

Parent Guide for Ordering Meals

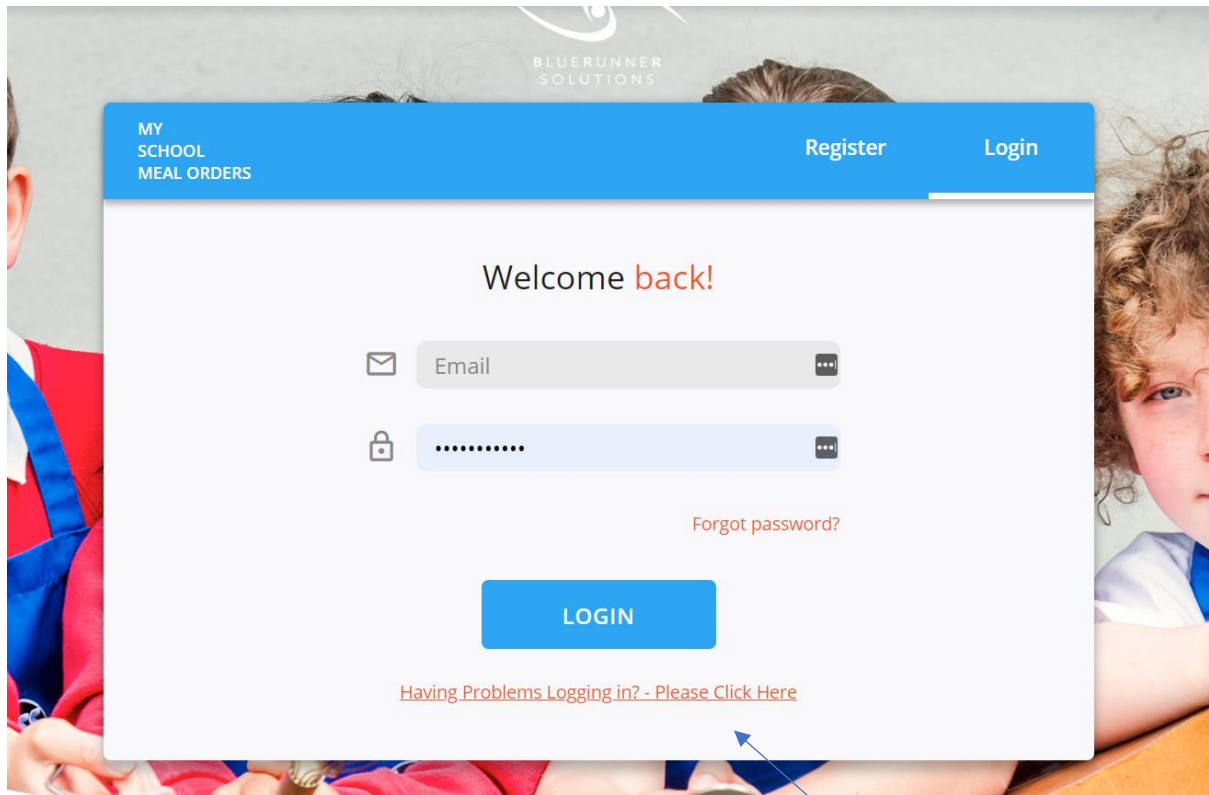


Contents

Access the System.....	3
Home Page	4
Order Meals	5
Meals Ordered	8
Contact us	9
My Account	10
.....	10

Access the System

Access the URL and input the email used to register along with the chosen password



MY SCHOOL MEAL ORDERS

Register Login

Welcome back!

Email

.....

Forgot password?

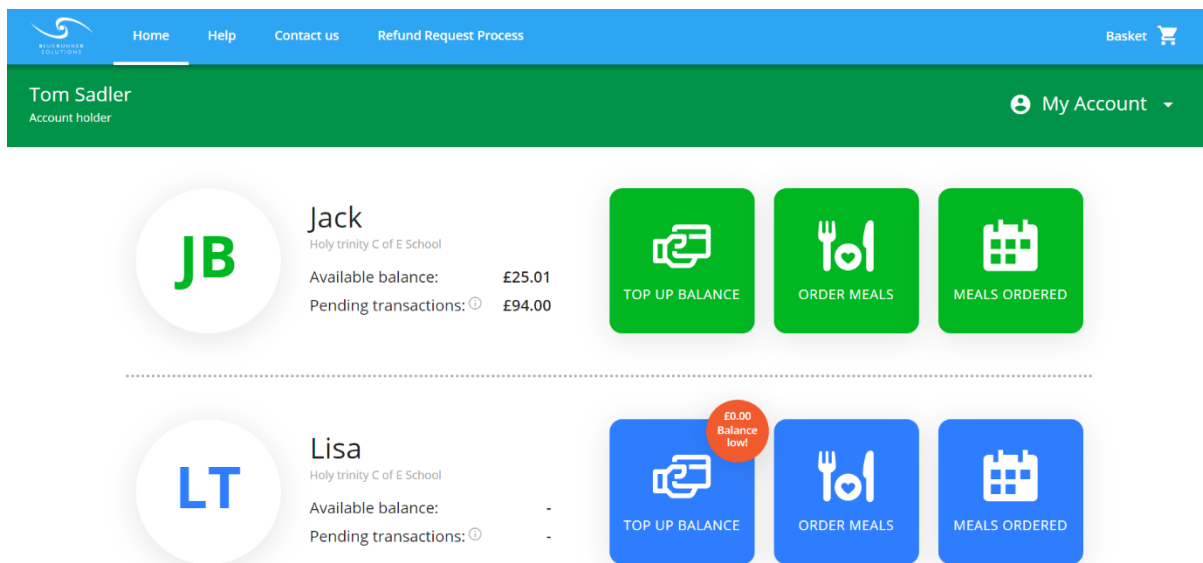
LOGIN

[Having Problems Logging in? - Please Click Here](#)

Should you have any issues logging in, please click on the link as shown above, which will provide further information

Home Page

Once logged in, the below homepage will appear



Click home - this will divert back to this page wherever you are to proceed through the order process or access another page on the system

This page will have your child's name, school, available balance and pending transactions

**Pending transactions are based on orders that have been placed, but not yet received by the child. Once that date occurs the relevant amount for that meal will be deducted*

The buttons - Top up balance, order meals and meals ordered are explained below.

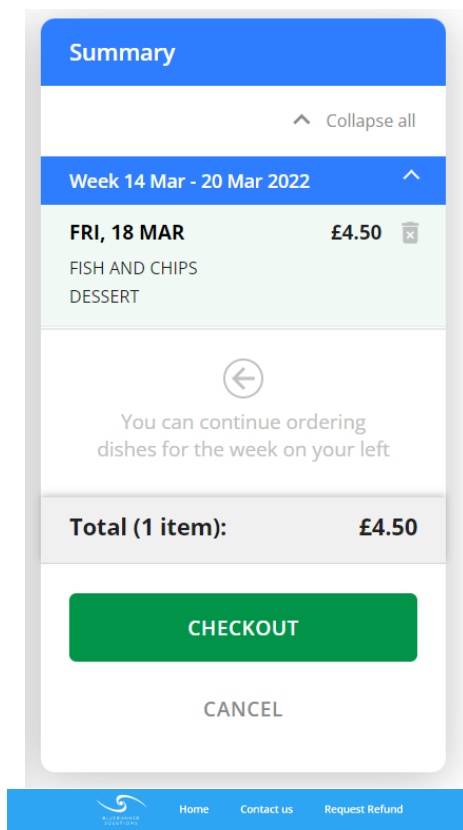
Order Meals

After clicking on the 'ORDER MEALS' button, you will be diverted to the screen below – where you will have the option to select appropriate days, browse the menu and add to your basket. Please note, if there is no menu available for an individual day, please try another day of the week to browse the configured menu.

The screenshot shows the 'Order Meals' interface for a user named Andy. The top navigation bar includes 'Home', 'Contact us', 'Request Refund', and a 'Basket' icon. The interface is divided into three main sections: 'Select Date', 'Select your meals', and 'Summary'. In the 'Select Date' section, a calendar for March 2022 is displayed with the 23rd selected. The 'Select your meals' section shows a weekly view for March with the 23rd selected, and a list of meal options under the 'Main' category: 'ROAST CHICKEN BREAST FA', 'ROAST CHICKEN BREAST', and 'VEGETABLE BEAN CHILLI'. The 'Summary' section contains 'CHECKOUT' and 'CANCEL' buttons.

Please note that if your child has a special diet the below screen will appear

The screenshot shows the 'Order Meals' interface for a child named Jack with a special diet. The top navigation bar includes 'Home', 'Help', 'Contact us', 'Refund Request Process', 'Request Refund', and a 'Basket' icon. The interface is divided into three main sections: 'Select Date', 'Select your meals', and 'Summary'. In the 'Select Date' section, a calendar for July 2020 is displayed with the 29th selected. The 'Select your meals' section shows a weekly view for July with the 29th selected, and a single meal option under the 'Main' category: 'SPECIAL DIET PRODUCT'. The 'Summary' section contains 'CHECKOUT' and 'CANCEL' buttons.

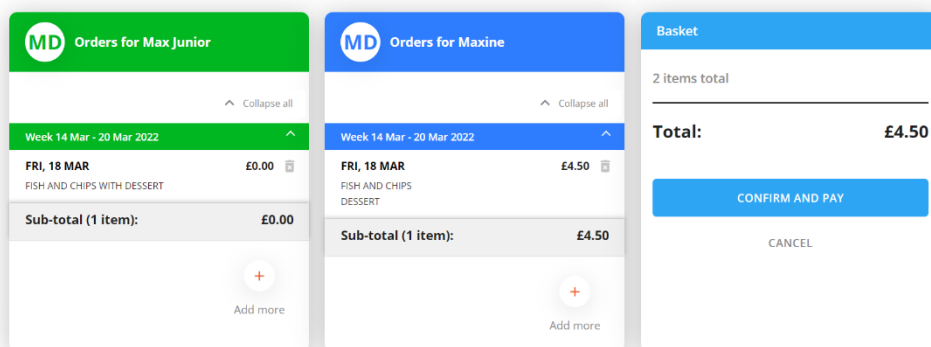


Once you have selected the meals, your basket will show the summary before you can proceed to the checkout page.

Please note that if you have prepaid then the basket total will show £0.00 indicating no charge is required.

When you have added all required meals to the basket, click on check out

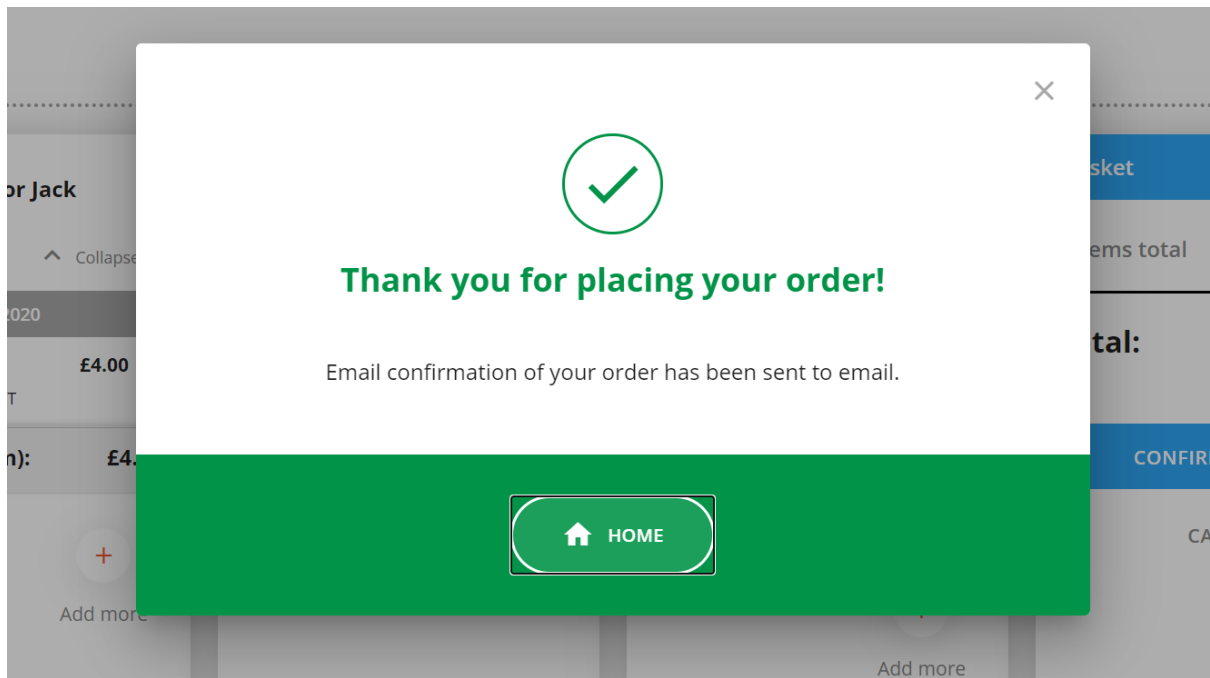
Basket



The basket will indicate how many items you have added


The checkout page will show all children linked to your account. This will also show if any child has a low balance


As soon as you are happy with the order, simply click 'confirm and pay'. Once successful the screen below will appear and you will receive an email confirmation.




Meals Ordered

If you wish to see the overview of meals ordered for the coming week/month, please click on the 'MEALS ORDERED' button on the home page. This will show the screen below:

[Home](#)[Help](#)[Contact us](#)[Refund Request Process](#)[Request Refund](#)

[Basket](#)

Meals Ordered

Jack

Lisa

Mike


<

Meals for Jul 2020

>

Week

Month




Print calendar

JB

Jack

MON	TUE	WED	THU	FRI
29	30	1	2	3
	3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt
6	7	8	9	10
3x16's Chicken Sausages Strawberry/Peach Yoghurt				

You can change which child's meals you wish to see

Meals Ordered

Jack

Lisa


Mike

You can also change this to show a weekly view

The print option will open a print pop-up, allowing you to print the meals and display this within your house

Week

Month



Print calendar

MON	TUE	WED	THU	FRI
29	30	1	2	3
3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Strawberry/Peach Yoghurt
6	7	8	9	10
3x16's Chicken Sausages Strawberry/Peach Yoghurt				
13	14	15	16	17
3x16's Chicken Sausages Strawberry/Peach Yoghurt	3x16's Chicken Sausages Fruit Salad Portion	3x16's Chicken Sausages Strawberry/Peach Yoghurt		
20	21	22	23	24

8

Contact us

QUESTIONS, IDEAS, SUGGESTIONS -

Should you wish to get in touch to mention any suggestions or feedback, or you have any questions please click on 'Contact us'

**If there is something in your mind,
we want to hear it!**


To get in touch with us, simply enter your details in the form and we'll get back to you as soon as we can.






This will allow you to populate the below form which will be sent to the relevant parties


Contact us

Pop your details in here...

 Your child's (or children) full name(s)

 School/Site Name (where applicable)

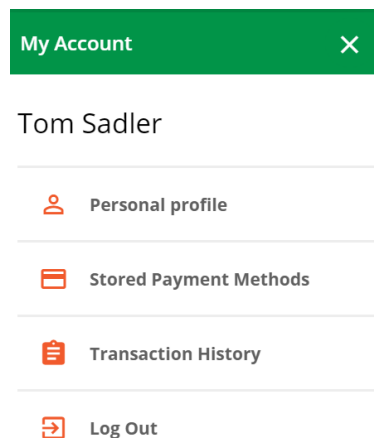
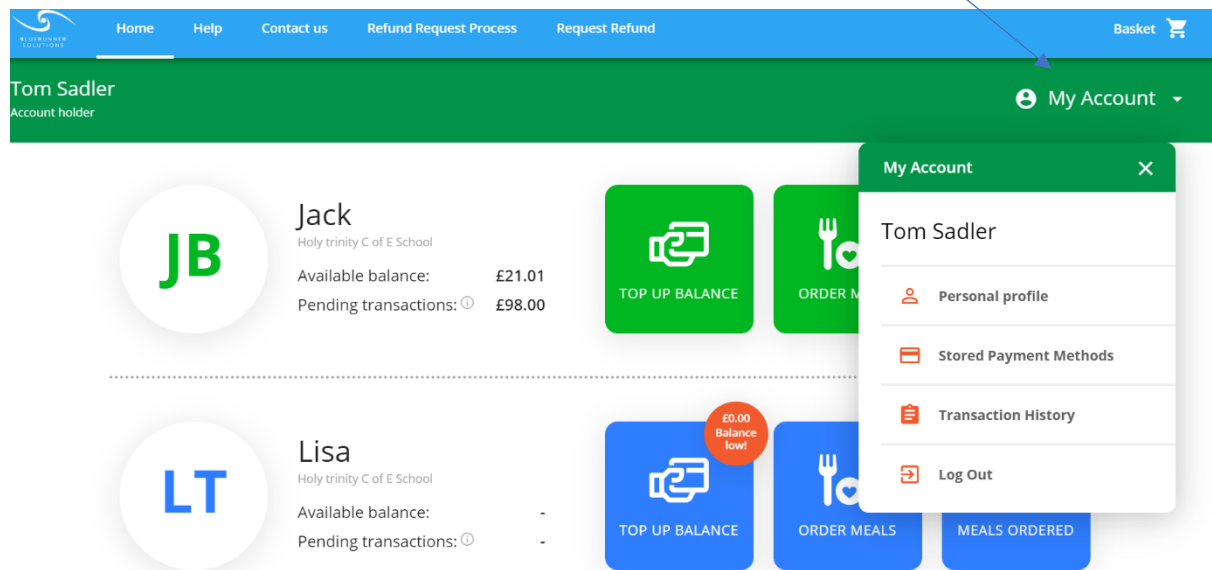
 Select feedback type 

 Your message

SUBMIT

My Account

On the home page you will be able to access 'My Account' as shown below



From here you can access the options:

- **Personal Profile**
Allows you to change your password
- **Stored Payment Methods**
This is where you can delete any previously saved payment methods
- **Transaction History**
Overview of all transactions, this is shown below

This is also where you will log out of the platform

Transaction history allows you to view based on days/month/years, for each child linked to your account.

Transaction history

30 days

3 months

year

JB Jack

LT Lisa

MH Mike

	Date	Time	Service Type	Amount	Balance	Reference ID	
+ TOP UP AMOUNT	14 Jul 2020	12:26		£ 2.00	£ 119.01	#10911	▼
- CONSUMED MEALS	14 Jul 2020	00:00	Lunch	£ 0.00	£ 117.01	#12268	▼
+ TOP UP AMOUNT	30 Jun 2020	13:40		£ 10.00	£ 117.01	#10842	▼

LOAD MORE

Each transaction has a unique reference ID