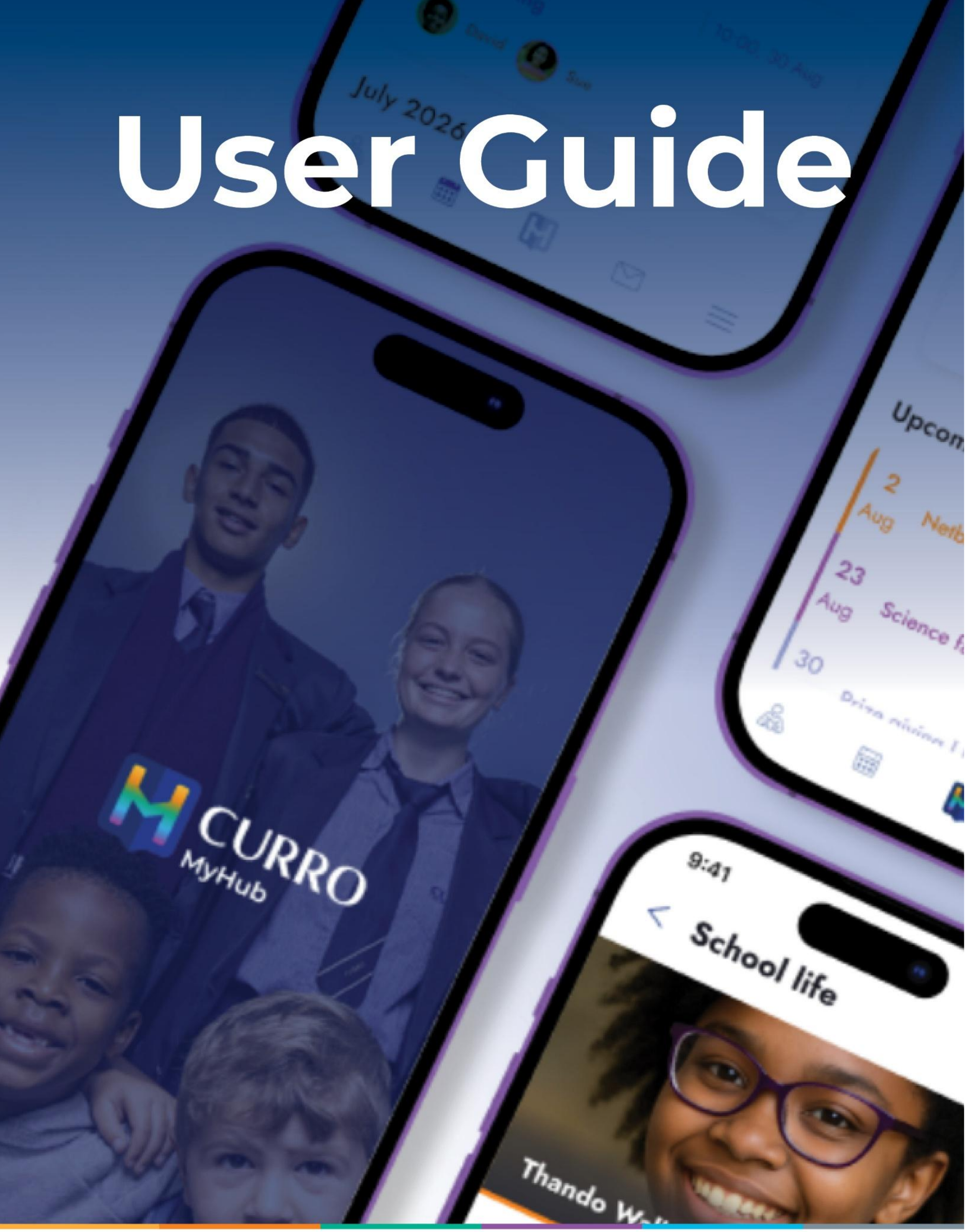
# User Guide

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CURRO

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# Debit order feature

## User guide

**CONTENTS**

# 1 Introduction

This user guide covers how to set up, view and manage debit order mandates in the Curro MyHub parent/guardian portal. The debit order feature allows parents and guardians to configure automatic school fee payments directly within MyHub, eliminating the need to contact the school bursar for initial setup.

## 1.1 Who this guide is for

This guide is intended for MyHub administrators and coparent users in South Africa who are also account holders.

> ℹ Note: Some functionality differs between the coparent and admin roles. Where applicable, these differences are clearly highlighted throughout this guide.

## 1.2 What you can do

With the debit order feature, you can perform the following actions (if applicable, as outlined in section 1.1):

- Set up a new debit order mandate that is linked to your Curro school account.
- Save your progress and return to complete your setup at any time.
- Sign your debit order mandate electronically via a third-party platform or choose to sign it later through MyHub or via email.
- View and manage your existing debit orders within MyHub.

## 1.3 Access requirements

- Have a MyHub account
- Be a coparent or admin user who is also the account holder
- Have a valid email address linked to your MyHub account for OTP verification
- Your South African ID number or passport number
- Your bank account details (bank name, branch number, account number and account type)

## 2 Accessing the debit orders screen

The debit orders section is found inside the finance section of MyHub. Use the steps below to navigate there.

### 2.1 On web (desktop or laptop)

1. Log in to MyHub and navigate to the ‘Finance’ section from the main menu.
2. Locate the debit orders tile on the ‘Finance’ landing page.
3. Click the debit orders tile.
4. The debit orders screen will load, displaying either your existing debit orders or an empty state message (*if you do not have any debit orders set up*)

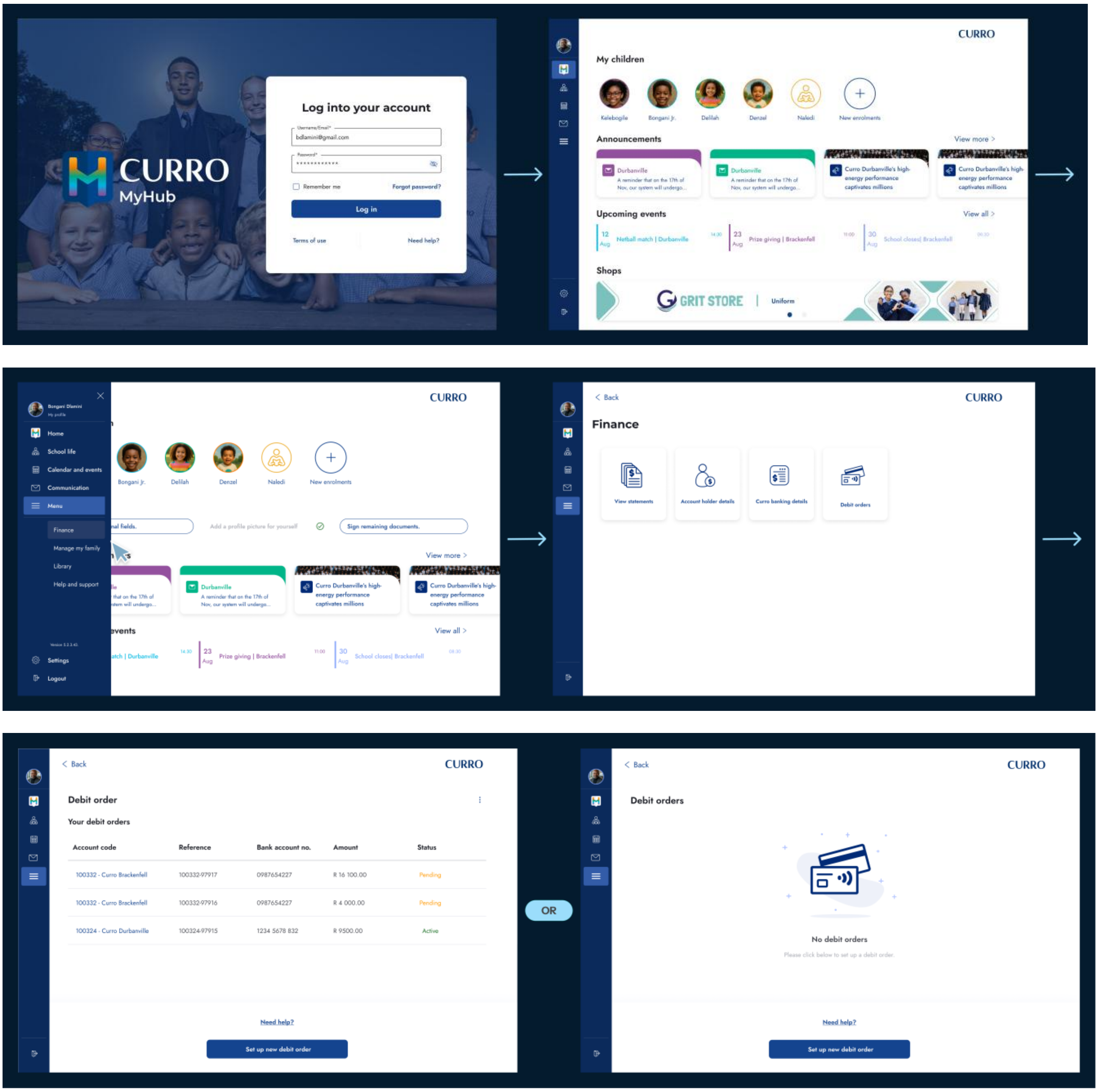



*Figure 1: Debit orders – Navigate to landing screen (web)*

## 2.2 On mobile (iOS and Android)

1. Log in to the MyHub mobile app.
2. Tap the side menu icon located on the far right of the bottom navigation bar.
3. Tap the ‘Finance’ item of the side menu.
4. Tap ‘Debit orders’ from the ‘Finance’ menu list.
5. The debit orders screen will load, displaying either your existing debit orders or an empty state message (*if you do not have any debit orders set up*).

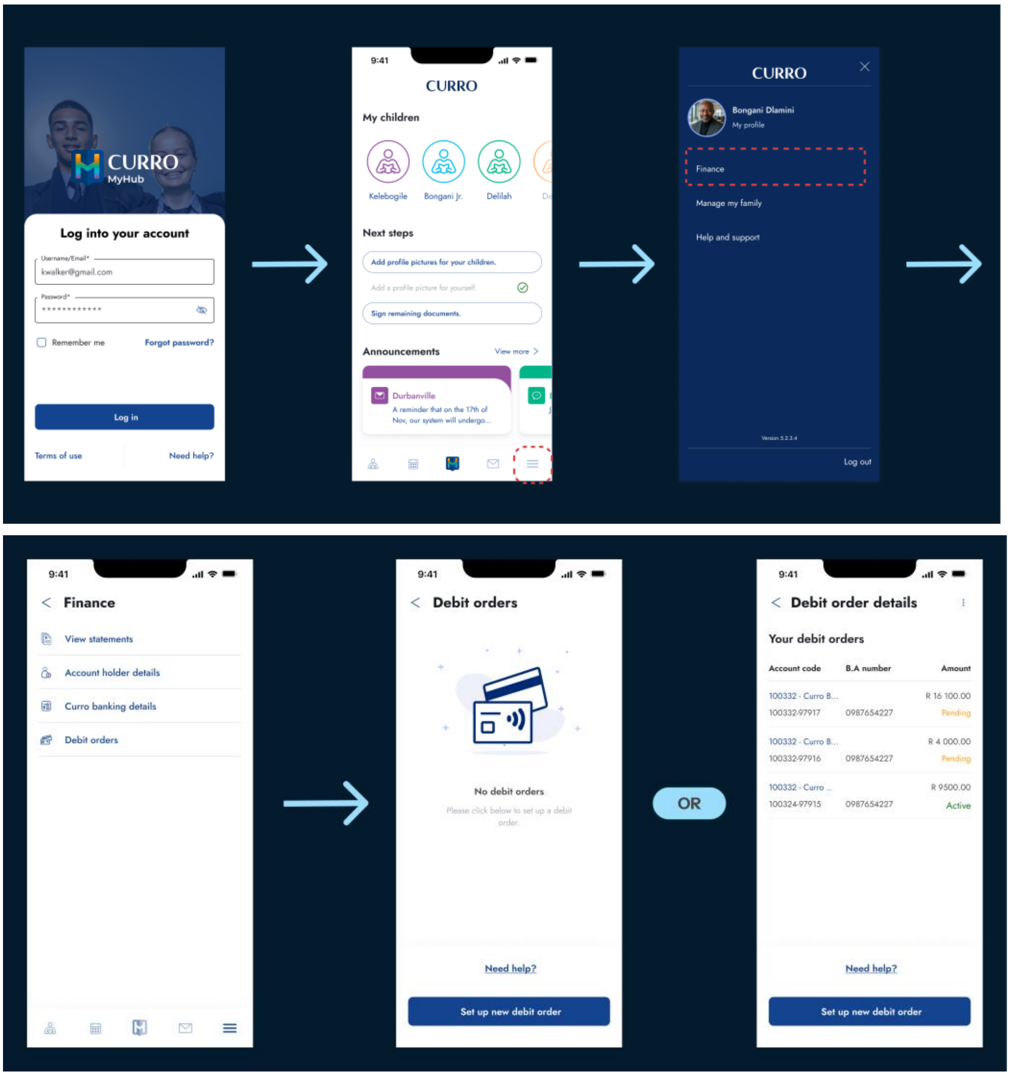



*Figure 2: Debit orders – Navigate to landing screen (mobile)*

## 2.3 Debit orders not linked to your account

In some cases, debit orders may exist in the system but not yet be linked to your MyHub account (for example, orders set up at the school). These are displayed separately for your information.

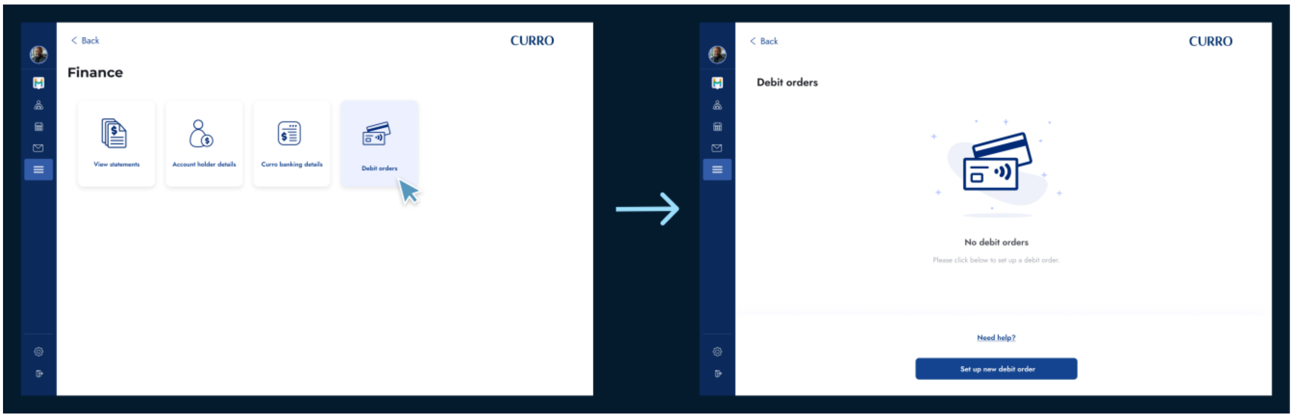



*Figure 3: Debit orders not linked to your account (web)*

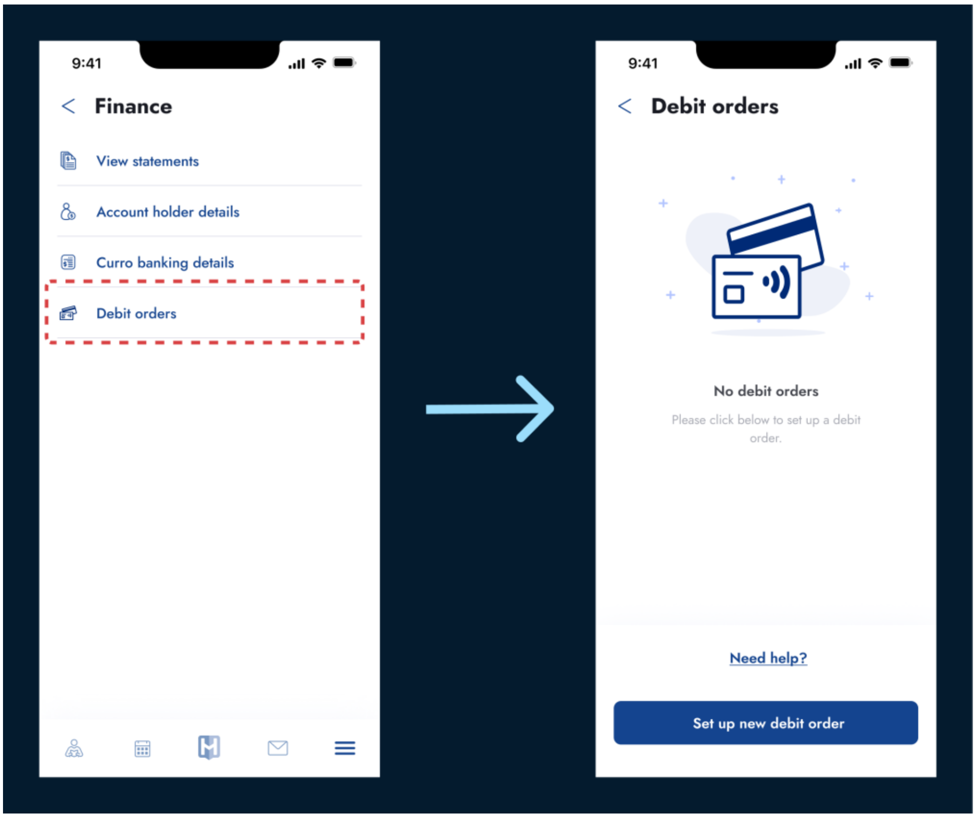



*Figure 4: Debit orders not linked to your account (mobile)*

## 3 Setting up a new debit order

This section guides you through the complete debit order setup process. The electronic form is divided into five sections, all of which must be completed. You can save your progress and return at any time.

### 3.1 Starting the setup

From the ‘Debit orders’ screen, tap or click the ‘Set up new debit order’ button. You will be taken to the debit order form, which starts with the bank account holder's details section.

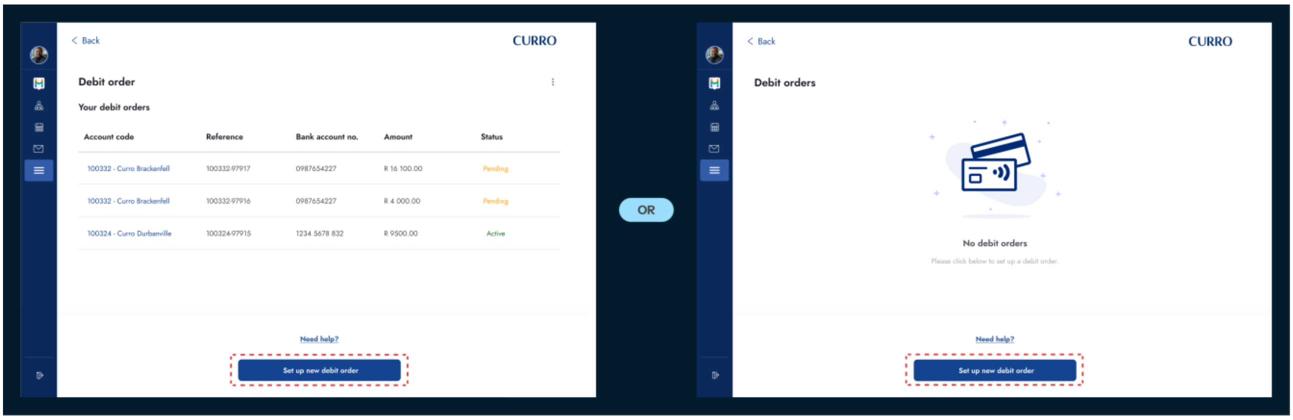



*Figure 5: Debit orders – Starting the setup (web)*

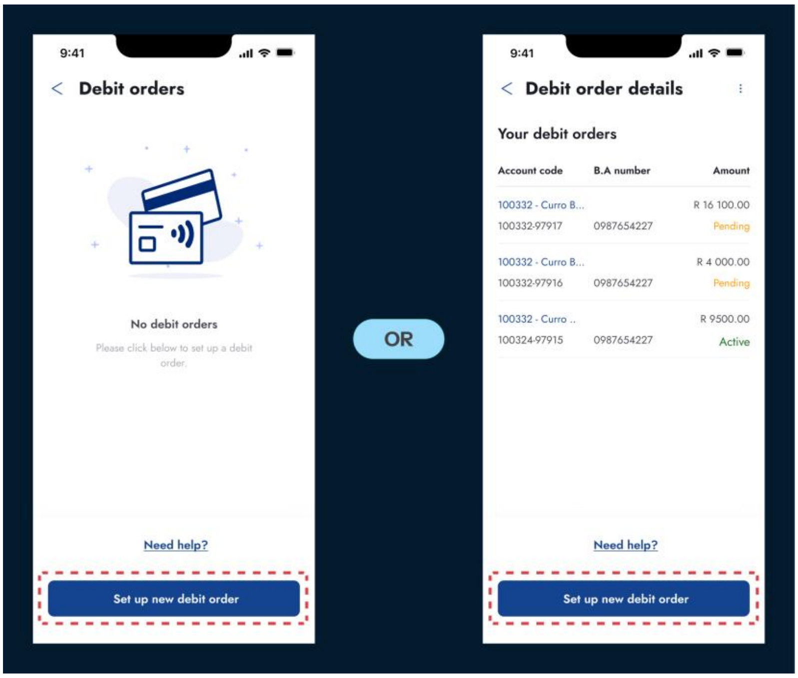



*Figure 6: Debit orders – Starting the setup (web)*

⚠ Important: For debit order updates (e.g., changing your banking details), please contact the bursar at your child's school. MyHub allows you to set up new debit order mandates only; changes to existing mandates must go through the school.

### 3.2 Bank account holder's details

Enter the personal details of the person who owns the bank account. These details must match the name and ID on your bank account accurately.

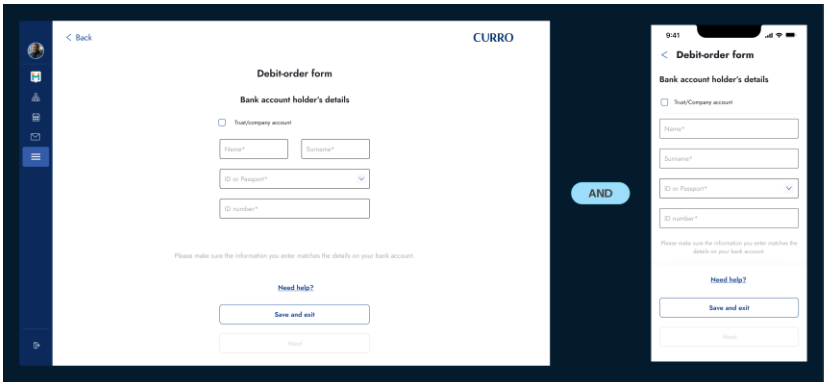



*Figure 7: Bank account holder's details form (web and mobile)*

## Fields to complete:

- Name* – Your first name as it appears on your bank account.
- Surname* – Your surname as it appears on your bank account.
- ID or Passport* – Select either 'ID' (South African ID) or 'Passport' from the dropdown.
- ID number* – Enter your 13-digit South African ID number, or your passport number if you selected 'Passport'.

## Trust or company account:

If the bank account is held by a company or trust (not a personal account), check the 'Trust/Company account' checkbox. The 'Name' and 'Surname' fields will be replaced with:

- Company name* – The registered name of your company or trust.
- Company registration number* – Your company's CIPC registration number.

You will still need to provide the ID or passport number of the authorised signatory.

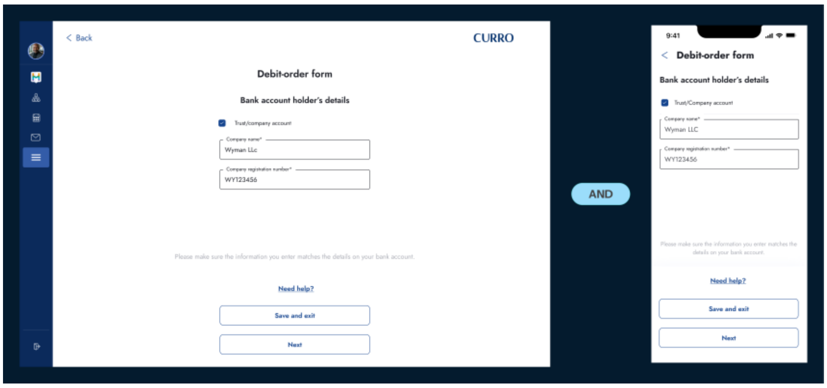



Figure 8: Bank account holder's details form - trust or company account (web and mobile)

The ‘**Next’** button is disabled by default and becomes active only once all required fields have been completed.

## 3.3 Contact details

In this section you link your Curro school account and provide your contact information.

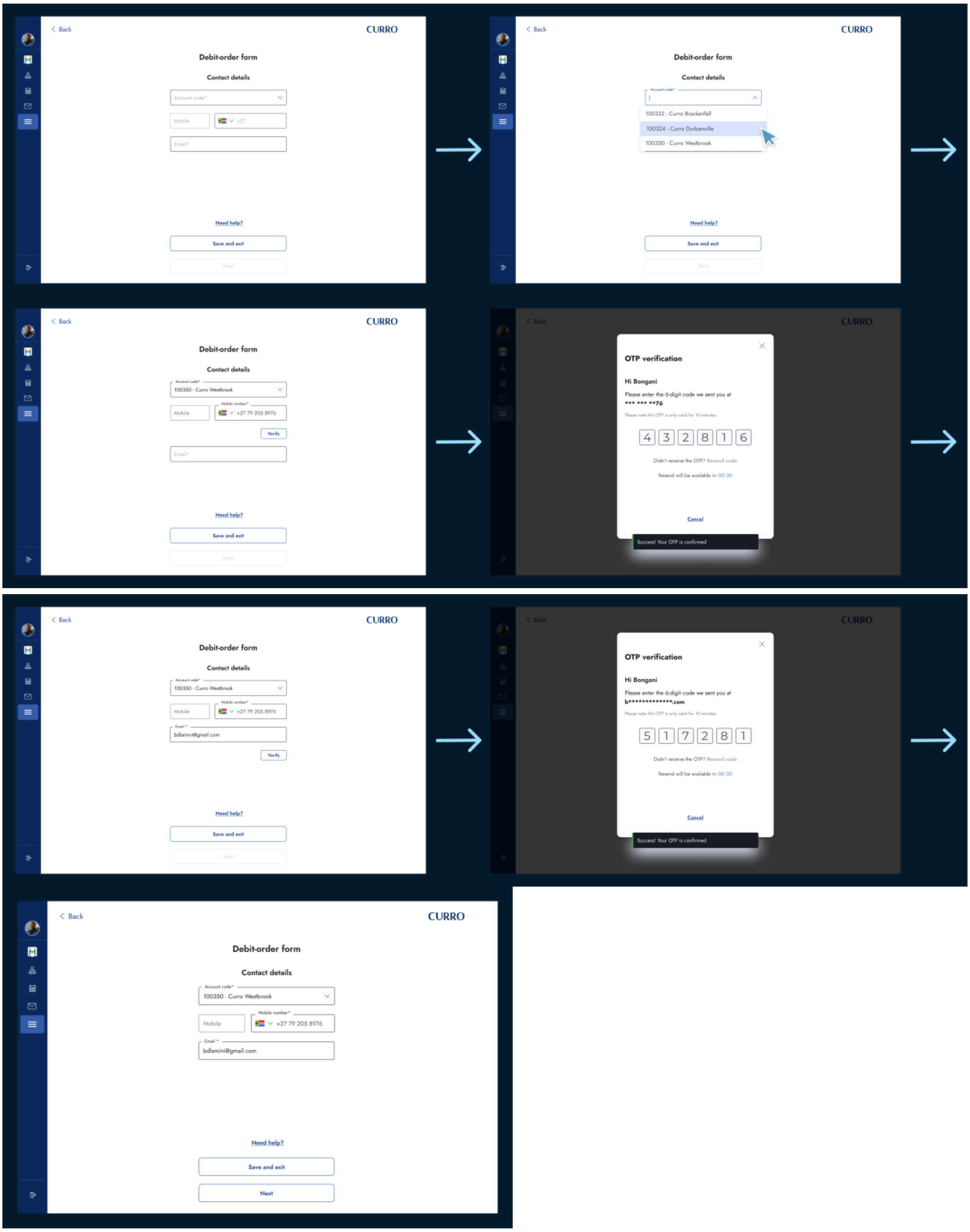



*Figure 9: Contact details (web)*

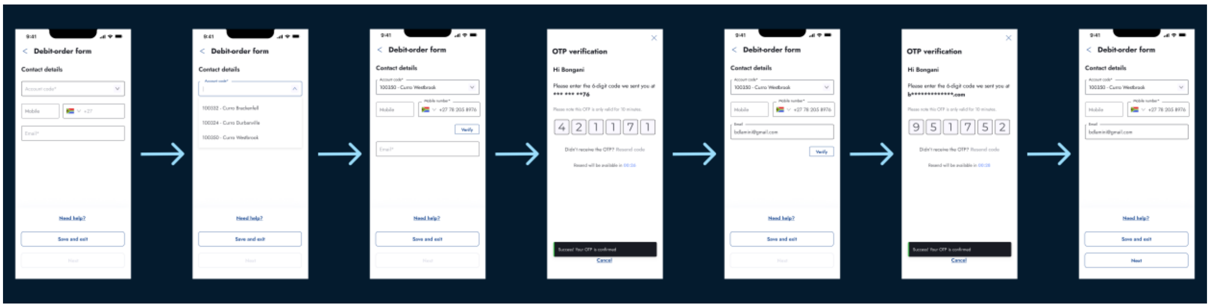


*Figure 10: Contact details (mobile)*

**Fields to complete:**

- Account code* – Select your Curro school account from the dropdown list (e.g., "100332 – Curro Brackenfell"). If you have children at more than one school, you will see multiple account code options in the dropdown.
    - Mobile – Enter your celllphone number. Select your country code (defaulting to ZA +27) using the flag selector.
    - Email* – Enter the email address that will be used for OTP verification and for receiving your signed mandate document.

**Verifying your cellphone number:**

1. After entering your cellphone number, tap or click the ‘Verify’ button that appears next to the field
2. A 6-digit one-time pin (OTP) will be sent to you in the form of an SMS.
3. An OTP verification pop-up will appear. Enter the 6-digit code in the boxes provided.
4. The code will be verified automatically once all 6 digits are entered.
5. If the code is correct, a "’Success! Your OTP is confirmed’ message will appear and the pop-up will close.
6. If you did not receive the code, wait for the countdown timer and then tap ‘Resend code’.

**Verifying your email address:**

1. After entering your email address, tap or click the ‘Verify’ button that appears next to the field
2. A 6-digit one-time pin (OTP) will be sent to your email address.
3. An OTP verification pop-up will appear. Enter the 6-digit code in the boxes provided.
4. The code will be verified automatically once all 6 digits are entered.
5. If the code is correct, a ‘Success! Your OTP is confirmed’ message will appear and the pop-up will close.
6. If you did not receive the code, wait for the countdown timer and then tap ‘Resend code’.

> ℹ The OTP is only valid for 10 minutes. If it expires, tap ‘Resend code’ to get a new one.

After verifying your email, click or tap ‘Next’ to move to the next section.

### 3.4 Bank account details

Enter the banking information for the account from which debit orders will be deducted.

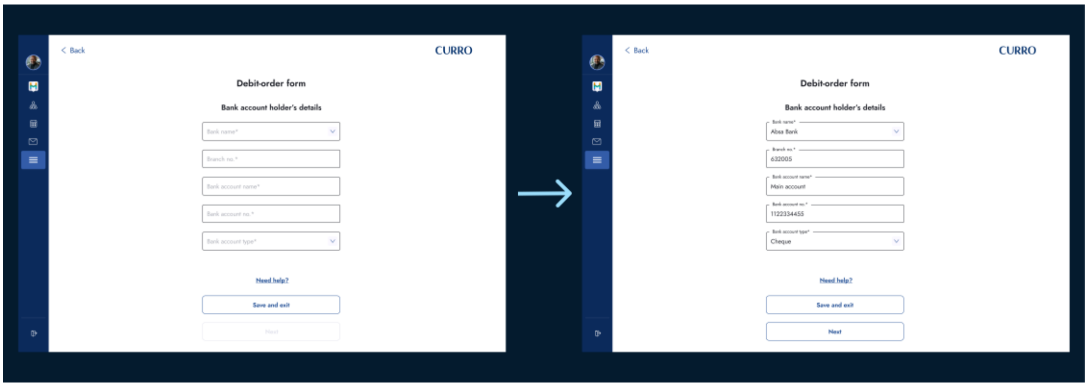



*Figure 11: Bank account details (web)*

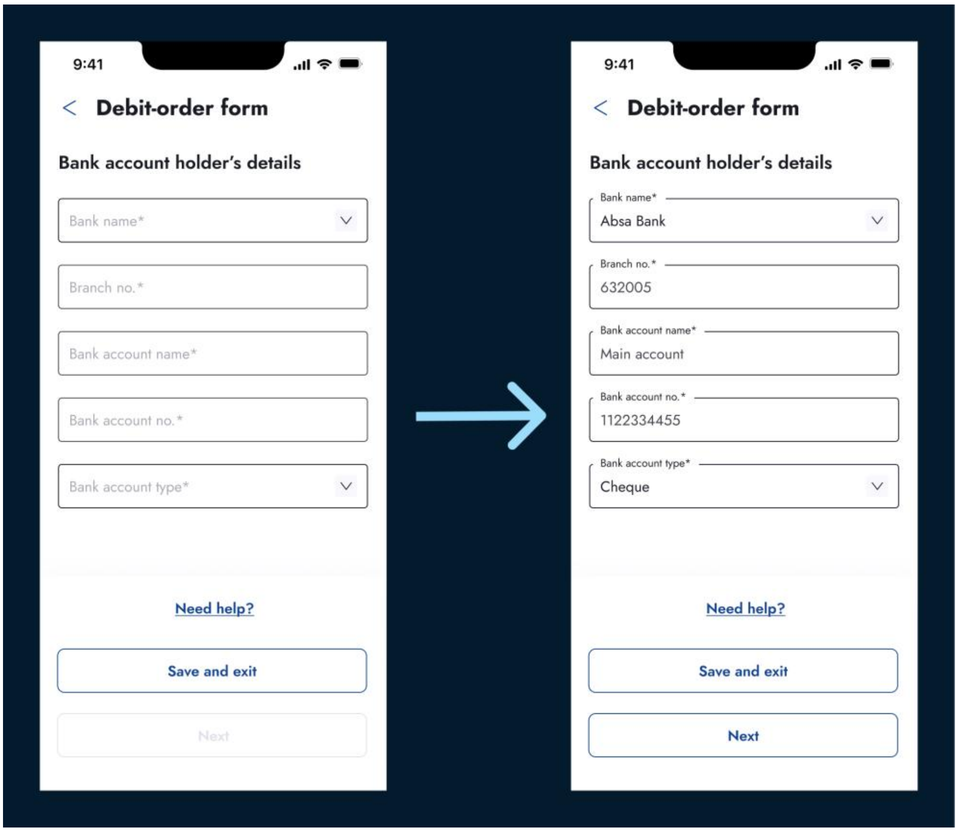



Figure 12: Bank account details (mobile)

## Fields to complete:

- Bank name* – Select your bank from the dropdown list (e.g., ABSA, Standard Bank, FNB, Nedbank, Capitec).
- Branch no.* – Enter your bank's 6-digit branch code.
- Bank account name* – The name registered on your bank account (must match your bank's records).
- Bank account no.* – Enter your bank account number (8 to 12 digits). The system will verify your bank account number as you type.

- Bank account type* – Select your account type from the dropdown (Cheque/Current, Savings or Transmission).

> Double-check all banking details carefully. Incorrect details may result in failed debit order deductions.

Click or tap ‘Next’ to continue to the ‘Arrangement Details’ section.

## 3.5 Arrangement details

In this section, you specify which children the debit order covers, the amount paid and the payment schedule.

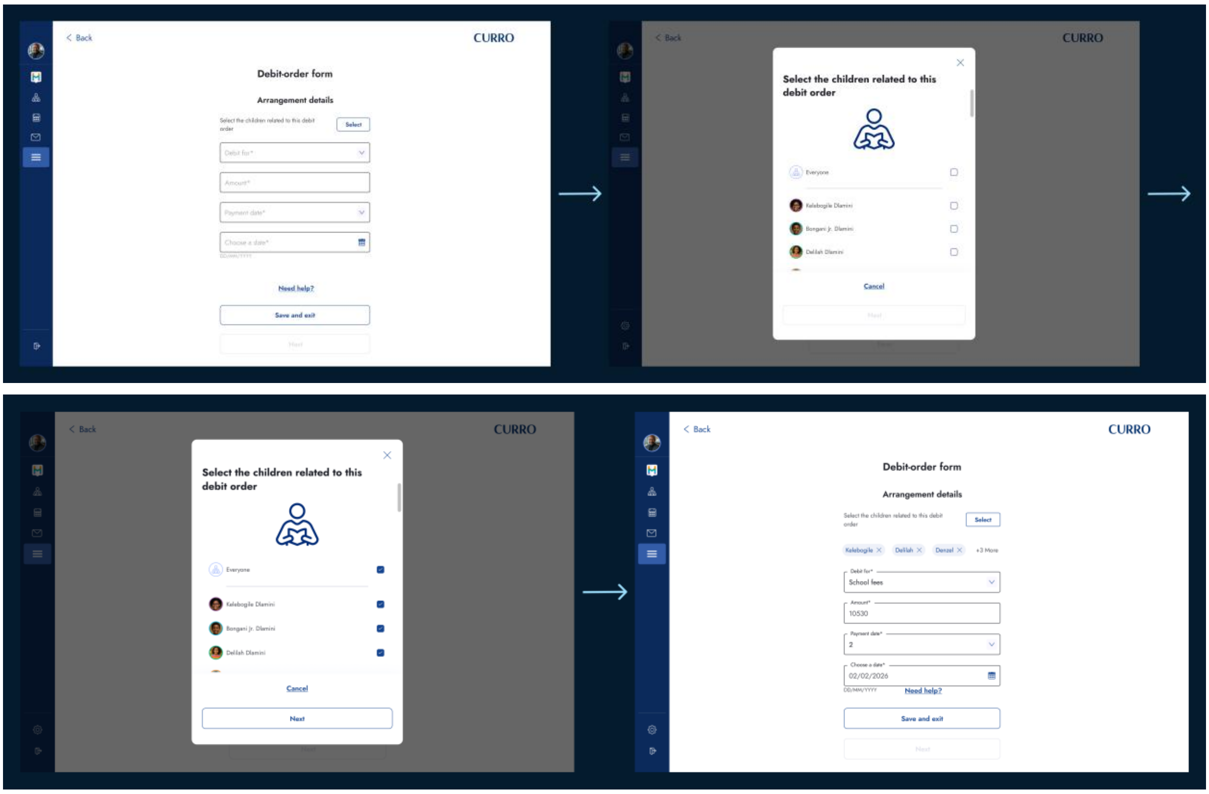



*Figure 13: Arrangement details (web)*

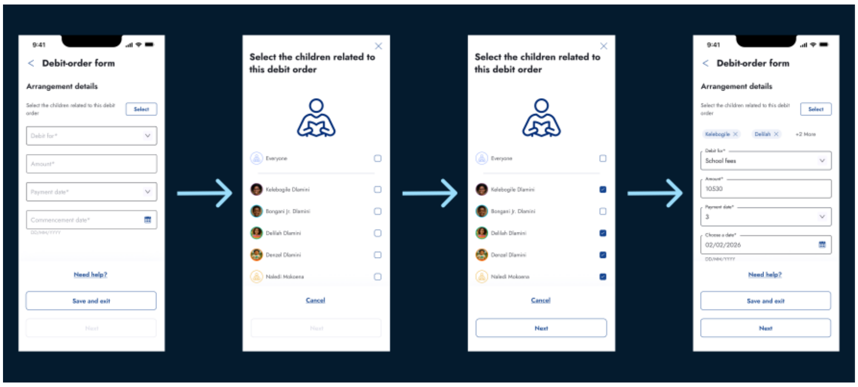



*Figure 14: Arrangement details (mobile)*

### Step 1: Select the children covered by this debit order

1. Tap or click the ‘Select’ button.
2. A pop-up will appear (*full screen for mobile*) listing all your enrolled children.
3. Check the box next to each child you want to include. Tap ‘Everyone’ to select all children at once.
4. Once you have made your selection, tap or click ‘Next’ in the pop-up to confirm.

5. Your selected children will appear as removable tags (chips). To remove a child, tap or click the ‘X’ on their chip.

### Step 2: Complete the remaining fields

1 Debit for* – Select the fee type from the dropdown (e.g., "School fees").
2 Amount* – Enter the amount you would like to set for your debit order.
3 Payment date* – Select the day of the month on which deductions should occur (e.g., 2nd, 15th, 25th).
4 Choose a date* – Use the calendar icon to select the commencement date. Dates must be entered in DD/MM/YYYY format.

Once all fields are complete, click or tap ‘Next’ to proceed to the last section.

## 3.6 Debit order authority and mandate

This is the legal authorization section. You must read the terms and conditions in full before accepting.

*Figure 15: Debit order authority and mandate (web)*

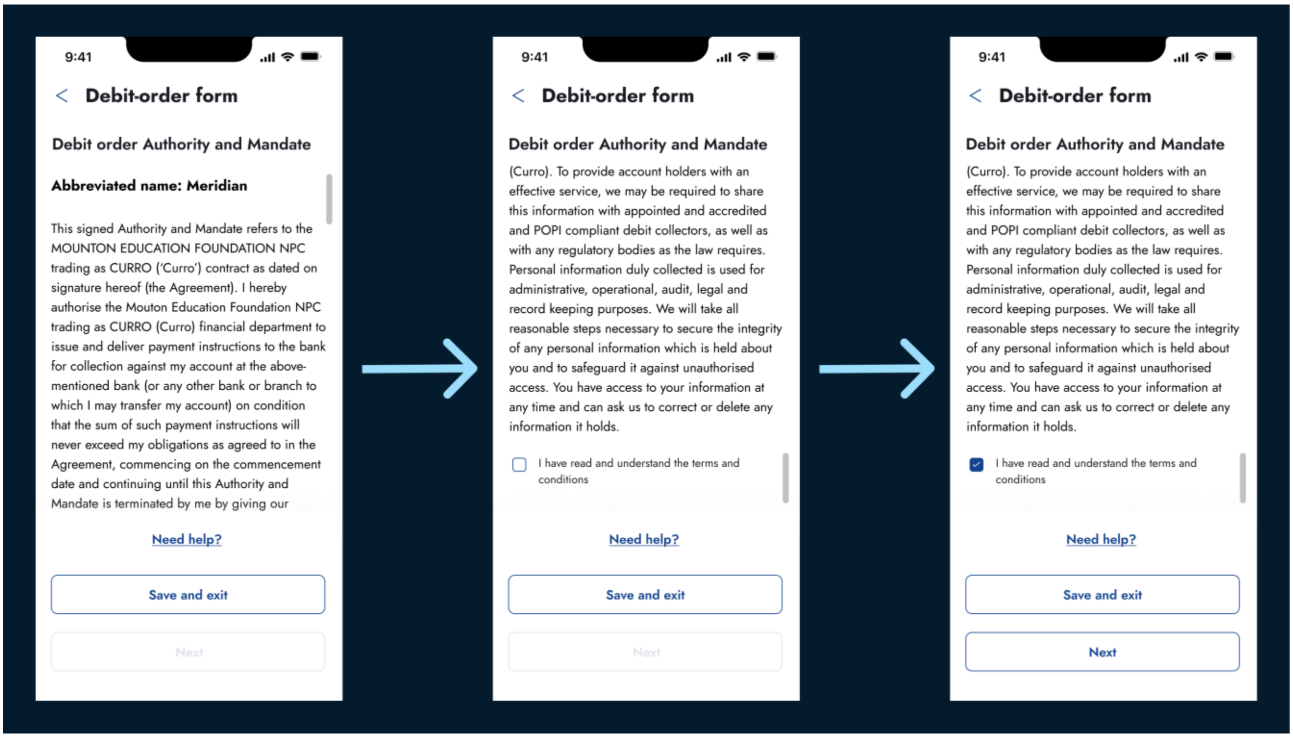



*Figure 16: Debit order authority and mandate (mobile)*

The terms include your debit order authority and mandate, payment details, cancellation rights, assignment clause and a Protection of Personal Information Act (POPIA) disclosure.

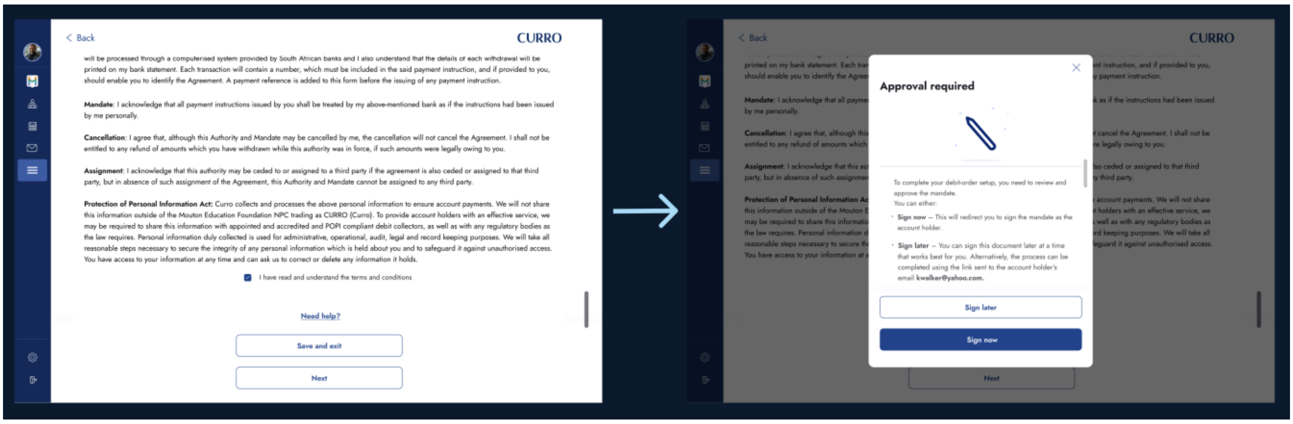
**On web:**

1. Scroll down through the full terms text.
2. Once you have read the terms, check the box: 'I have read and understand the terms and conditions.'
3. The 'Next' button will become active. Click 'Next' to proceed.

⚠ Important: The 'Next' button remains disabled until you check the acceptance checkbox. You must accept the terms to proceed.

# 4 Signing your debit order mandate

After accepting the terms and conditions, you will be asked to sign the debit order mandate. An 'Approval required' pop-up will appear with two options.



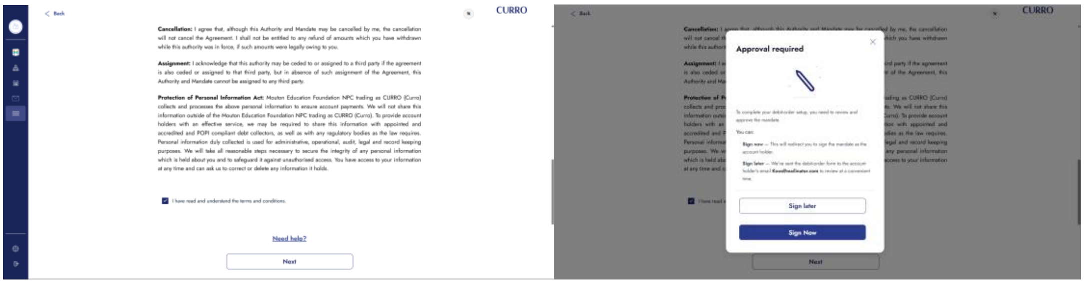




Figure 17: Approval required (web)

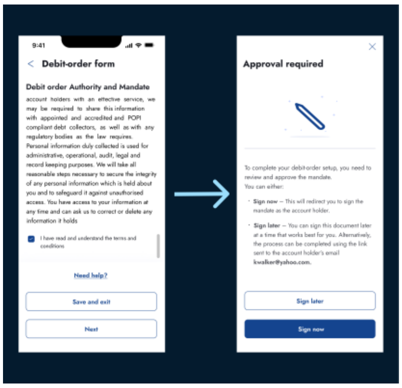



*Figure 18: Approval required (mobile)*

Occasionally, when the mandate signing service is temporarily unavailable after you have accepted the terms and conditions, a 'Mandate Signing Unavailable' pop-up will notify you that the process could not be completed due to a service issue and not an error on your end.

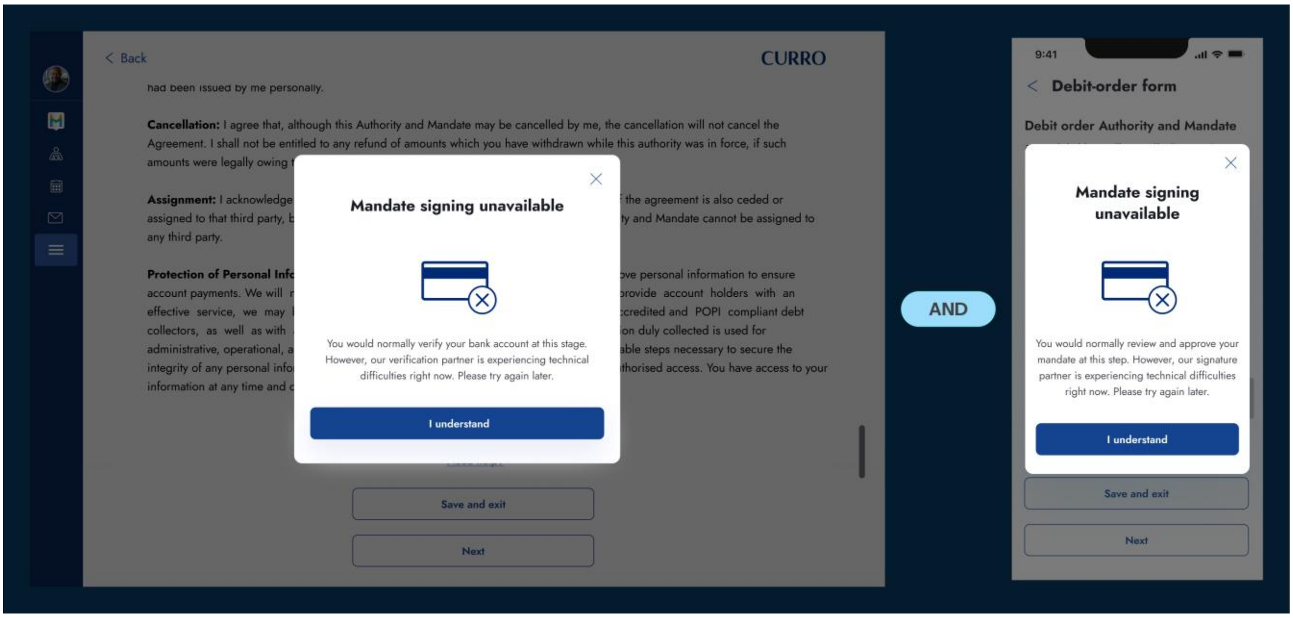



*Figure 19: Approval required (web and mobile)*

### 4.1 Sign now

Choosing ‘Sign now’ will redirect you immediately to Signiflow, the electronic signature platform used by Curro.

1. Tap or click ‘Sign now’ in the ‘Approval required’ pop-up.
2. You will be redirected to the Signiflow document viewer. The full debit order mandate will be displayed.
3. Review the document using the zoom and scroll controls.
4. When ready, click or tap the green ‘Complete’ (or ‘Sign’) button.
5. Follow the on-screen instructions to add your electronic signature.

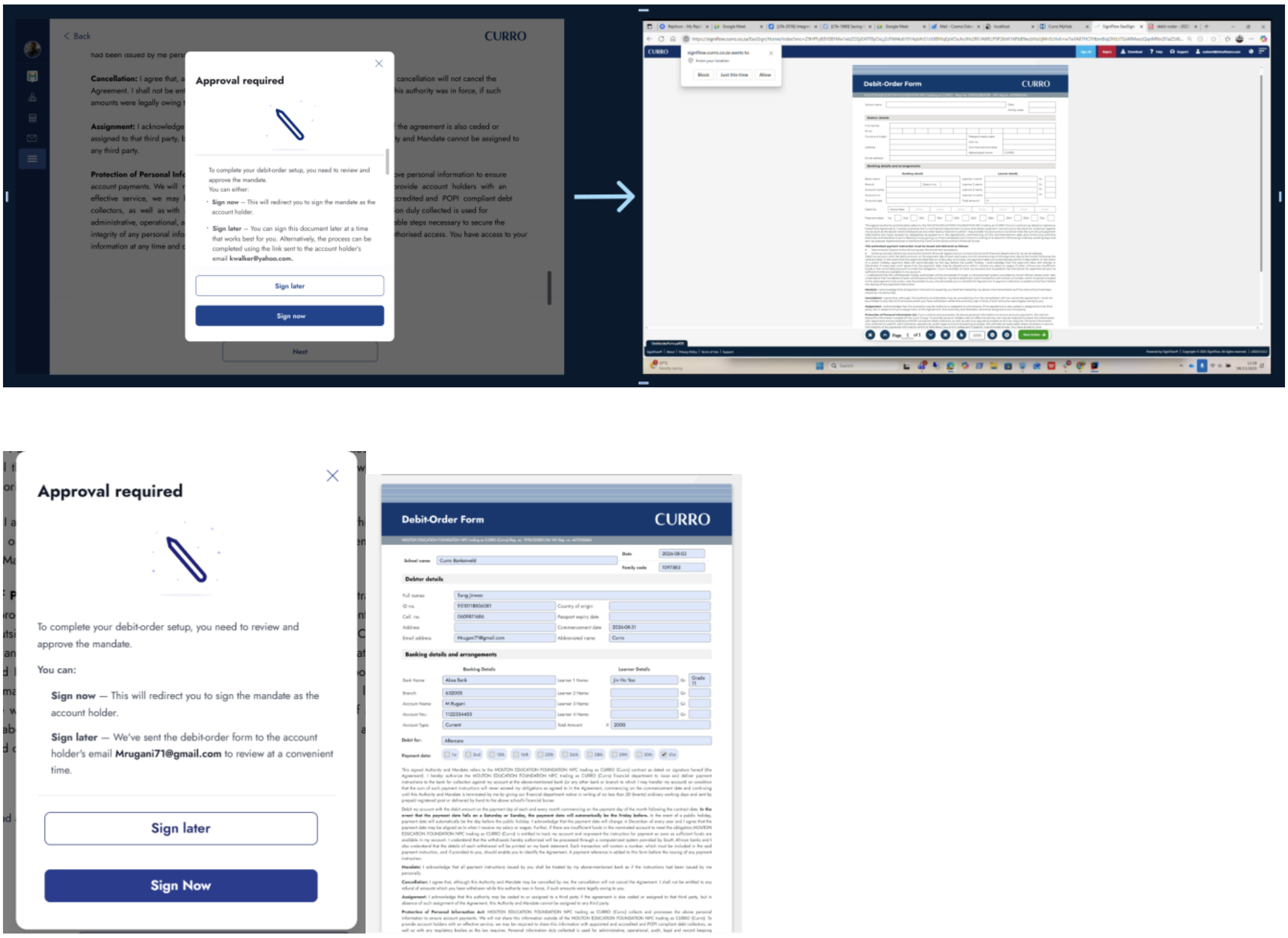
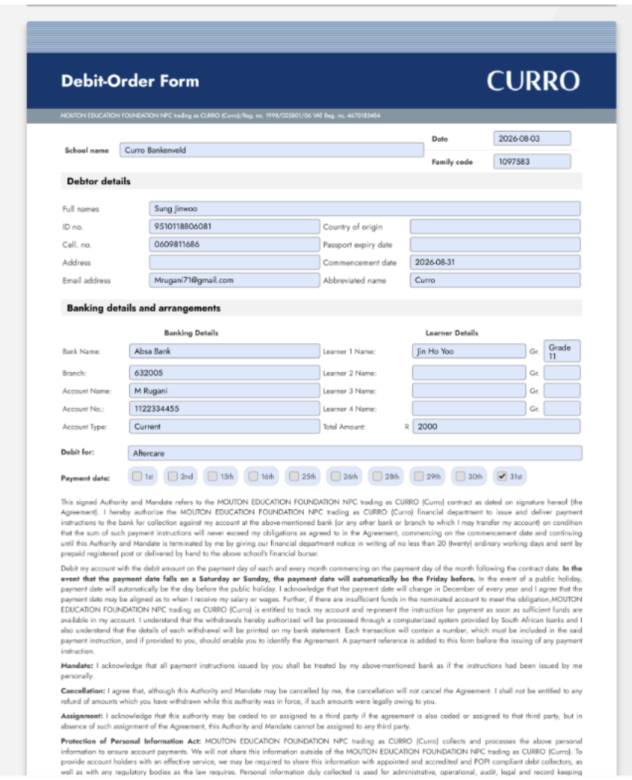



*Figure 20: Sign Now – Redirect to Signiflow (web)*

6. After successfully signing your document in SigniFlow, you may close the tab and return to MyHub to continue.
7. You will receive a copy of the signed debit order mandate by email.



**Debit-Order Form** CURRO

MOUTON EDUCATION FOUNDATION NPC trading as CURRO (Curro)/Reg. no. 1998/025801/06 VAT Reg. no. 4670183484

| | | | |
|---|---|---|---|
| School name | Curro Bankenveld | Date | 2026-08-03 |
| | | Family code | 1097583 |

**Debtor details**

| | | | |
|---|---|---|---|
| Full names | Sung Jinwoo | | |
| ID no. | 9510118806081 | Country of origin | |
| Cell. no. | 0609811686 | Passport expiry date | |
| Address | | Commencement date | 2026-08-31 |
| Email address | Mrugani71@gmail.com | Abbreviated name | Curro |

**Banking details and arrangements**

| Banking Details | | Learner Details | | | |
|---|---|---|---|---|---|
| Bank Name: | Absa Bank | Learner 1 Name: | Jin Ho Yoo | Gr. | Grade 11 |
| Branch: | 632005 | Learner 2 Name: | | Gr. | |
| Account Name: | M Rugani | Learner 3 Name: | | Gr. | |
| Account No.: | 1122334455 | Learner 4 Name: | | Gr. | |
| Account Type: | Current | Total Amount: | R 2000 | | |

**Debit for:** Aftercare

**Payment date:** ☐ 1st ☐ 2nd ☐ 15th ☐ 16th ☐ 25th ☐ 26th ☐ 28th ☐ 29th ☐ 30th ☑ 31st

This signed Authority and Mandate refers to the MOUTON EDUCATION FOUNDATION NPC trading as CURRO (Curro) contract as dated on signature hereof (the Agreement). I hereby authorize the MOUTON EDUCATION FOUNDATION NPC trading as CURRO (Curro) financial department to issue and deliver payment instructions to the bank for collection against my account at the above-mentioned bank (or any other bank or branch to which I may transfer my account) on condition that the sum of such payment instructions will never exceed my obligations as agreed to in the Agreement, commencing on the commencement date and continuing until this Authority and Mandate is terminated by me by giving our financial department notice in writing of no less than 20 (twenty) ordinary working days and sent by prepaid registered post or delivered by hand to the above school's financial bursar.

Debit my account with the debit amount on the payment day of each and every month commencing on the payment day of the month following the contract date. **In the event that the payment date falls on a Saturday or Sunday, the payment date will automatically be the Friday before.** In the event of a public holiday, payment date will automatically be the day before the public holiday. I acknowledge that the payment date will change in December of every year and I agree that the payment date may be aligned as to when I receive my salary or wages. Further, if there are insufficient funds in the nominated account to meet the obligation,MOUTON EDUCATION FOUNDATION NPC trading as CURRO (Curro) is entitled to track my account and re-present the instruction for payment as soon as sufficient funds are available in my account. I understand that the withdrawals hereby authorized will be processed through a computerized system provided by South African banks and I also understand that the details of each withdrawal will be printed on my bank statement. Each transaction will contain a number, which must be included in the said payment instruction, and if provided to you, should enable you to identify the Agreement. A payment reference is added to this form before the issuing of any payment instruction.

**Mandate:** I acknowledge that all payment instructions issued by you shall be treated by my above-mentioned bank as if the instructions had been issued by me personally.

**Cancellation:** I agree that, although this Authority and Mandate may be cancelled by me, the cancellation will not cancel the Agreement. I shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you.

**Assignment:** I acknowledge that this authority may be ceded to or assigned to a third party if the agreement is also ceded or assigned to that third party, but in absence of such assignment of the Agreement, this Authority and Mandate cannot be assigned to any third party.

**Protection of Personal Information Act:** MOUTON EDUCATION FOUNDATION NPC trading as CURRO (Curro) collects and processes the above personal information to ensure account payments. We will not share this information outside of the MOUTON EDUCATION FOUNDATION NPC trading as CURRO (Curro). To provide account holders with an effective service, we may be required to share this information with appointed and accredited and POPI compliant debt collectors, as well as with any regulatory bodies as the law requires. Personal information duly collected is used for administrative, operational, audit, legal and record keeping

*Figure 22 Copy of D.O form received in your emails*

8. When you return to MyHub, a confirmation modal will appear. It explains that the new debit order may not appear in the table immediately and may remain under ‘In-progress debit order setup’ for up to one hour.

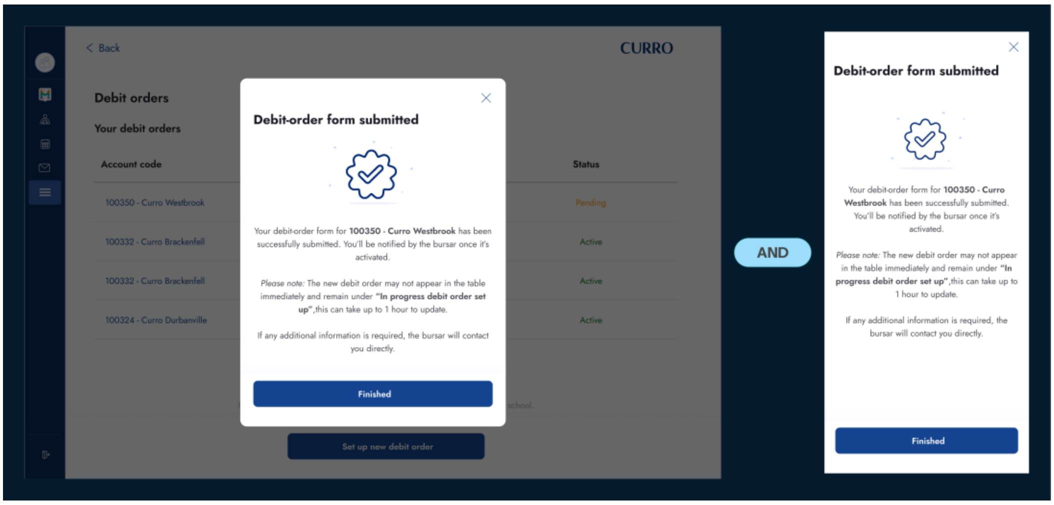



*Figure 23: Debit order submitted confirmation modal (web and mobile)*

9. Once sufficient time has passed, your debit order will appear in the ‘Your debit orders’ table with a ‘Pending’ status.

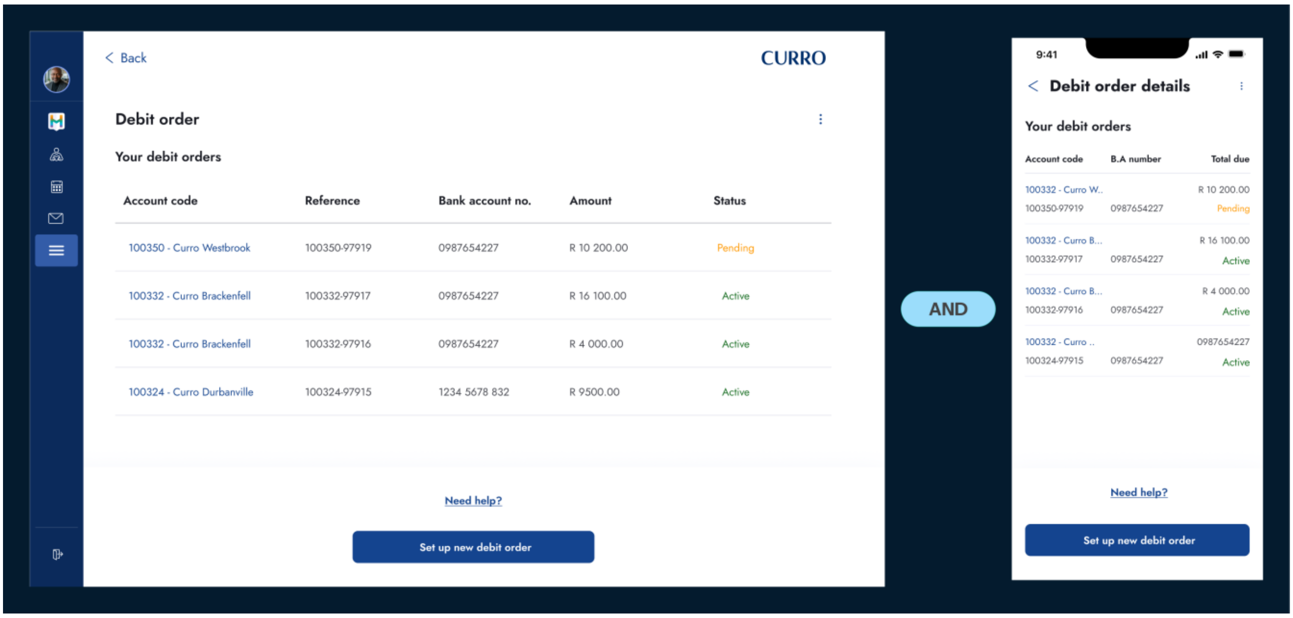



*Figure 24: Updated debit order table (web and mobile)*

> ⓘ You do not need to log in again to sign the mandate. MyHub securely passes your session to Signiflow automatically.

## 4.2 Sign later

You can sign this document later at a time that works best for you. Alternatively, the process can be completed using the link sent to the account holder's email address.

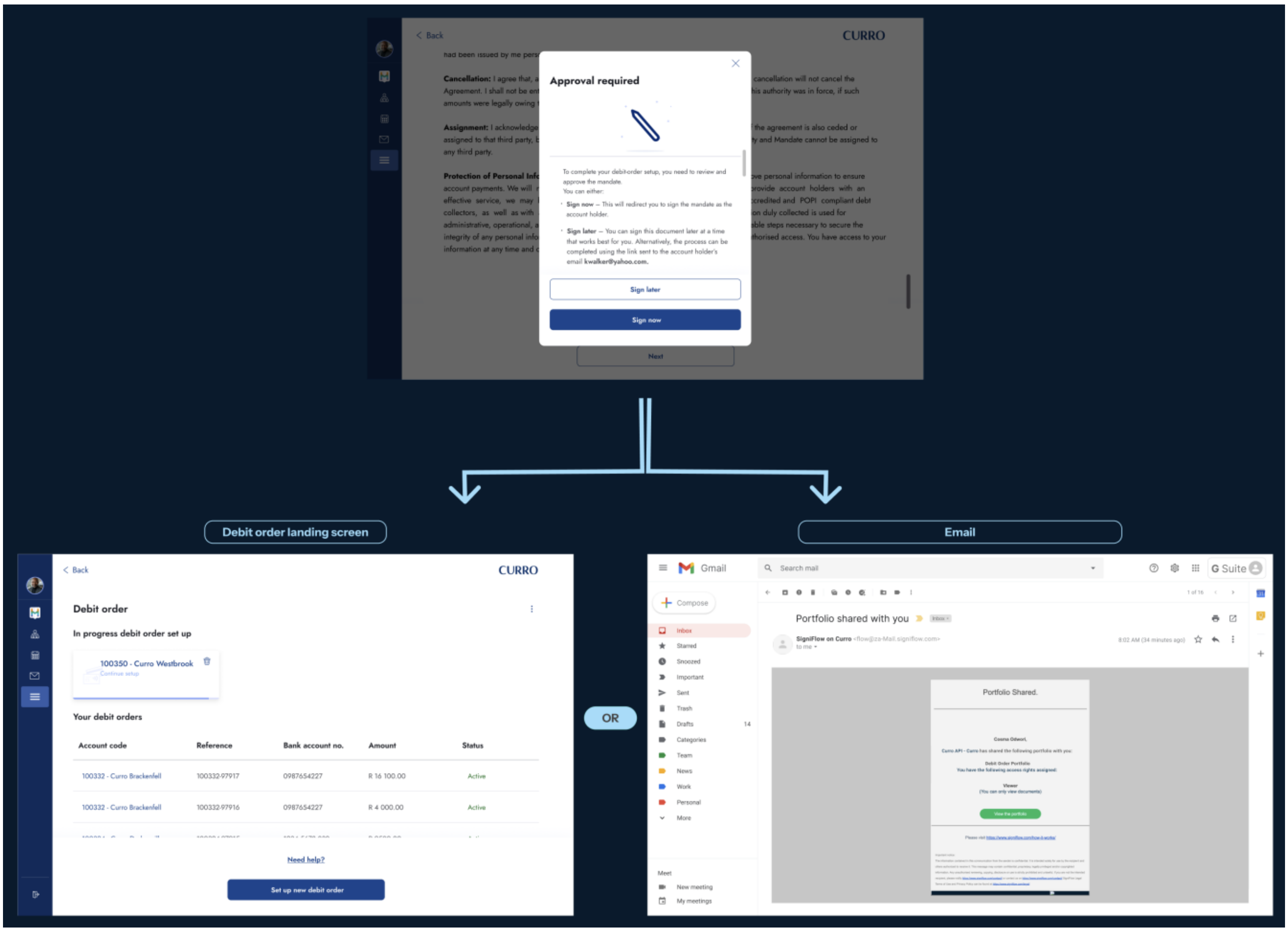



*Figure 25: Sign later – Options (web)*

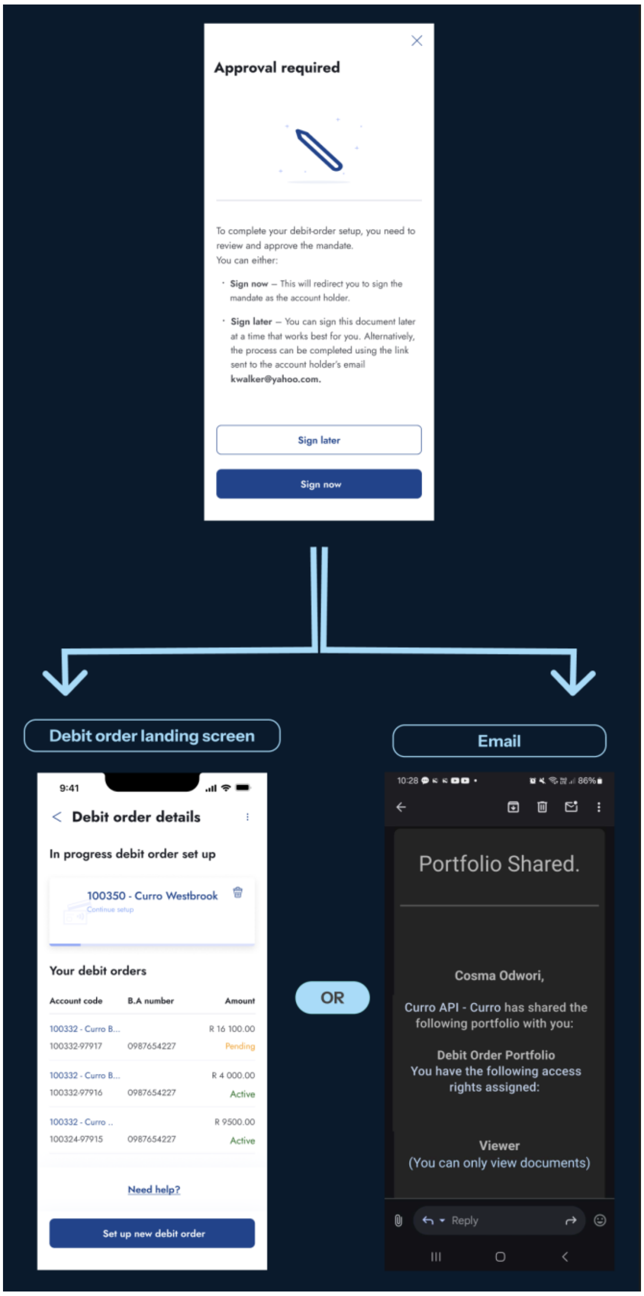


Figure 26: Sign later – Options (mobile)

1. Tap or click ‘Sign later’ in the ‘Approval required’ pop-up.
2. You will be returned to the ‘Debit orders’ landing page, where you can sign the document at a time that suits you. Your debit order will appear in the ‘In Progress’ debit order setup section.
3. Alternatively, an email will automatically be sent to the account holder's email address with a link to ‘View the portfolio’ .
4. You will be taken to Signiflow to complete the signature.

> ℹ Check your inbox (and spam/junk folder) for an email from Curro API. The email subject is ‘Portfolio shared with you.’

## 5 Viewing and managing your debit orders

### 5.1 Debit orders table

When you have active or pending debit orders, the ‘Debit orders’ screen displays them in a table.

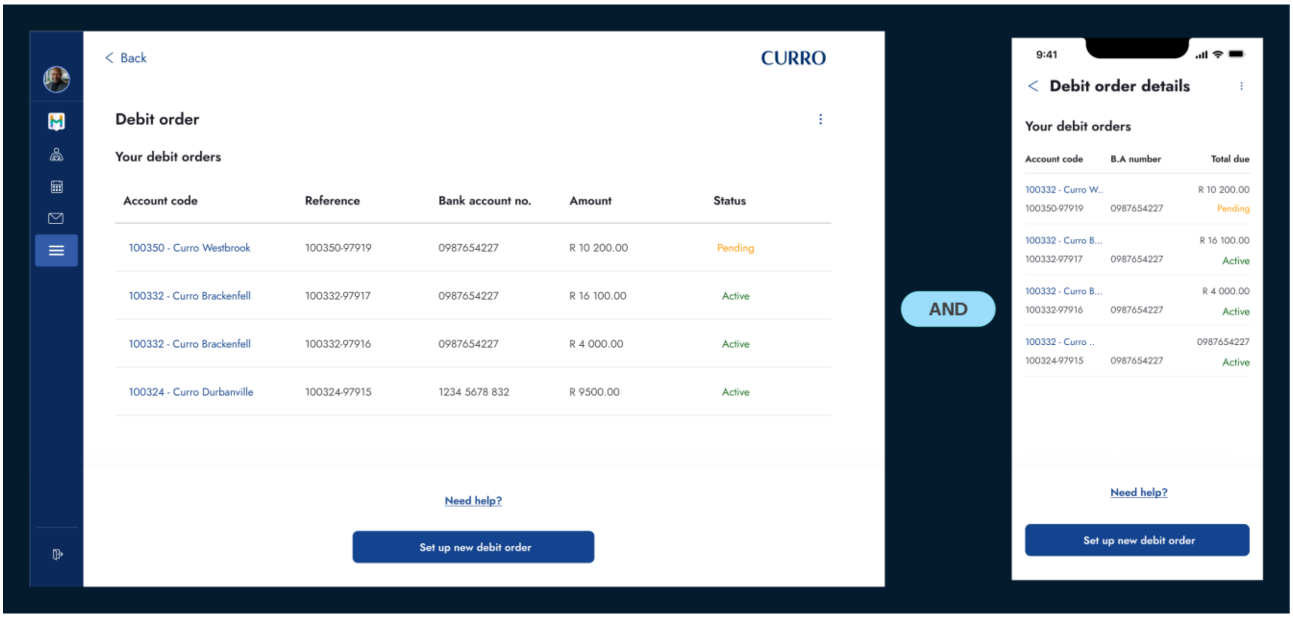



*Figure 27: Debit orders table (web and mobile)*

### On web, the table row shows from left to right:

- Account code – The Curro school account linked to the debit order.
- Reference – The debit order reference number.
- Bank account no. – Your bank account number.
- Amount – The payment amount in South African Rand (e.g., R 16 100.00).
- Status – ‘Active’ (shown in green) or ‘Pending’ (shown in orange).

### On mobile, the table row shows from left to right

- Account code – The Curro school account linked to the debit order and ‘Reference’ – The debit order reference number.
- B.A number (bank account number)
- Total due and Status – ‘Active’ (shown in green) or ‘Pending’ (shown in orange).

### 5.2 Status explained

| Status | Meaning |
|---|---|
| Pending (orange) | Your debit order form has been submitted and is awaiting bursar approval. |
| Active (green) | Your debit order is active and scheduled for regular deductions. Deductions will continue unless you cancel. |

## 5.3 Viewing debit order details

Tap or click any row in the debit orders table to see the full details for that debit order.

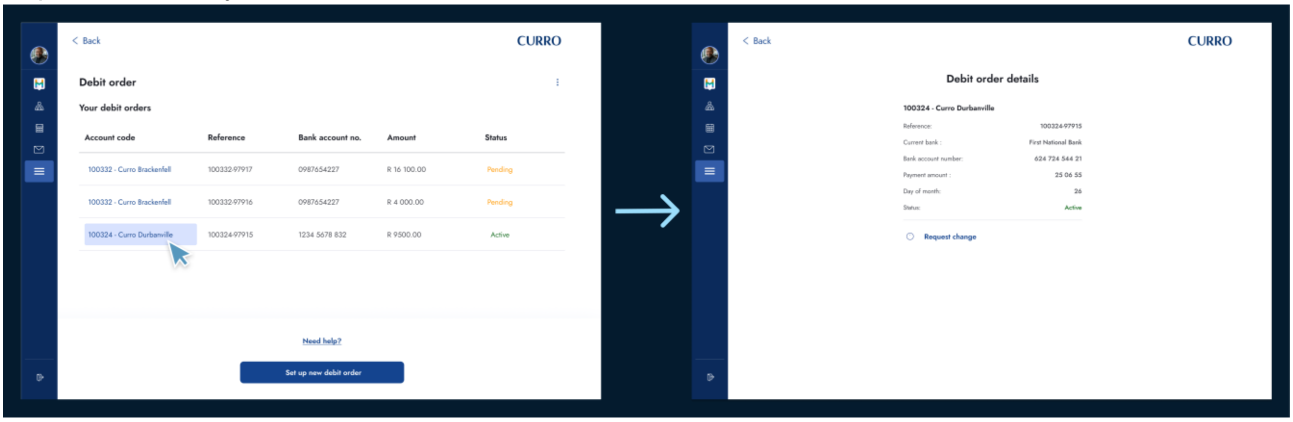



*Figure 28: Selecting a debit order from the table (web)*

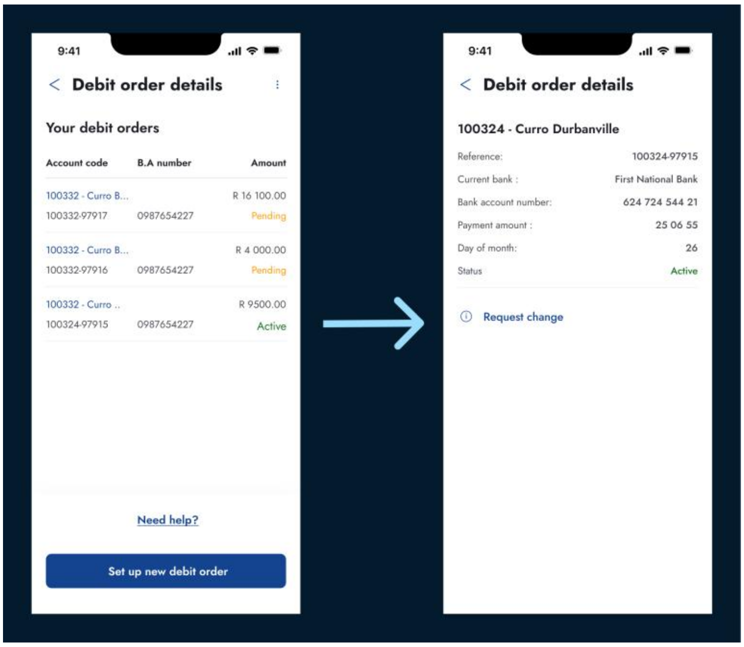



*Figure 29: Selecting a debit order from the table (mobile)*

The 'Debit order details' page shows:

- Account code and school name
- Reference number
- Current bank
- Bank account number
- Payment amount
- Day of month for deductions
- Status

To return to the list, tap or click the 'Back' button.

## 5.4 Debit order details – contact bursar

To request a change to debit order details, tap or click the ‘Request change’ button. This will open the ‘Contact Bursar’ modal.

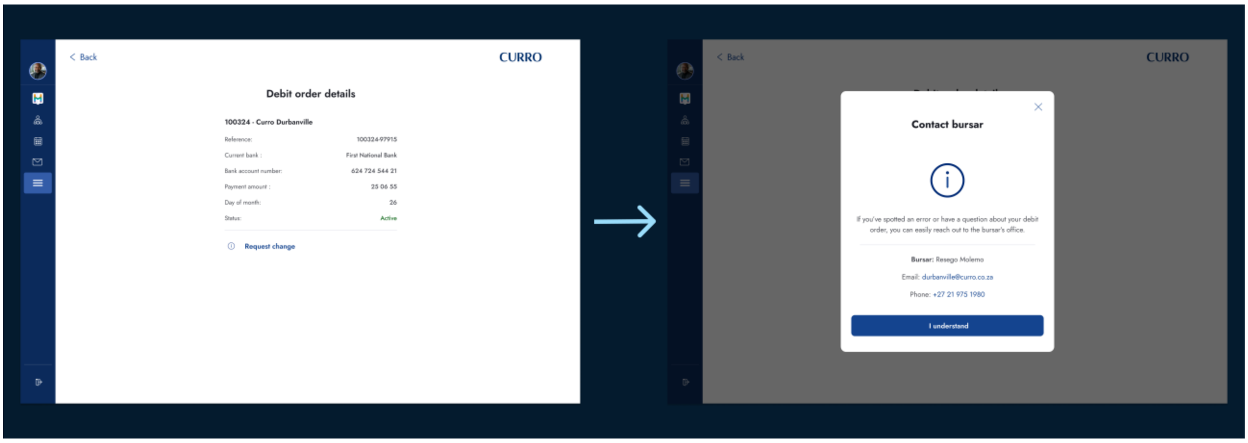



*Figure 30: Selecting request change from debit order details (web)*

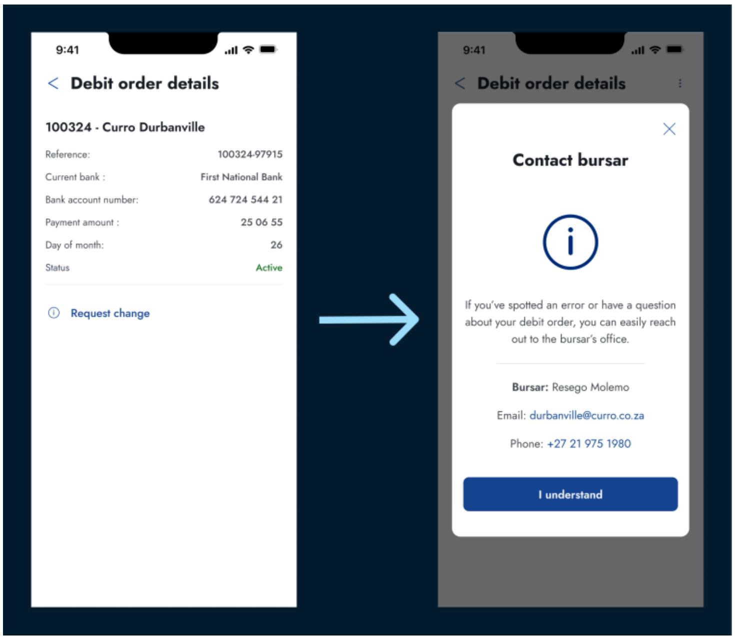



*Figure 31: Selecting request change from debit orderd details (mobile)*

### 5.5 Hover tips (web only)

On the web version, hovering your mouse over a row in the debit orders table shows a helpful tooltip:

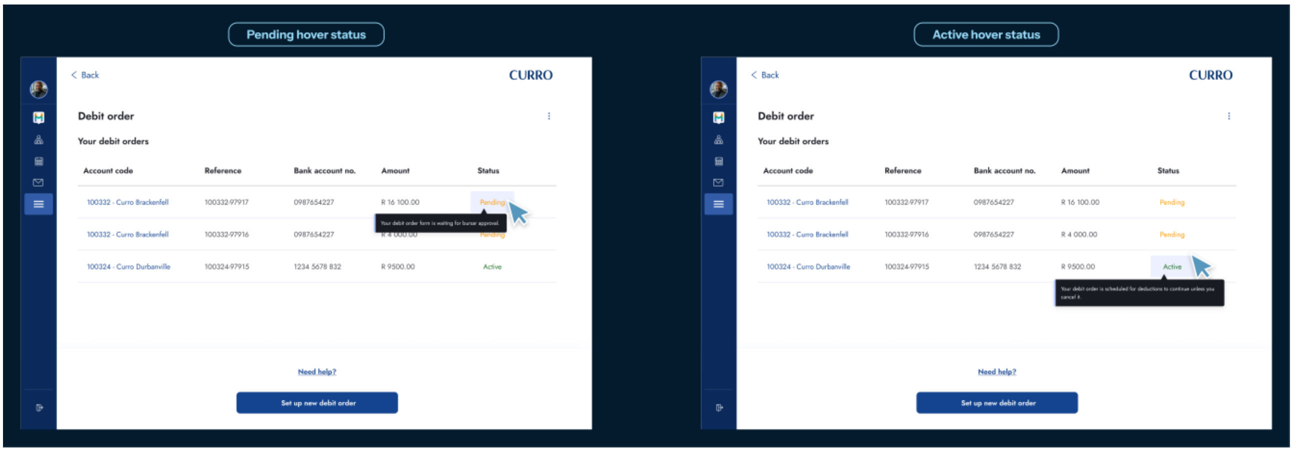



*Figure 32: Hover state on debit order table row (web)*

- Pending row: ‘Your debit order form is waiting for bursar approval.’
- Active row: ‘Your debit order is scheduled for deductions to continue unless you cancel it.’

## 6 Saving your progress and resuming later

You do not have to complete the debit order form in one sitting. Use the ‘Save and exit’ button (available on every form section) to save your progress and come back later.

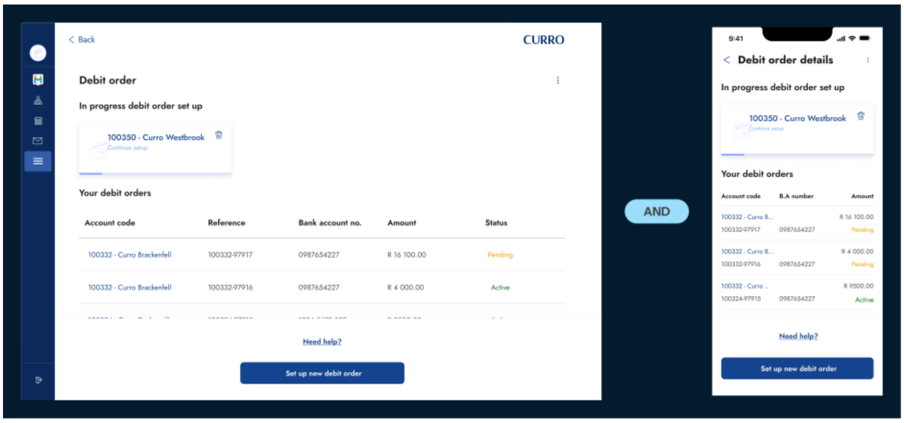



Figure 33: In progress debit order setup card – web and mobile

### 6.1 How to save and exit

1. At any point during form completion, tap or click ‘Save and exit’.
2. All data you have entered so far will be saved.
3. You will be returned to the ‘Debit orders’ landing page.
4. Your in-progress setup will appear in the ‘[In progress debit order set up’ section with a progress bar.

> ℹ All buttons are enabled only once validation has passed. You can select ‘Save and exit’ only when all fields are completed and there are no errors. Validation runs when you click ‘Next’.

### 6.2 How to resume Your setup

1. Return to the ‘Debit orders’
2. Find your in-progress debit order (card) in the In-progress debit order set up section.
3. Tap or click the card.
4. You will be taken directly to the section where you left off, with all previously entered data restored.

## 6.3 How to delete an in-progress setup

If you no longer need a draft, you can delete it.

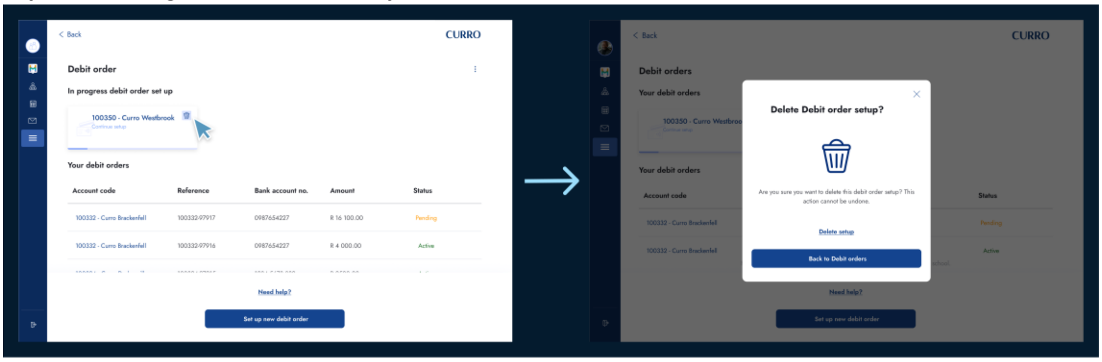



*Figure 34: Delete in-progress debit order (web)*

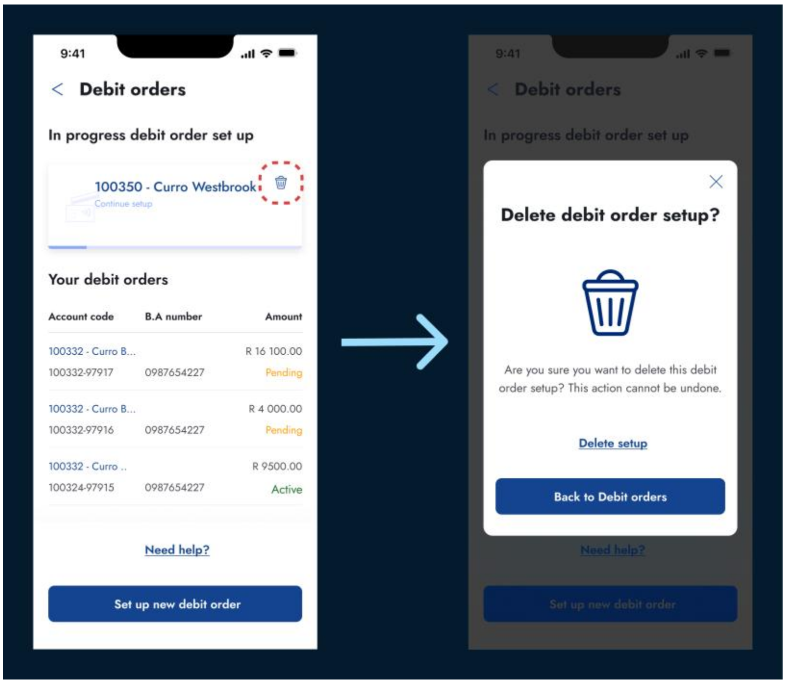



*Figure 35: Delete in-progress debit order (mobile)*

1. Tap or click the trash icon on the in-progress debit order card.
2. A ‘Delete debit order setup?’ confirmation pop-up will appear.
3. Tap or click ‘Delete setup’ to permanently remove the draft, or ‘Back to debit orders’ to cancel.

⚠️ Warning: Deleting a draft cannot be undone. All data entered in that setup will be permanently removed.

## 7 Accessing frequently asked questions (FAQs)

MyHub includes a dedicated finance FAQ section accessible directly from the debit orders screen. This allows you to quickly find answers to common debit order questions without leaving your current task.

### 7.1 Opening the FAQ from the debit orders screen

The FAQ section is accessible via the overflow (three-dot) menu on the debit orders landing page. This menu is visible in all states: empty state (no debit orders), with existing debit orders, and with an in-progress setup.

On web:

1. Navigate to the debit orders landing page screen.
2. Click the three-dot overflow menu (⋮) in the top-right corner of the debit orders header.
3. Select FAQs from the menu.
4. You will be taken to the finance FAQ page, where only Finance-related questions are shown.

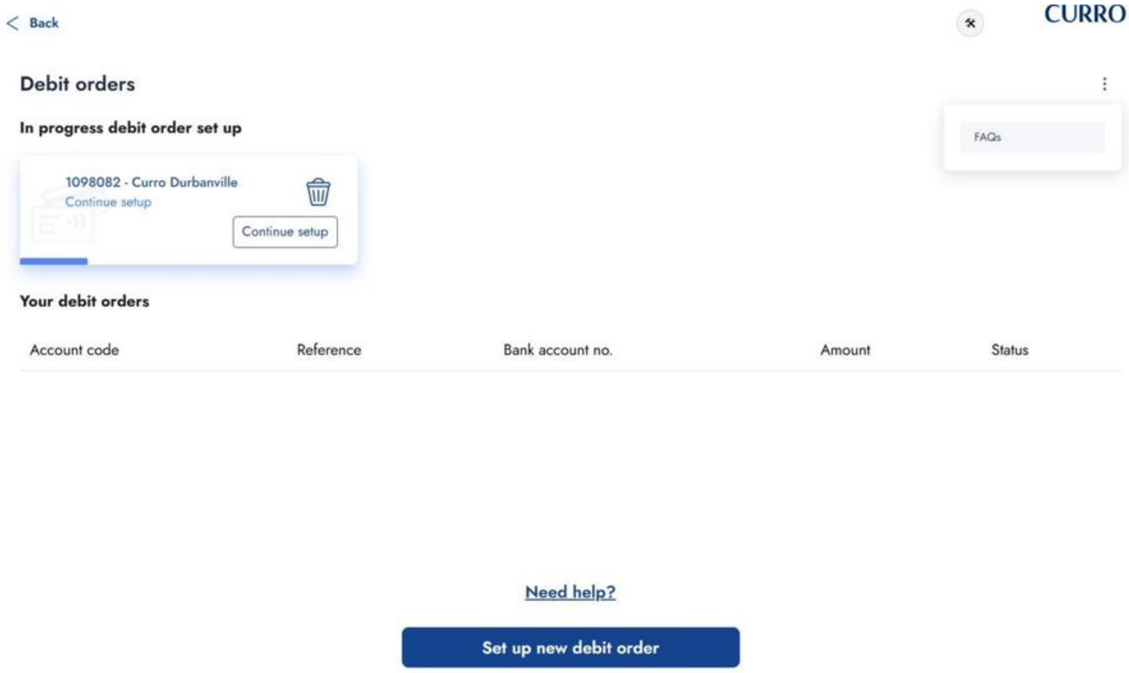



*Figure 36: Debit orders landing page – overflow menu with FAQs option (web)*

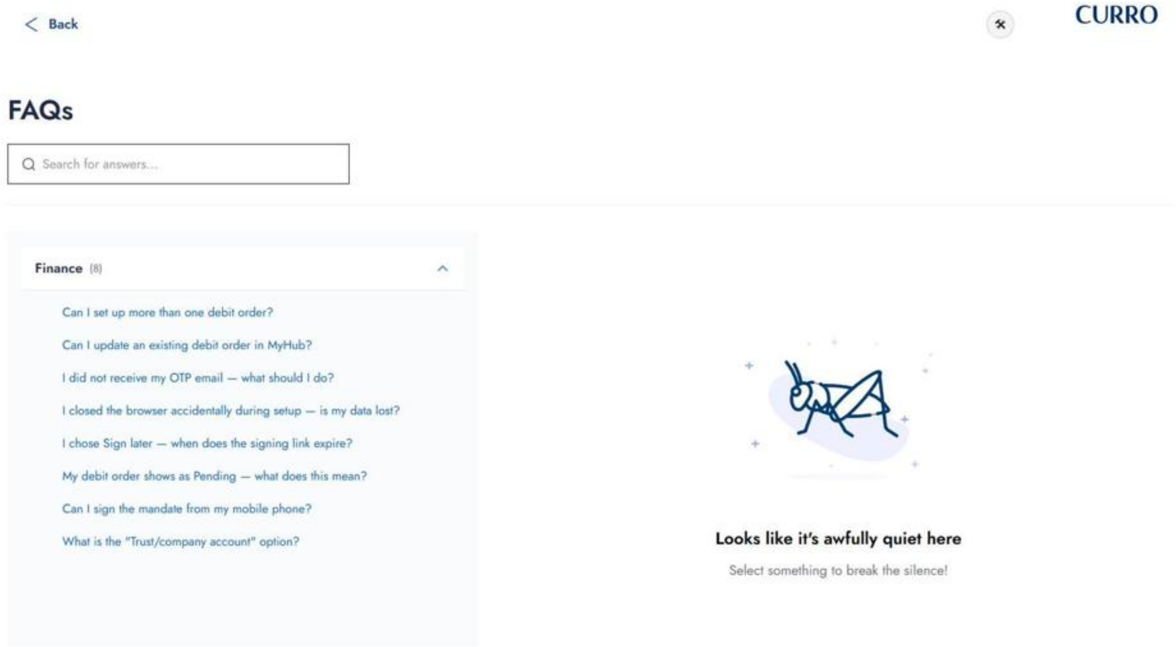



*Figure 37: Finance FAQ landing page – initial empty state (web)*

On mobile (iOS and Android):

1. Navigate to the debit orders landing page screen.
2. Tap the three-dot overflow menu (⋮) in the top-right corner of the debit orders header.
3. Tap FAQs from the menu.
4. You will be taken to the finance FAQ screen, where a single-panel list of finance FAQ topics is shown.
5. Tap any question to view the answer on a separate screen.
6. Tap 'Back' to return to the FAQ list. Tap 'Back' again to return to the debit orders screen.

## 7.2 FAQ page layout

On web:

- The FAQ page uses a two-panel layout: the finance question list appears on the left, and the selected answer appears in the right panel.
- Before you select a question, the right panel shows an empty state illustration with the message: ‘Looks like it's awfully quiet here’ and the prompt ‘Select something to break the silence!’
- Selecting a question highlights it in the list and displays the full answer in the right panel.

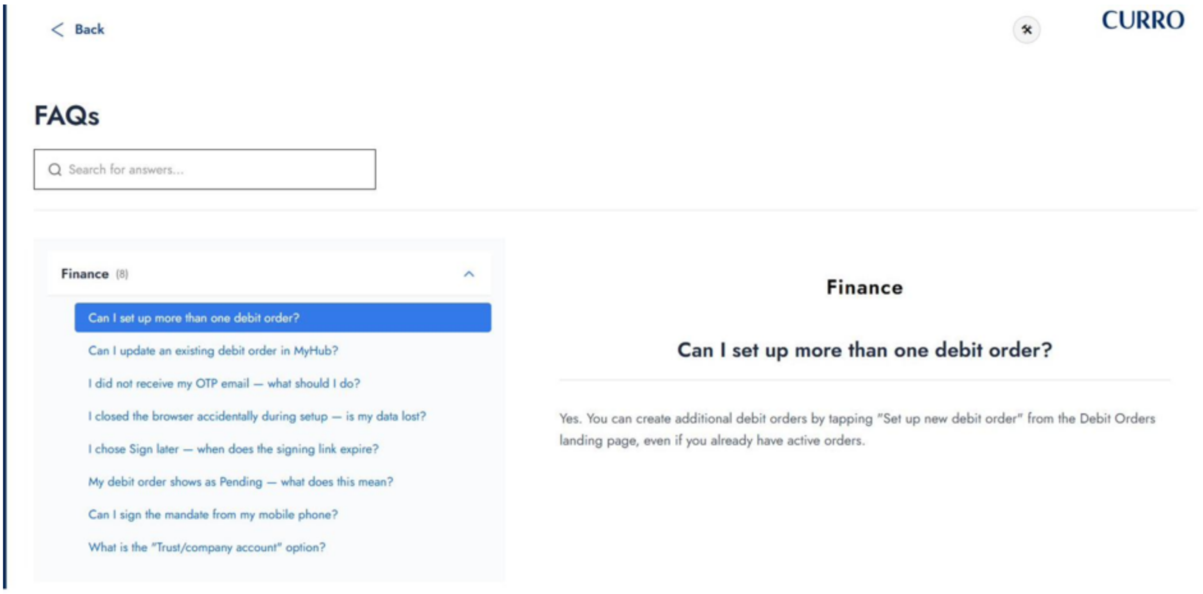



*Figure 38: Finance FAQ – question selected with answer displayed (web)*

On mobile (iOS and Android):

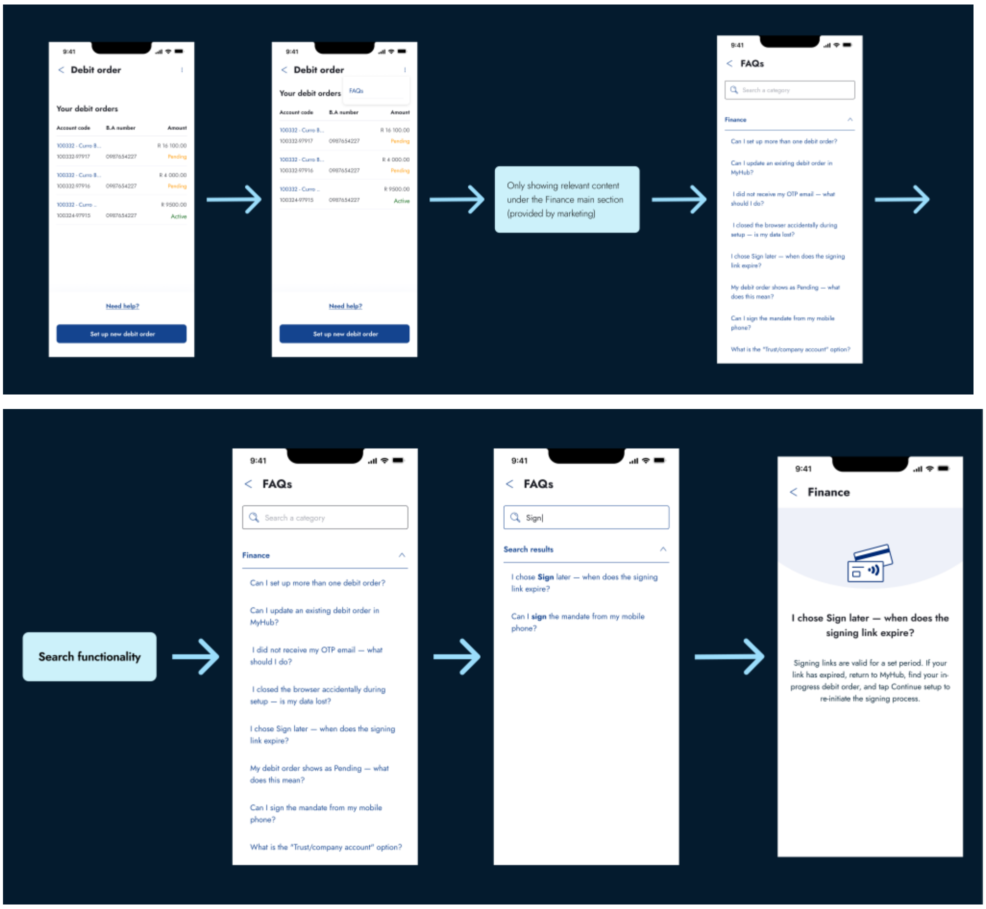



*Figure 39: Finance FAQ – question selected with answer displayed (Mobile)*

- The FAQ screen shows a single-panel list of finance FAQ questions.
- Tapping a question opens the full answer on a separate screen.
- Tap 'Back' to return to the FAQ list.

### 7.3 Searching the FAQ

A ‘Search for answers’ field is available at the top of the FAQ page on both web and mobile. Typing in this field filters the finance FAQ questions in real time, showing only questions whose titles match your search term.

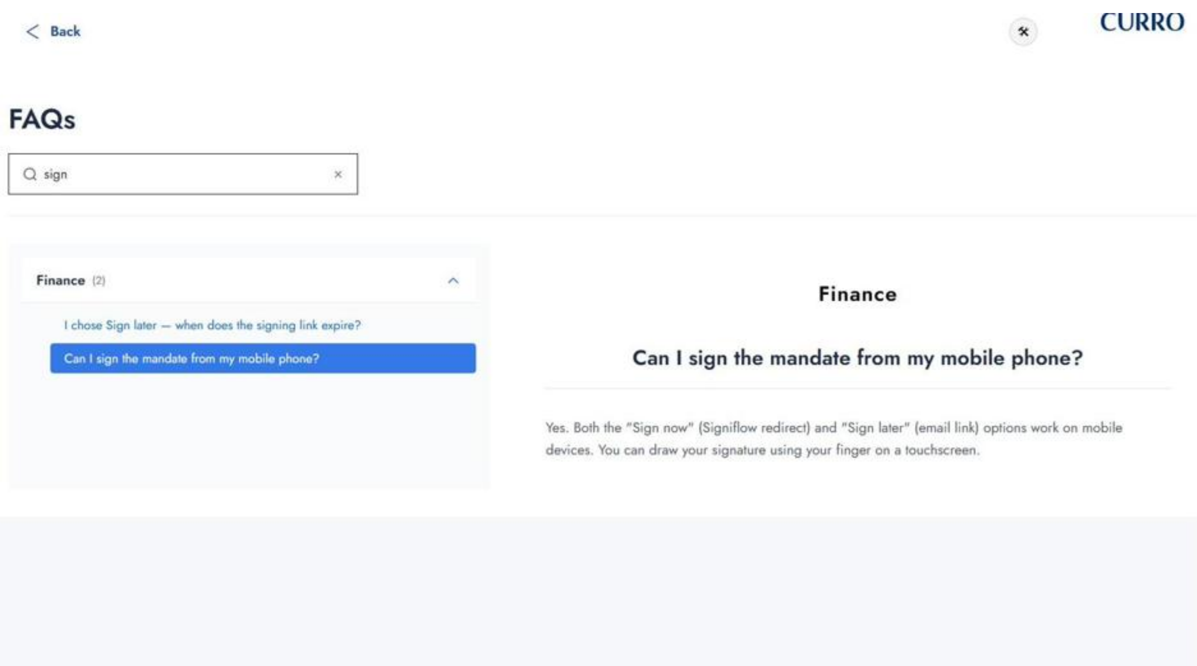



*Figure 40: Finance FAQ – search results filtered by keyword (web)*

> ⓘ Search filters by question title only. Results are not filtered by the text within answers.

### 7.4 Returning to the debit orders screen

Tapping or clicking the ‘Back’ (‹) navigation button from the finance FAQ page returns you directly to the debit orders landing page. Your debit orders will be displayed in the same state as when you left.

> ⓘ On mobile, tapping ‘Back’ from the FAQ answer screen returns you to the finance FAQ list. Tapping ‘Back’ a second time returns you to the debit orders screen.

## 8 Help and support

A ‘Need help?’ link is available throughout the debit orders feature, giving you quick access to Curro support contact options at any time.

### 8.1 Accessing help from the debit orders landing page

The ‘Need help?’ link appears at the bottom of the debit orders landing page in all states: when you have no debit orders, when you have existing debit orders, and when you have an in-progress setup.

*Figure 41: Need help? link on Debit Orders landing page – all states (Web)*

*Figure 42: Need help? link on Debit Orders landing page – all states (Mobile)*

To access ‘Help and Support’ from the landing page:

1. From the debit orders landing page, tap or click the ‘Need help?’ link at the bottom of the screen.
2. You will be taken to the ‘Help and Support’ screen.

## 8.2 Accessing help from within the debit order setup form

A ‘Need help?’ link is also present at the bottom of every section of the debit-order setup form (e.g., contact details, bank account holder's details, arrangement details, authority and mandate). You can access support at any point during the setup process.

*Figure 43: Need help? link on the Debit-order form sections (Web)*

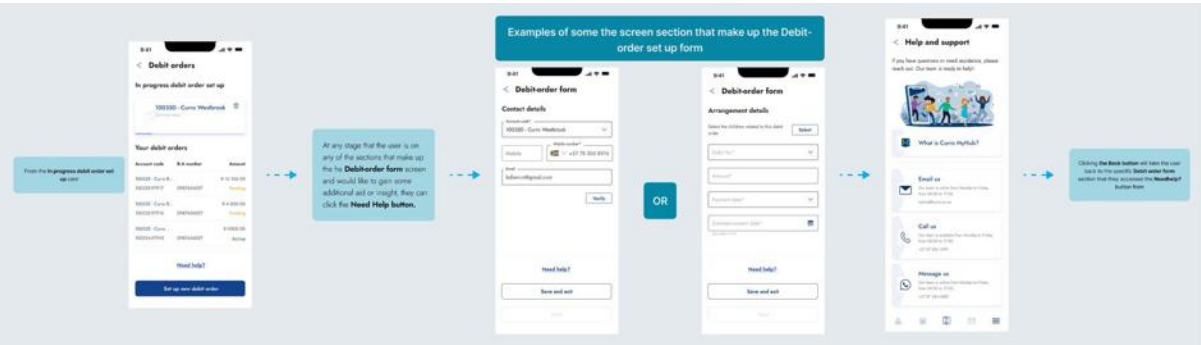



*Figure 44: Need help? link on the debit-order form sections (mobile)*

Tapping or clicking ‘Need help?’ from any form section navigates you to the ‘Help and Support’ screen. Your form data is preserved and will still be populated when you return.

## 8.3 Help and support screen

The ‘Help and Support’ screen provides several ways to contact the Curro support team. The following is available on both web and mobile:

- Help and support – Heading at the top of the screen.
- Introductory message: “If you have questions or need assistance, please reach out. Our team is ready to help!”
- What is Curro MyHub? tile – Tap or click to open the Curro website in your browser for more information about MyHub.
- Email us tile – Shows availability hours (Monday to Friday, 08:00 to 17:00) and the support email address. Tap or click to open your email client with the support address pre-filled.
- Call us tile – Shows availability hours (Monday to Friday, 08:00 to 17:00) and the support phone number. Tap or click to initiate a call immediately.
- Message us tile – Shows availability hours (Monday to Friday, 08:00 to 17:00) and the WhatsApp number. Tap or click to open the Curro WhatsApp chat interface.

ⓘ Support is available Monday to Friday, 08:00 – 17:00. Queries submitted outside these hours will be attended to on the next business day.

### 8.4 Returning to your previous screen

Tap or click the ‘Back’ (‹) button in the top-left corner of the ‘Help and Support’ screen.

- If you navigated from the debit orders landing page, you will be returned to the landing page in the same state you left it.
- If you navigated from a form section, you will be returned to the exact form section you were on, with all previously entered data still populated.

## 9 Error messages and edge cases

| Error message | Cause | Recommended action |
|---|---|---|
| **Required field is empty** | You clicked 'Next' without filling in a mandatory field (marked with *). | Fill in the highlighted field and try again. |
| **ID number must be 13 digits** | An invalid South African ID number was entered. | Re-enter your 13-digit ID number. |
| **Invalid email format** | The email address entered is not in a valid format. | Check for typos and ensure the email includes @ and a domain. |
| **Incorrect code. Please try again.** | The OTP entered does not match the code sent. | Re-enter the code or tap 'Resend code' to receive a new one. |
| **OTP has expired** | The OTP was not used within 10 minutes. | Tap 'Resend code' to request a new OTP. |
| **Branch number must be 6 digits** | An invalid bank branch number was entered. | Enter the correct 6-digit branch code for your bank. |
| **Account number must be 8 to 12 digits** | The bank account number entered is too short or too long. | Check your account number and re-enter it. |
| **You must accept the terms and conditions** | You clicked 'Next' without checking the acceptance checkbox. | Scroll to the bottom of the terms, read them, and check the box. |
| **Unable to redirect to signing portal** | A network error prevented the redirect to Signiflow. | Check your internet connection and try again, or choose Sign later. |
| **No accounts available** | No school accounts are linked to your profile. | Contact your school bursar to confirm your account is correctly linked. |
| **Session expired** | Your MyHub session timed out during setup. | Log back in to MyHub. Your saved progress will still be available. |
| **FAQ content unavailable** | The FAQ page could not load content (e.g. network issue). | Check your internet connection and try again. If the issue persists, contact Curro support. |

## 10 Frequently asked questions

ⓘ The FAQs below are also accessible directly within MyHub. From the debit orders screen, tap the three-dot overflow menu (⋮) and select FAQs to view the finance FAQ section in-app.

### Q: Can I set up more than one debit order?

Yes. You can create additional debit orders by tapping 'Set up new debit order' from the debit orders landing page, even if you already have active orders.

### Q: Can I update an existing debit order in MyHub?

No. Existing debit order updates (such as changing banking details or amounts) must be requested through the bursar at your child's school. MyHub is used for new setups only.

### Q: I did not receive my OTP email — what should I do?

Check your spam or junk mail folder. If the email is not there, wait for the countdown timer in the OTP pop-up to finish, then tap 'Resend code'. OTPs are valid for 10 minutes.

### Q: I closed the browser accidentally during setup — is my data lost?

No. If you had previously used 'Save and exit' or clicked 'Next' to move to the next section, your data is saved. Open MyHub again and tap 'Continue setup' on your in-progress debit order.

### Q: I chose Sign later — when does the signing link expire?

Signing links are valid for a set period. If your link has expired, return to MyHub, find your in-progress debit order, and tap 'Continue setup' to re-initiate the signing process.

### Q: My debit order shows as 'Pending' — what does this mean?

Pending means your mandate has been submitted and signed and is waiting for approval from the school bursar. Once approved, the status will change to 'Active'.

### Q: Can I sign the mandate from my mobile phone?

Yes. Both the 'Sign now' (Signiflow redirect) and 'Sign later' (email link) options work on mobile devices. You can draw your signature using your finger on a touchscreen.

### Q: What is the ‘Trust/company account’ option?

If the bank account used for debit order payments is held in the name of a company or trust (rather than a personal account), check this box. You will be asked for the company name and registration number instead of personal name fields.

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### Q: How do I access the FAQ within MyHub?

From the debit orders landing page, tap or click the three-dot overflow menu (⁝) in the top-right corner and select FAQs. Only finance-related questions will be shown.

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### Q: Can I search the FAQ?

Yes. On the finance FAQ page, a ‘Search for answers’ field at the top filters questions by title in real time as you type.

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### Q: How do I contact Curro support?

Tap or click the ‘Need help?’ link at the bottom of the debit orders screen or at the bottom of any debit order form section. The ‘Help and Support’ screen provides email, phone and WhatsApp contact options. Support is available Monday to Friday, 08:00–17:00.

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### Q: Will tapping ‘Need help?’ lose my form progress?

No. Tapping ‘Need help?’ from within the debit order setup form navigates you to ‘Help and Support’ without losing any form data. When you return via the ‘Back’ button, you will land on the exact form section you were on, with all your data still populated.

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