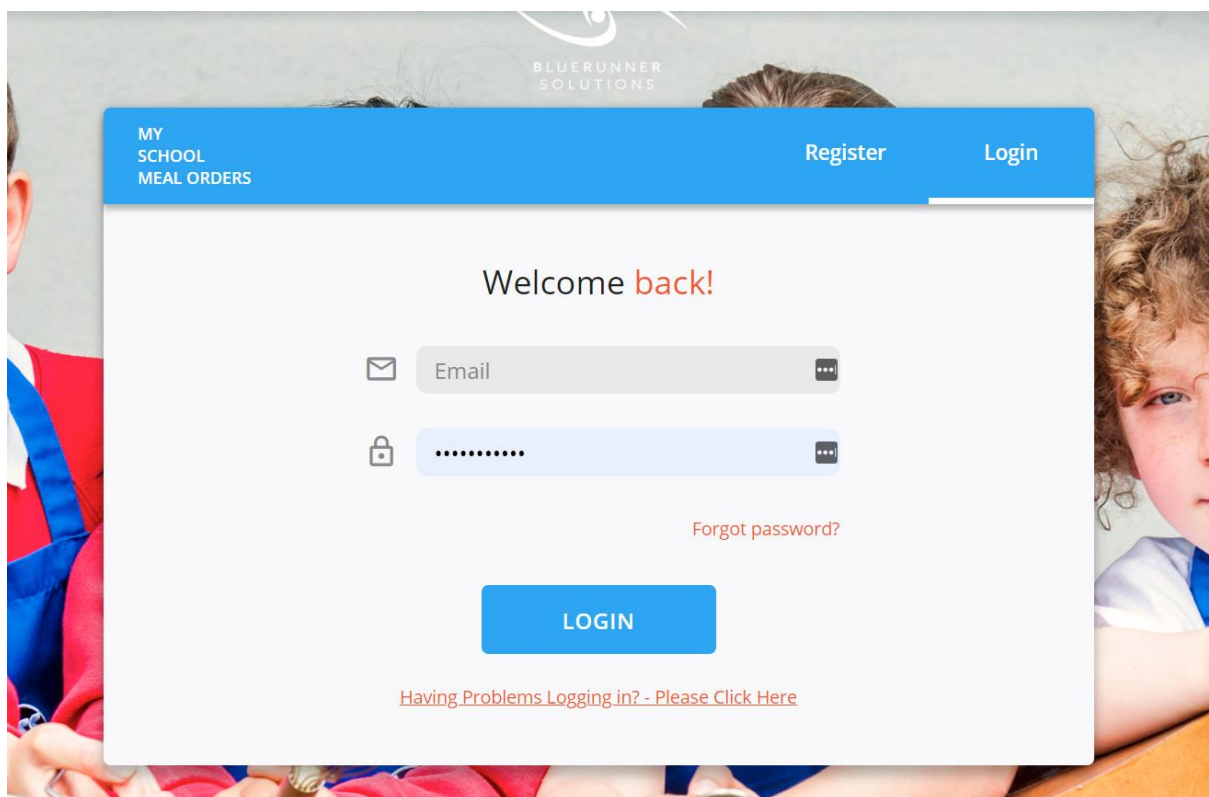


# Parent Guide for Ordering Meals

**\*Registration guide separate\***

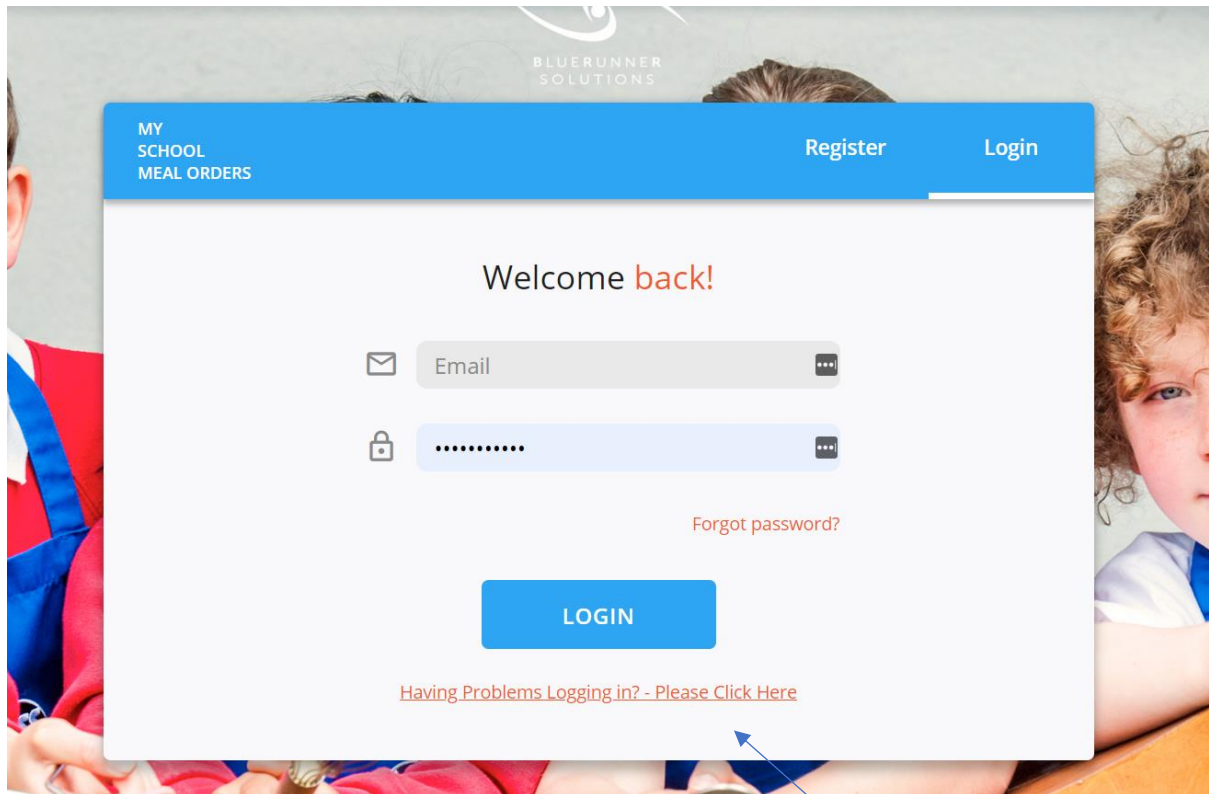


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## Access the System

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- his 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 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 pending transactions for that meal will be removed`*

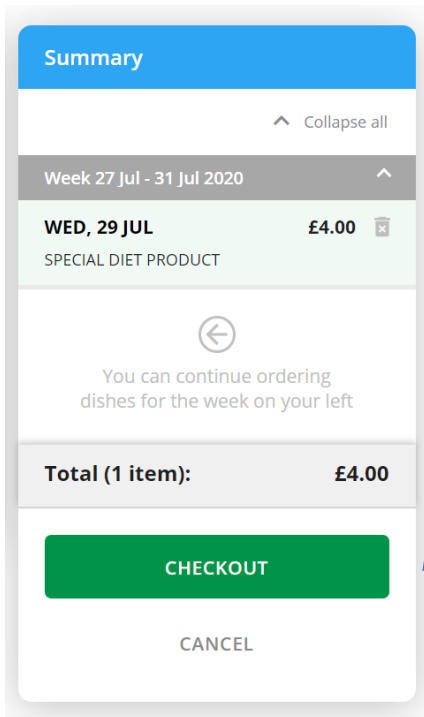
The buttons - order meals and meals ordered and explained below

## Order Meals

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

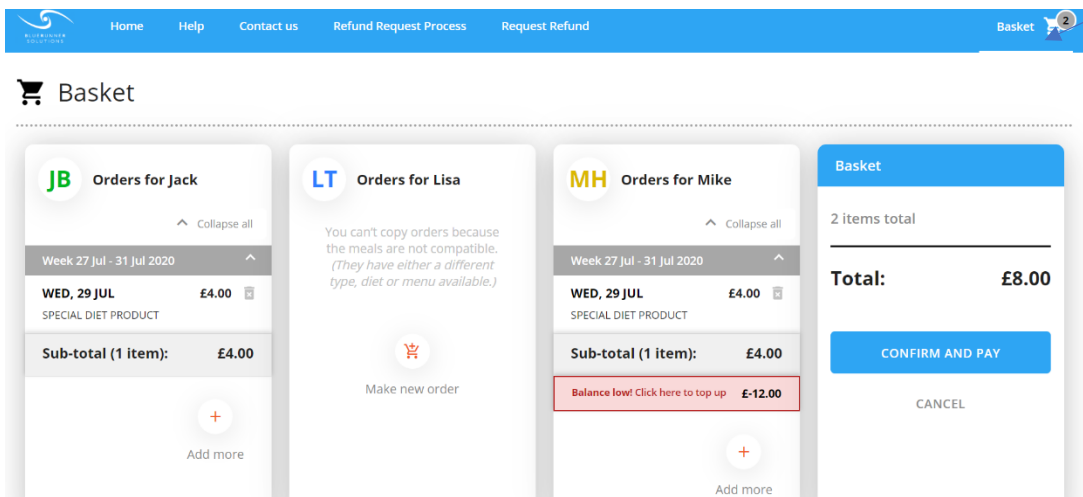
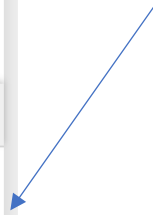
IMAGE INCLUDING MENU CHOICES

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



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

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 below screen will appear & you will receive an email confirmation



## Thank you for placing your order!

Email confirmation of your order has been sent to email.

 HOME

## 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:

The screenshot shows the 'Meals Ordered' page for a user named Jack. The page has a blue navigation bar at the top with links for Home, Help, Contact us, Refund Request Process, Request Refund, and a Basket icon. Below the navigation bar, the page title is 'Meals Ordered' with a calendar icon. There are three child selection buttons: Jack (highlighted in green), Lisa, and Mike. Navigation arrows show 'Meals for Jul 2020'. View options for 'Week' and 'Month' are present, along with a 'Print calendar' button. The main content is a calendar grid for Jack (JB) showing meals for the week of July 29 to August 10, 2020. The meals listed are '3x16's Chicken Sausages' with 'Strawberry/Peach Yoghurt'.

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

This close-up shows the 'Meals Ordered' header with the child selection buttons: Jack (green), Lisa, and Mike. A blue arrow points from the text above to the Jack button.

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

This close-up shows the 'Week' and 'Month' view buttons, and the 'Print calendar' button. A blue arrow points from the text above to the 'Week' button, and another blue arrow points from the text below to the 'Print calendar' button.

This is a detailed view of the meal calendar grid for Jack. It shows a 4x5 grid of days from Monday to Friday. The meals are: '3x16's Chicken Sausages' with 'Strawberry/Peach Yoghurt' for most days, and '3x16's Chicken Sausages' with 'Fruit Salad Portion' for Tuesday, August 14th.

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

## [Help](#)

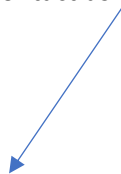
### **Contact us**

#### **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'






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 

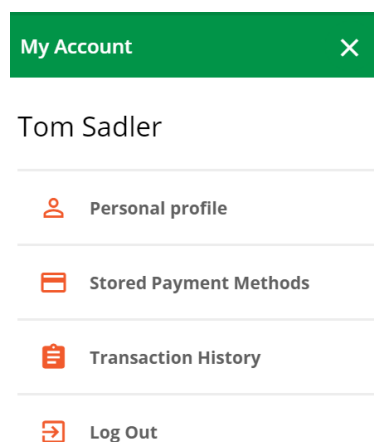
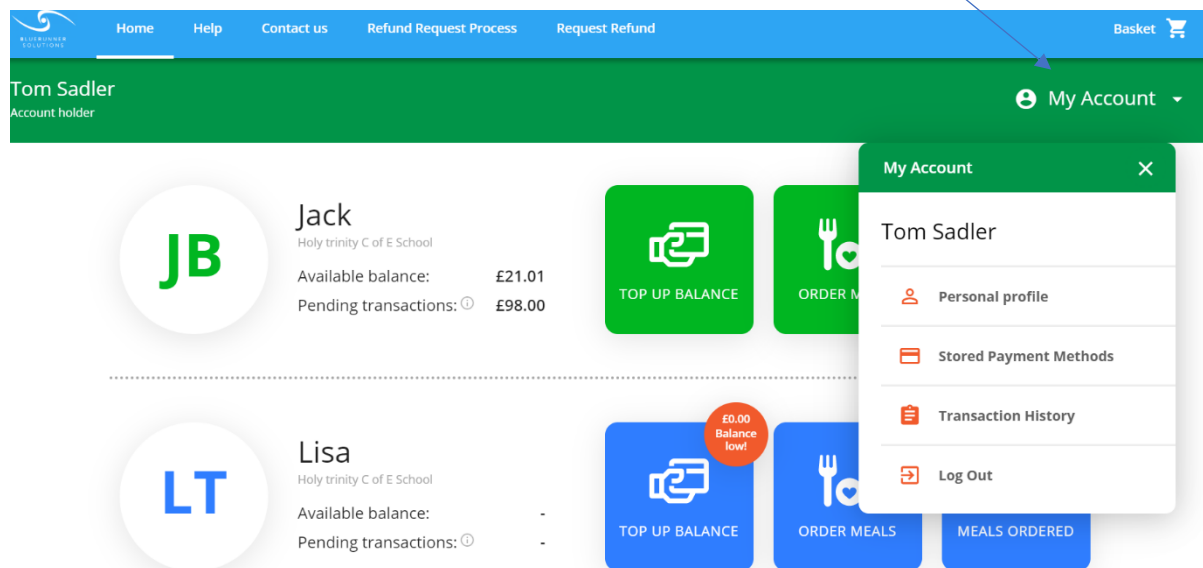
 Your message

**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

- **Log Out**

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

	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