

SydPay FAQ's

From March 2017 SydPay will replace Extro for all purchases and services with DMaFLab

What will happen to my UniKey/Extro account balance?

Your Extro balance remains active for use with selected printing services around the faculty.

Although there is no option to transfer Extro funds to SydPay available at present, students can visit the Carlaw Computing lab (on the other side of the foot bridge over City Road) and apply for a refund of their Extro balance.

How do I use SydPay ?

Make sure your student card is encoded for SydPay

Your SydPay account is automatically available once your student card is encoded.

Enrolled before 2016 - Get SydPay ready by encoding your student card at the Carlaw Learning Hub (Carlaw Building), Fisher Library (IT Support, Information Desk, Level 3), Student Centre (Level 3, Jane Foss Russell Building), Teaching and Learning Service Desk (Abercrombie Building, entry level).

Enrolled in 2016 - Your student card is SydPay ready.

Topping up your SydPay account

The maximum value of any single top up with SydPay is **\$150**. The option for multiple top up in one day is available for transactions over \$150.

e.g Cost of CNC time and materials total \$350. Students can top up \$150 amounts twice, then a third top up of \$50.

The maximum SydPay transaction amount is **\$300**. The option for multiple transactions to cover costs of \$300 is available.

e.g To pay an amount of \$350, put through transaction of \$300 then a second transaction for \$50.

If your SydPay account is locked, please contact Campus Cards university.cards@sydney.edu.au

Top up your SydPay account using [SydPay online](#), [SydPay app](#) or a [SydPay Kiosk](#)



SYDPAY ONLINE – use MyUni, and look out for the SydPay icon

SYDPAY APP – download from mobile app store

SYDPAY KIOSKS – located at the following locations:

1. Student Centre, Level 3, G02 - Jane Foss Russell building
2. Fisher Library, Level 3
3. SciTech Library, Jane Foss Russell building G02
4. Nursing Library, Level 2, Building A, 88 Mallett Street



How to top up at a SydPay Kiosk

1. Select 'Top up SydPay'.
2. Select Yes or No to the 'Would you like a receipt?' prompt.
3. Tap your student card on the SydPay reader ('Tap here').
4. Use the EFTPOS/credit card payment centre to complete your payment.
5. A transaction summary screen will appear on the SydPay kiosk screen.
6. If you selected **Yes** to the receipt prompt, your receipt will print.

How do I check my SydPay balance?

You can view your SydPay balance via MyUni online, the mobile app or a SydPay kiosk.

How do I view/print my SydPay transaction statements?

To view and print your account transaction statements, use your UniKey and Unikey password to access your online account at <https://eacct-sydpay-sp.blackboard.com/eAccounts/ReportStatementAvailable.aspx>

How do I apply for a refund with SydPay?

Please contact sydpay@sydney.edu.au for further information regarding SydPay refunds.

For more information, visit [How to use SydPay](http://sydney.edu.au/campus-cards/sydpay/how-use.shtml) at <http://sydney.edu.au/campus-cards/sydpay/how-use.shtml>