

GEMS School Catering Account – User Guide for Parents

1. Click on the link given below; use your GEMS My Learning User ID and Password to login.

https://school.gemsoasis.com/OASIS_accuro/Forms/Index.aspx

keita

Keita

Contact Number = +971 2 644 6461 - 9am - 6pm
Email: info@keita.ae

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Login Details	
Username	<input type="text" value="robert.z"/>
Password	<input type="password" value="*****"/>
<input type="button" value="Login"/>	<input type="button" value="Exit"/>

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(This site is best viewed with IE 7.0 or above at a minimum screen resolution of 1024x768)

2. Main Page: Select "Cards" option from the menu on the left hand side.

The screenshot shows the Keita main page. At the top left is the 'keita' logo. To its right is the 'Keita' logo and contact information: 'Contact Number = +971 2 644 6461 - 9am - 6pm' and 'Email: info@keita.ae'. On the far right is the 'GEMS EDUCATION' logo. Below the header, there is a navigation bar with 'Jim Daniels' on the left, 'GEMS WORLD ACADEMY- DUBAI' in the center, and 'Home' and 'Exit' buttons on the right. A left-hand navigation menu is visible, with 'Cards' highlighted in orange and a red arrow pointing to it. Other menu items include Profile, Online Documentation, Frequently Asked Questions, Preferences, and Reports. On the right side, there is a 'Accuro News' section with a sub-header 'Accuro launches new website for Catering Services'.

3. Card Summary: Shows each parent a list of their children and the status of their cards.

View – Card is active; you can click to view Card Details (see Step 4 below);

Blocked, New Card in Process – The card has been reported lost and has been blocked; the new card not yet been collected by the child.

The screenshot shows the 'School ID Card Details' page. The header is identical to the previous screenshot. The left-hand navigation menu now has 'Cards' selected, and 'Card Details' is highlighted. The main content area displays a table with the following data:

Student Id	Name	Grade	Status
12501700070719	Jude Daniels	05	View
12501700070720	Jane Daniels	10	View

4. Card Details: After clicking on view you will see the card details screen.
Daily spend limit can be customised (minimum limit is AED 50);
Restrict items which your child can have by clicking on Select Items (see Step 4a below).

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Jim Daniels GEMS WORLD ACADEMY- DUBAI Home Exit

Profile School ID Card Details

Cards

Card Details

Lost Card

Add Credit

Reports

Student Id 12501700070719 Date 12 Mar 2012

Student Name Jade Daniels Grade 05

Daily Spend Limit 50.00 OverDraw Count 3

Restricted Items (will NOT be served to your child at the canteen)

Select Items

Save Back

- a. **Select Items:** A pop-up window as shown below is displayed. Just click on the checkboxes next to each item which you would like to be restricted.

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Profile School ID Card Details

Date: 12-Mar-2012
Grade: 05
Over-Draw Count: 3

NOT be served to your child at the canteen)

Select Items

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(Minimum screen resolution of 1024x768)

Meals – Webpage Dialog

Category	Meal Name	Nutritional Details	Price
<input checked="" type="checkbox"/>	Cereal Bars	Kellogs Cereal Flakes	4.00
<input type="checkbox"/>	Cereal Bars	Asst Cereal Bars	4.00
<input checked="" type="checkbox"/>	Cereal Bars	Mini Brakes	5.00
<input type="checkbox"/>	Cereal Bars	Special K Bars	5.00
<input type="checkbox"/>	Milk & Juices	Asst Lachor Juice	3.00
<input type="checkbox"/>	Milk & Juices	Al Ain Juice	5.00
<input type="checkbox"/>	Milk & Juices	Asst Flavoured Milk (Lachor)	3.00

1 2 3 4 5 6 7 8 9 10 ...

Ok Back

5. **Lost Card:** To report a lost card, click on the "Lost Card" link on the left hand menu, then select "Apply".

The screenshot shows the Keita website interface for GEMS World Academy - Dubai. The user is logged in as Jim Daniels. The page title is "Report a Lost School ID Card". A table lists the student's details:

Student Id	Name	Grade	Status
12501700070719	Jude Daniels	05	Apply

The "Apply" button in the Status column is highlighted with a red box. A sidebar on the left contains navigation links: Profile, Cards, Card Details, Lost Card, Add Credit, and Reports.



- a. Click on "block", the present School ID Card gets blocked and you will be redirected to the website as shown below.

The screenshot shows the Keita website interface after the card has been blocked. The page title is "Report a Lost School ID Card". The form displays the following details:

Student Id	12501700070719	Date	12-Mar-2012
Student Name	Jude Daniels	Grade	05
Daily Spend Limit	50.00	OverDraw Count	3

Below the table, there is a section titled "Restricted Items (will NOT be served to your child at the canteen)" with a "Select Items" button. At the bottom, the "Block" button is highlighted with a red box, and a "Back" button is also visible. A note at the bottom states: "There is a charge of AED 20 for a replacement card. Please allow 1 working day for the replacement card to be available".

When you click on Confirm & Proceed you are redirected to Payment gateway page as shown in Step 7. If you choose not to pay for the card, then the old card is still blocked and a new card will NOT be issued until payment is made either online or at the school cashier.



Service Fee Online Payment

Date	03/Sep/2012
Student ID	13100100029521
Student Name	OWAIS NAWAZ KHAN
Academic Year	2011-2012
Grade & Section	02 - H
School	OUR OWN ENGLISH HIGH SCHOOL - SHARJAH

Service Details

Fee Type	Amount
ID CARD FEE	XXXXX

Total (AED):

6. **Top-up the Card:** Click on "Add Credits" (the website will show details of active cards only). Click on "Charge".

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Profile
Cards
Card Details
Lost Card
Add Credit
Reports

Add Credits to a School ID Card

Student Id	Name	Grade	Coupons	Meal Plan	Credit	Spend	Balance	Status
12501700070719	Jude Daniels	05		None	450.0	611.0	39.0	Charge
12501700070720	Jane Daniels	10		None				Charge

- a. **Add Cash Credit:** Select the "Cash Credits" tab and enter the Cash value you would like to add (minimum AED 50).

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Profile
Cards
Card Details
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Add Credit
Reports

School ID Card Recharge

Student Id: 12501700070720 Date: 28-Aug-2012
Student Name: Jane Daniels Grade: 10

Recharge your School ID Card by clicking on any of the 3 options given below

Cash Credits School Meal Programme Credit School Meal Vouchers

Cash AED

Current Cash Balance 0.00 AED

Total Credits = Cash Credit + School Meal Programme Credit + School Meal Vouchers Credit

Total Amount AED

ReCharge Back

- b. **Add School Meal Programme Credit:** Select the "School Meal Programme Credits" tab and then the **relevant date range**. There are three possible options for date selection:
- None** - manually select date range (minimum of 30 academic days);
 - 30 Days** - system will automatically select 30 academic days starting on the current day – you may customize the date range if you choose (minimum of 30 academic days);
 - Current Term** - system will automatically select the remainder of the term starting from current day – you may customize the date range if you choose (minimum of 30 academic days).

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Profile
Cards
Card Details
Lost Card
Add Credit
Reports

School ID Card Recharge

Student ID 12501700070720 Date 28-Aug-2012
Student Name Jane Daniels Grade 10

Recharge your School ID Card by clicking on any of the 3 options given below

Cash Credit **School Meal Programme Credit** School Meal Vouchers

Meal Programme Meal Plan Meal Rate 16.00 AED
Select Duration None 30 Days Current Term
Meal From Date 09/09/2012 Meal To Date 18/10/2012 30 academic days
Current Meal Plan None

Total Credits = Cash Credit + School Meal Programme Credit + School Meal Vouchers Credit
Total Amount 480 AED

ReCharge Back

- c. Add School Meal Voucher Credit: Select the "School Meal Vouchers" tab, and enter the number of vouchers you would like to purchase (minimum 20).

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Jim Daniels GEMS WORLD ACADEMY- DUBAI Home Exit

Profile
Cards
Card Details
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Reports

School ID Card Recharge

Student Id 12501700070720 Date 28-Aug-2012
Student Name Jane Daniels Grade 10

Recharge your School ID Card by clicking on any of the buttons given below:

Cash Credits School Meal Programme Credit **School Meal Vouchers**

Meal Vouchers Meal Plan Meal Coupon Rate 18.50 AED

Voucher Qty 20 Nos

Current Meal Vouchers 0

Total Credits = Cash Credit + School Meal Programme Credit + School Meal Vouchers Credit

Total Amount 370 AED

ReCharge Back

The "Total Amount" field is the total for all three Credit types (Cash, Meal Programme and Meal Vouchers).

7. Click on "Recharge" to finalise your purchase and be redirected to the Payment Gateway – please follow the on-screen instructions.



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The Region's most comprehensive
card solutions provider

Merchant name: **Accuro Specialist Support Services**

Select your preferred payment method

Pay securely using SSL+ by clicking on the card logo below

[Cancel](#)

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SECURE PAYMENTS | POWERED BY DIRECT

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NETWORK INTERNATIONAL

The Region's most comprehensive
card solutions provider

Merchant name: **Accuro Specialist Support Services**


Enter your card details

 **MasterCard:** You have chosen **MasterCard** as your method of payment. Please enter your card details into the form below and click "pay" to complete your purchase.

Card Number ::


Expiry Date :: / month/year

Security Code :: The 3 digits after the card number on the signature panel of your card.



Purchase Amount :: **AED 50.00**

[Cancel](#) [pay](#)



I hereby authorise the debit to my MasterCard Account in favour of Accuro Specialist Support Services

8. **Print Receipt:** Once the transaction is complete, a receipt print option is provided.

The screenshot shows the Keita online payment receipt interface. At the top left is the 'keita' logo. To its right, the text reads 'Keita Contact Number - +971 2 644 6461 - 9am - 6pm Email: info@keita.ae'. On the top right is the 'GEMS EDUCATION' logo. The main heading is 'Online Payment Receipt'. Below this, a receipt summary box contains the following information: Receipt No: 11RN000009001, Student ID: 13400100091304, Name: JACKSON BENNETT ZANORA, and School: GEMS WORLD ACADEMY- DUBAI. Below the receipt summary is a 'Payment Details' section with a 'Charge Details' sub-section. The 'Charge Details' section lists: Cash Credit, School Meal Program Credit: (0), and School Meal Program Vouchers (0). At the bottom of the page, a message states: 'Transaction Successful AED 1.00 (One Dirhams Only) through Network International LLC's Payment'. A blue 'e-Receipt' stamp is visible at the bottom center. Overlaid on the right side of the page is a 'Print' dialog box. The dialog box has 'General' and 'Options' tabs. Under 'General', it shows 'Select Printer' with 'Microsoft XPS Document Writer' selected. Below that, it shows 'Status: Ready', 'Location:', and 'Comment:'. There are buttons for 'Print to file', 'Preferences', and 'Find Printer...'. Under 'Page Range', there are radio buttons for 'All' (selected), 'Selection', and 'Current Page'. A 'Pages' field contains the number '1'. Below this, it says 'Enter either a single page number or a single page range. For example, 5-12'. To the right of the page range section, there is a 'Number of copies' field set to '1' and a 'Collate' checkbox. At the bottom of the dialog box are 'Print', 'Cancel', and 'Apply' buttons.