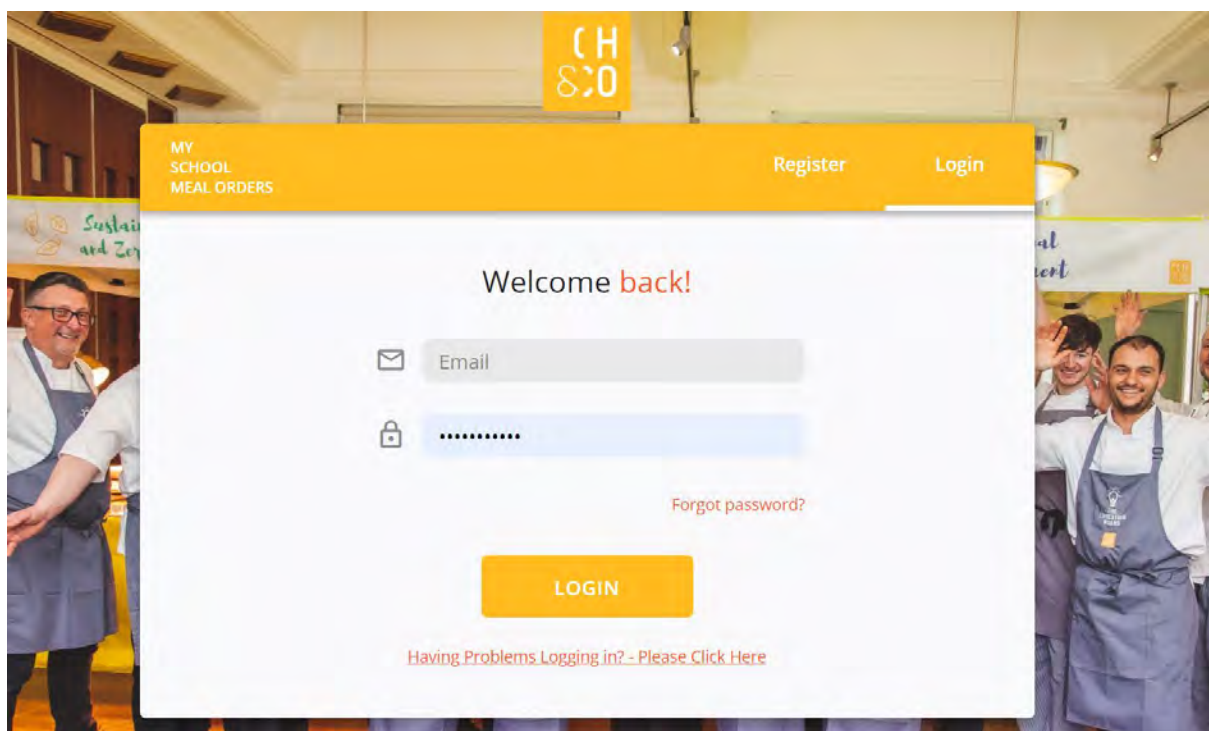


Parent Guide for Ordering Meals

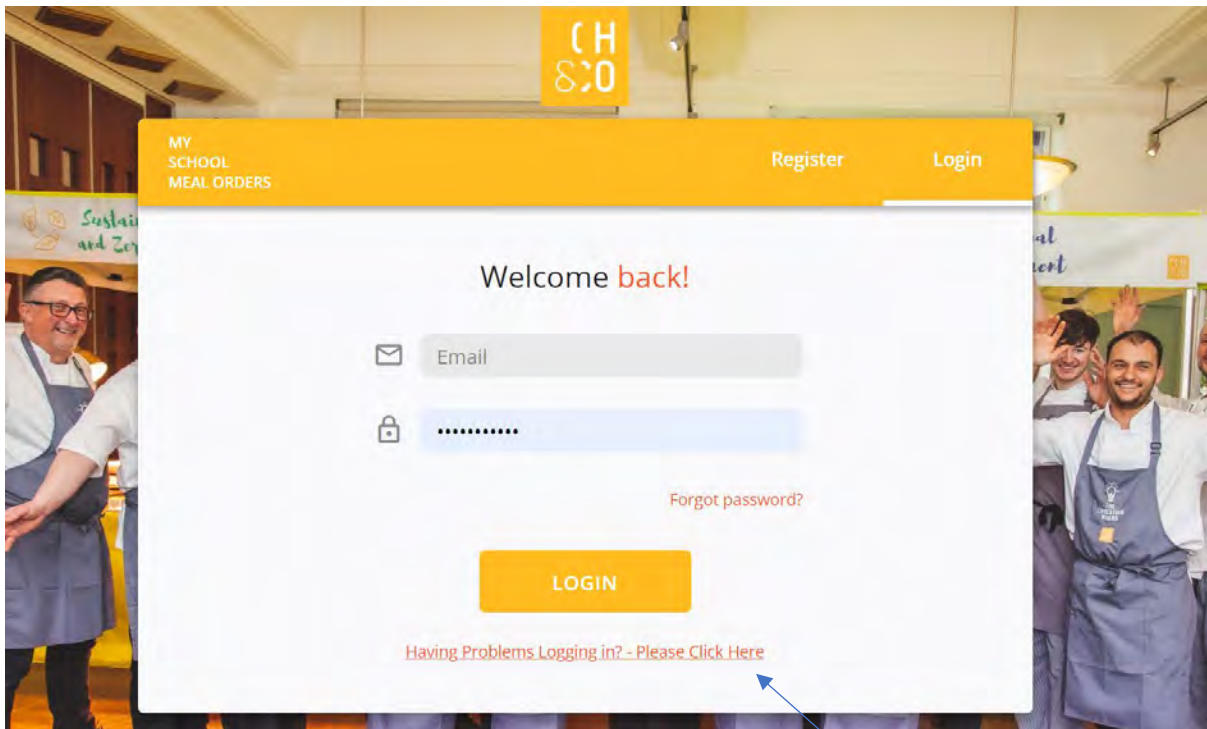


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Access the System

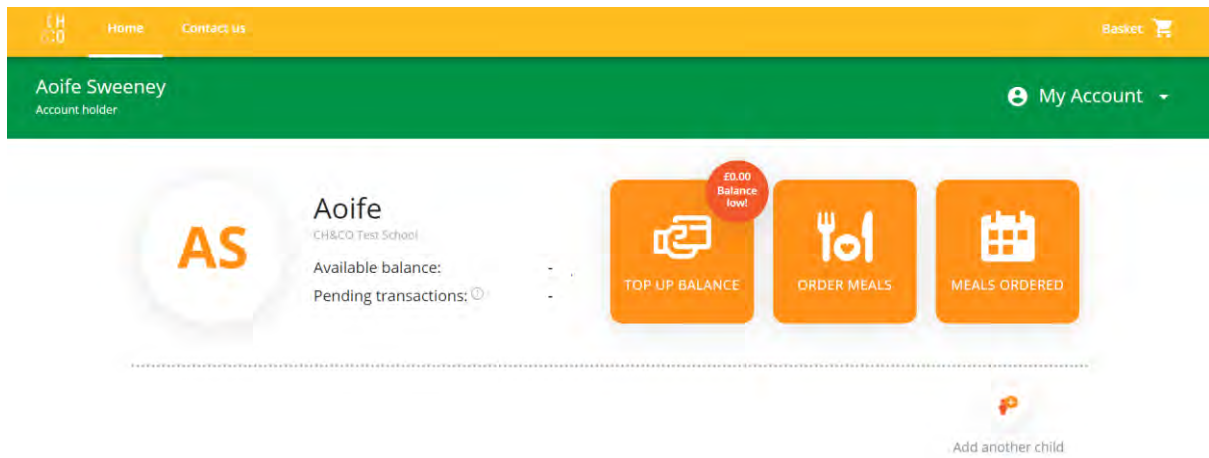
Access the URL and input the email used to register along with the chosen password



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 whenever you are to proceed through the order process or access another page on the system

This page will have your childrens 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 pending transactions for that meal will be removed`*

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

Top up Balance

Step 1: Select amount

£10 £50

£20 £100

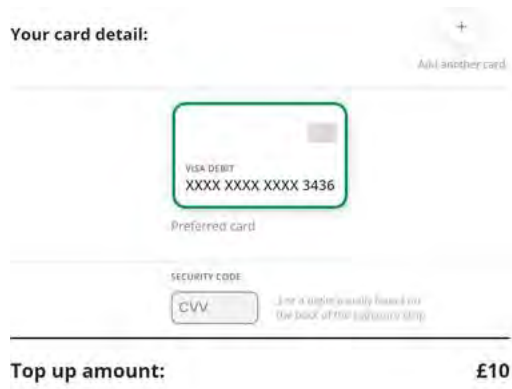
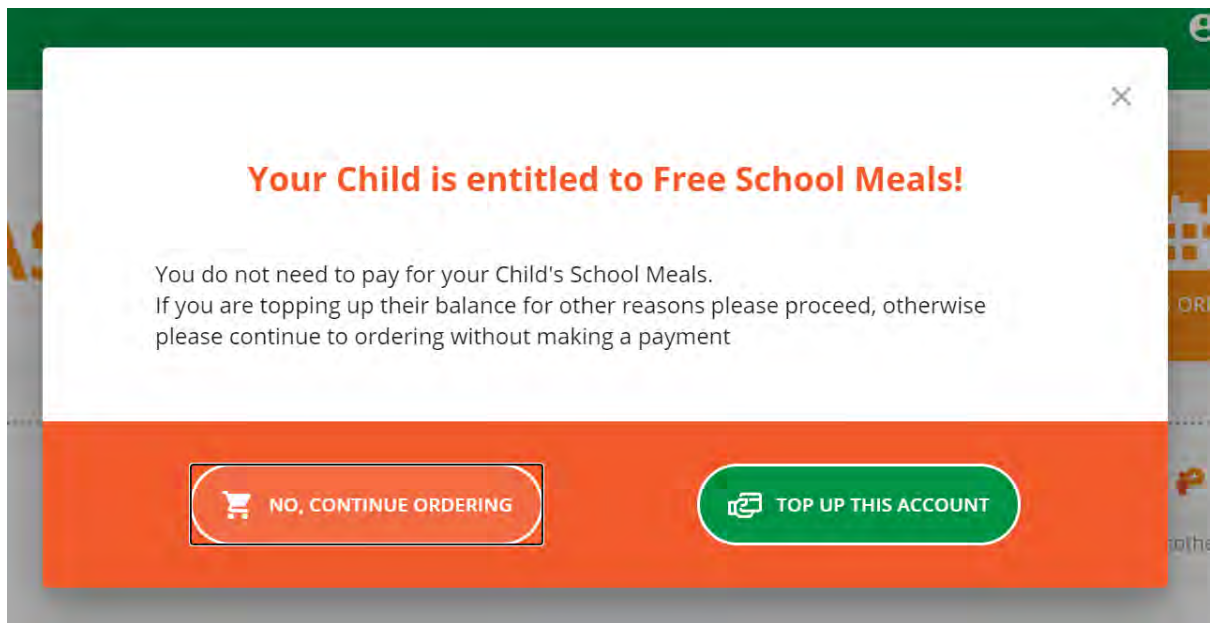
£30 £

Save card for future transactions

CANCEL NEXT

This option allows you to add a pre-set amount or input the required amount within the '£ enter amount' free text box. You can also save the card information by ticking the box 'save card for future transactions'

If the child is FSM the below page will appear indicating that the account does not require to be topped up

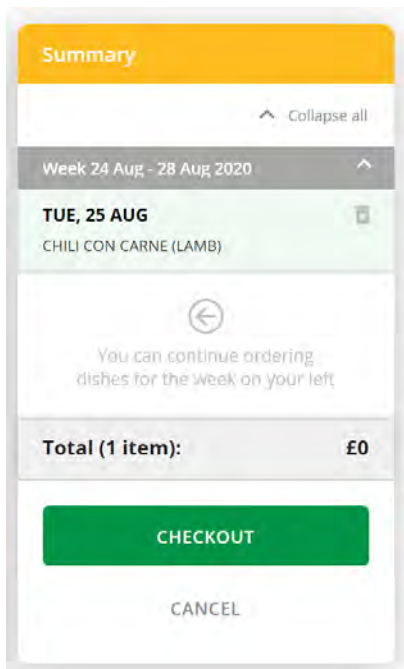
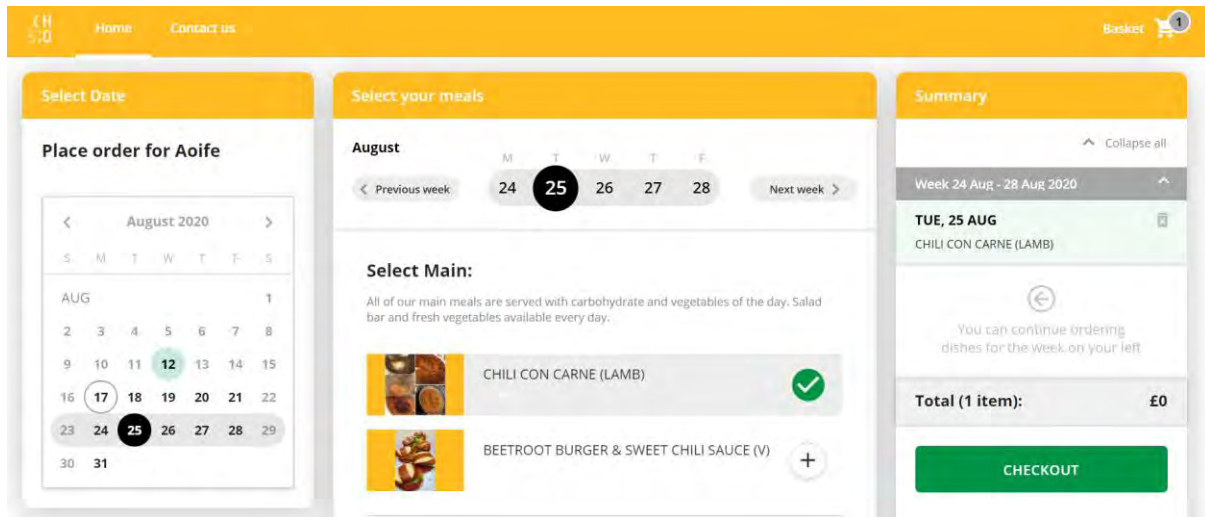


You have the ability to use the card saved by entering the CVV number as shown, alternatively you can add another card as shown here Once you are happy with the payment method, please select the 'Top up with card ending xxxx'

Order Meals

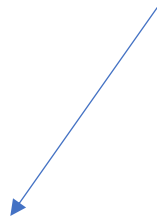
After clicking on the 'ORDER MEALS' button, you will be diverted to the below screen

Please note that if your child has a special diet you can still select 'Yes I want a meal'



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

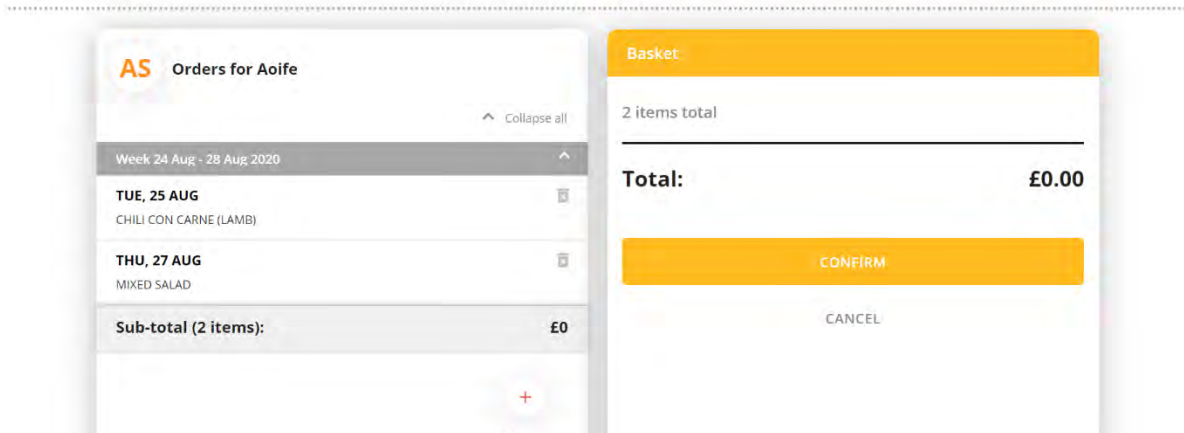
When you have added all required meals to the basket, click on check out



The basket will indicate how many items you have added

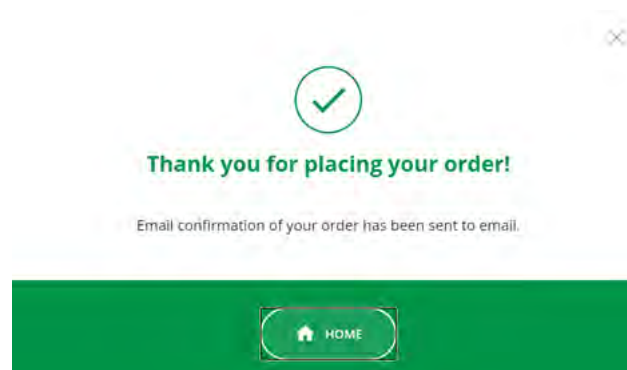


Basket



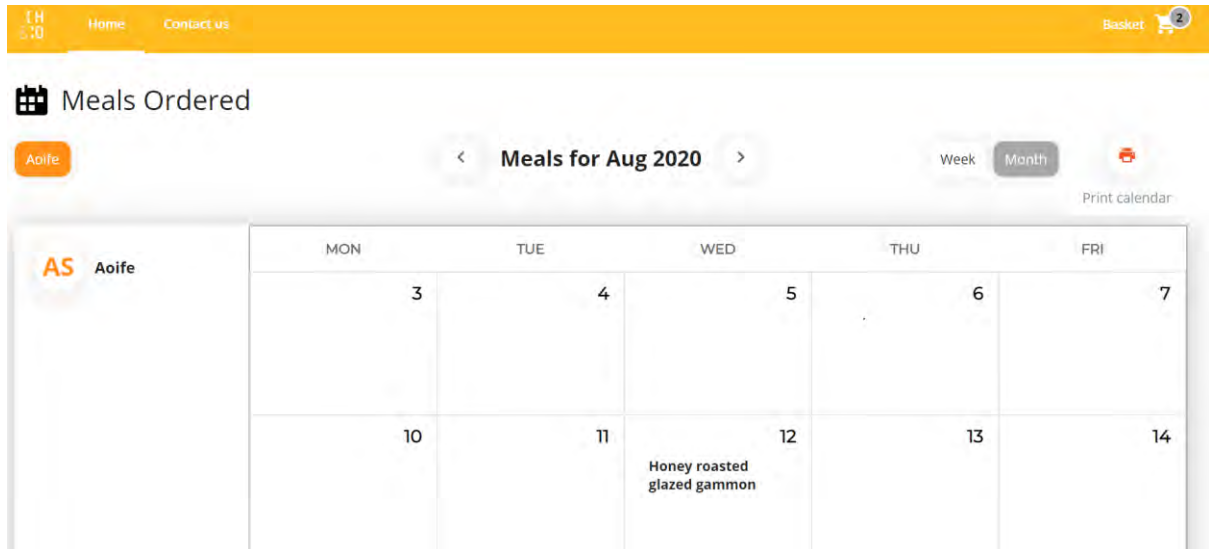
The checkout page will show all children linked to your account. This will also show if any child has a low balance

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

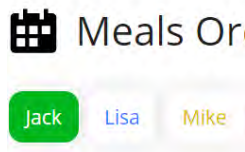


Meals Ordered

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 below screen:



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



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



Contact us

**QUESTIONS, IDEAS,
SUGGESTIONS -**

**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.

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



 Contact us

**QUESTIONS, IDEAS,
SUGGESTIONS -**


**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)

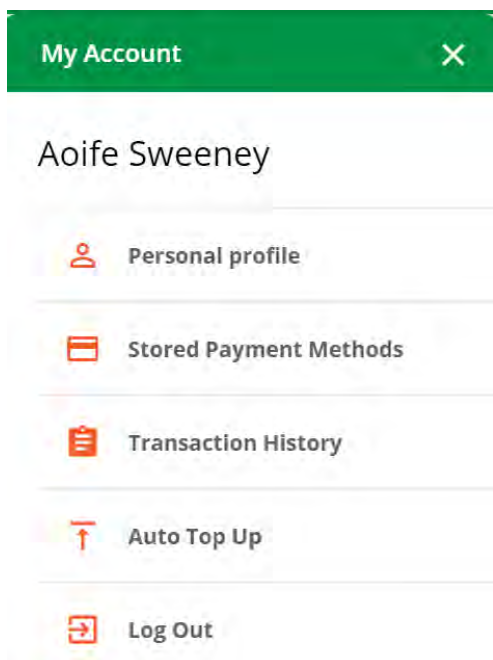
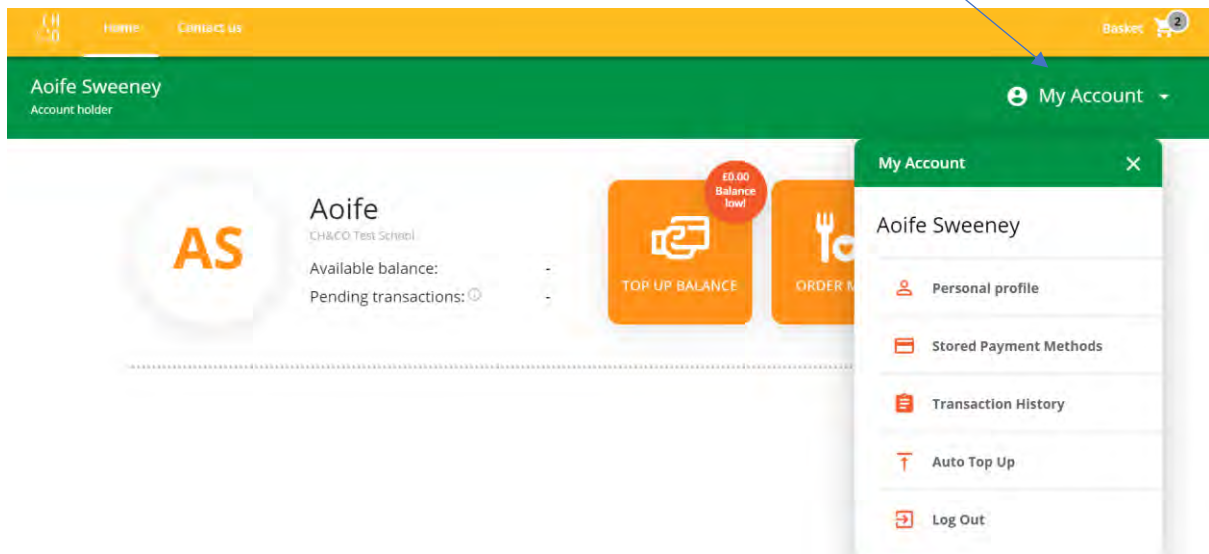
 School/Site Name (where applicable)

 Select feedback type 

 Your message 

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, and 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