at the Point Of Sale (POS) located in the Boarding Logistics Office when purchasing Uniform.

## 3 HOW TO PURCHASE ITEMS AS A CHILD

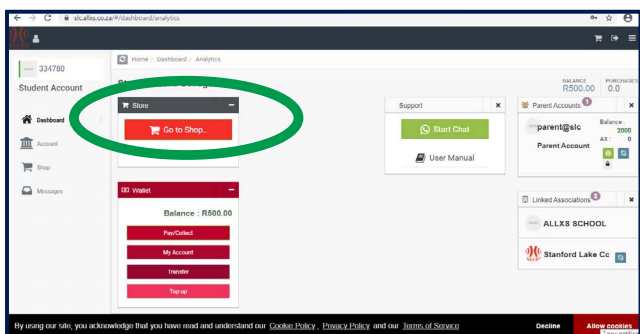
**3.1** ALL purchases need to be made from the child's account, NOT from the parent account.

**3.2** Pupils need to log in via Google at [slc.allxs.co.za](http://slc.allxs.co.za)

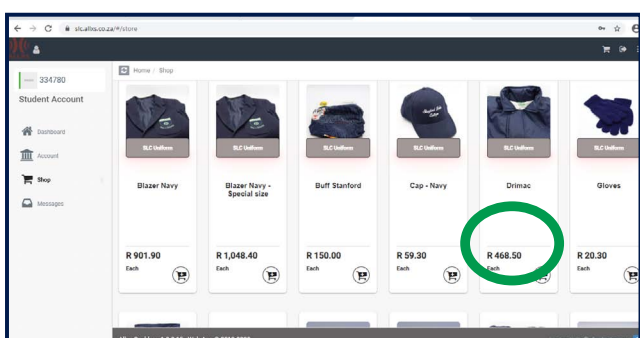


**PUPILS MUST SIGN IN VIA GOOGLE USING THEIR SCHOOL (@slc.co.za) EMAIL ADDRESS (BLUE BOX AT THE BOTTOM OF THE SCREEN) PUPILS MUST NOT SIGN IN USING THE WHITE BOXES**

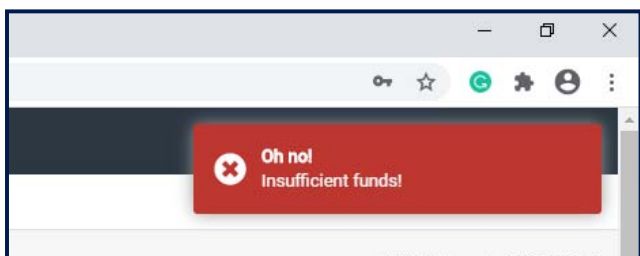
**3.3** Once signed in, pupils will be directed to their Dashboard. To purchase items, click **GO TO SHOP**



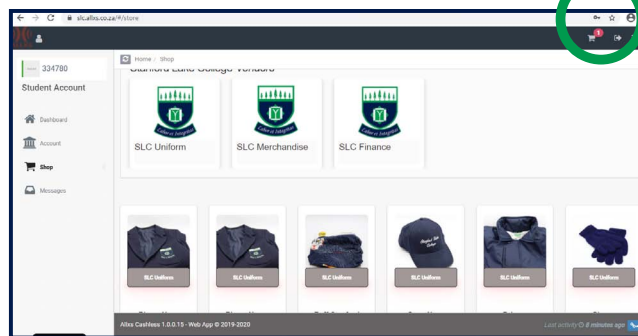
**3.4** The items available for purchase are grouped under different categories, known as **VENDORS**. Navigate to the correct Vendor for the item(s) you need to purchase and add the item(s) to the cart.



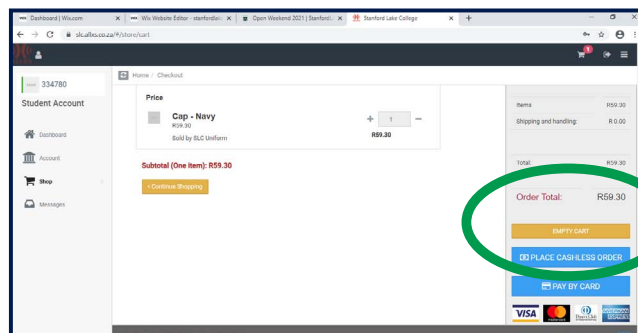
**NB:** Should there be no funds available, ALLXS will not allow you to proceed to the next step.



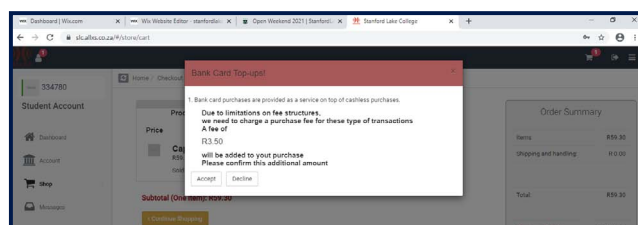
**3.5** To confirm the order and make payment, click the shopping cart icon on the top right corner.



**3.6.1** Confirm which payment method you would like to use. Selecting **PLACE CASHLESS ORDER** will ensure that the amount is deducted from your child's ALLXS balance.



**3.6.2** Selecting **PAY BY CARD** will mean you will be paying directly with your bank card. Costs apply when using this method but ALLXS will warn you of these costs before you proceed.



## 4 HOW TO COLLECT PURCHASED ITEMS

**4.1** Uniform items can be collected from the Boarding Logistics Office. The pupil will need to bring their ALLXS card and tap to acknowledge receipt of the item.

**4.2** Merchandise items can be collected from the Head of Marketing's office in the Administrative Block

**4.3** For Finance items, each student must tap their card at the relevant device upon receiving the purchased item / service.

For example, Day Scholars will tap their cards upon boarding the Day Scholar Bus in the mornings and afternoons in order for the trip to be acknowledged.

Weekend boarders will tap their cards in the Dining Hall upon receiving their weekend meal.

## 5 EXTRA INFORMATION

### REPLACING LOST ALLXS CARDS

Lost cards can be replaced at a value of **R70.00** each. Please inform the Finance Office at Stanford Lake College if your child has lost their card.

### TAPPING FOR A FRIEND WON'T WORK

The system will not allow one user to tap for the same items two times consecutively. For example, a pupil cannot cover the weekend lunch meal of their friend nor can a child cover the bus fare of their sibling.