

Australian International School Singapore

CAMPUS Smart Card Frequently Asked Questions

How do I get an account?

Your account is created when you enrol.

How can I top-up my Smart Card Account?

1. Pay cash into it at the uniform shop (minimum \$10.00)
2. Transfer cash from your Credit Card online (Amex, MasterCard or Visa card)
3. Pay cash into the Campus Kiosk outside the uniform shop (minimum \$10.00)



Where can I top up my account online?

You can top-up your Smartcard account at the school's Online Lunch Ordering webpage (click on the Smartcard link from the AISS Homepage www.ais.com.sg).

What is my username and password to top up or order lunches?

Your username is the family code of the main contact (usually a four – five digit number).

Your initial password will be the same number. Change it as soon as you log in.

Please contact AISS reception on 6883 5155 if you need to be reminded of these details or need to have your password reset.

Are there any charges for the top-up service?

There is a 5% maintenance fee for each online top-up.

Who gets a Smart Card

Year 3-12 students.

What about Preschool – Yr 2?

Your account online means that you can order their lunch at the canteen and have it delivered to their classroom.

I am new – when will my child get a smartcard?

New students need to go to the library to have their photo taken. The card is then printed and sent to reception to be initialised and will be available at the accounts window the next day (normally).

What happens if a student loses their card?

Please inform the school ASAP and the card will be blocked.

A new card can be ordered on the front page of MOSS (the school Intranet website or at home from <http://moss.ais.com.sg>) A replacement card will cost \$10.

A defective card replacement is free.

Can I ensure the student only uses their card one day a week?

Yes. This setting is available online.

What is stopping a student spending all the money on the card in one day?

For younger students parents are able to set daily spending limits to regulate the student's spending. Different daily spend limits can apply to different locations e.g. Canteen daily spend limit = \$5, Uniform Store = \$8 etc. This spend limit can be set via the Internet.

How much money can be placed on the cards?

Currently the limit is \$500

Do all of the students in the school need to adopt the card?

All students from Years 3 to 12 will be issued with a card. While students are not required to use the card for purchases in the canteen, the card is also used as a means of identification and to borrow books from the library.

How will I know when the card requires more funds?

The parent will set a low balance limit for their account: By default it is set to \$5. When the account reaches this limit an email and/or SMS alert will be sent to the parent advising them to top up the account.

Can a student use another's card?

No other student can use another's card. When a student uses the card to make a purchase the card is tapped, revealing a photo ID of the student whose card it is on the pas screen, allowing the operator to identify the student.

Can the card be used anywhere else?

The CAMPUS Smart Card can be used across the school in a range of areas for various functions but not outside the school.

What security measures does the CAMPUS smart card have?

The CAMPUS Smart Card is highly secure. When the card is read a photo ID of the student and their name appears on the screen preventing students from swapping or stealing cards. The information held on the card is encrypted and cannot be tampered with or changed.

Will students lose the ability of learning the true value of money?

With daily spend limits, budgeting skills are still required. It is generally acknowledged that our society is operating more and more in a cashless environment. Being exposed to the real-life experience of daily budgeting with a debit card will put the students in a better position to deal with budgeting in the future. It is the same as a prepaid telephone card.

Will I know exactly what products the student has purchased?

Currently only the amount spent is available for viewing in the reports on the webpage. The amount spent and exact time purchased is available for each child you have.