



FREQUENTLY ASKED QUESTIONS

My child has lost their information sheet, so I don't have their shootkey. What should I do?

Your school administration has a list of all students' unique shootkeys. They will be able to issue the key to you again.

My child never received an information sheet or shootkey.

This is likely because your child was a late enrolment, or a new student. If you call MSP Photography on 03 5482 3190 we can issue you one immediately.

Can I also order if my partner and I have separated?

Of course. Simply use the same shootkey to order for your child. Any students with multiple orders processed will have their photographs sent to the front office of the school to ensure orders are delivered to the correct parent.

How do I order a family photo?

Each student has been issued with a corresponding unique shootkey for a family photo. Order using the shootkey on the oldest child's information sheet. Record your order reference number, and be sure to fill out the family details in the section provided on the oldest child's information sheet. There is no need to record it on all siblings' sheets.

I didn't receive an order reference number, but the money has been taken out of my bank account.

Your order will automatically be received by our system. Simply send your child on photo day with their information sheet as normal.

I can't pay today. Will I still be able to get photos?

Of course. All students will have their portrait taken regardless of whether you are purchasing photos or not. Online ordering will remain open for 3 calendar days after photo day. If you are still unable to order in this time frame, please contact us and we will endeavour to help you out.