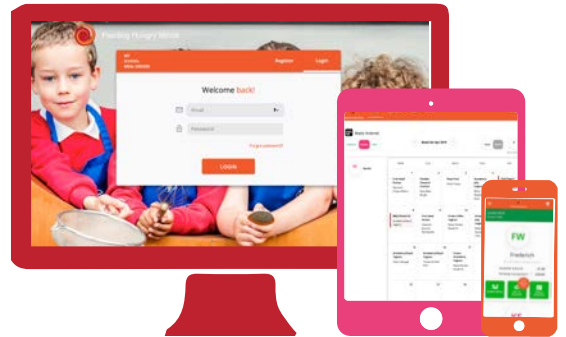


# SCHOOL LUNCH ORDERING

## Your 'How To' Guide

Whether your school has just changed to the new on-line meal ordering system, or your child is new to the lunch service, this guide will help you set up your account, add your child/children and start making lunch orders.



Start by accessing our website [Parents.feedinghungryminds.co.uk](https://Parents.feedinghungryminds.co.uk)

If it's your first time using the ordering website, you will need to register an account...

When you have registered, you can login.



### Register Your Account

1. Click **Register**
2. Fill out your contact details and create a password
3. Check you are happy with our terms and conditions, sign up for our newsletter if you would like to hear from us regularly, and click **Confirm**

When you have confirmed, you will receive an email to validate your account.



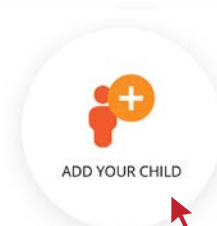
### Login to Your Account

1. Validate your account by clicking the link in the confirmation email, which you will receive after registering
2. Enter the same email address and password as the ones you registered with
3. Click on **Login** which will take you to your account homepage



### Add a Child to Your Account

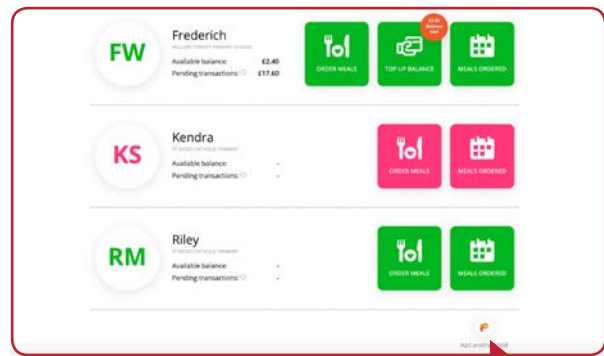
1. Click the **Add Your Child** icon – don't worry if you have more children to add, there will be an option to do this later
2. Fill out your child's details (date of birth is optional)
3. Customise your child's profile by choosing a colour
4. Click **Done** and you will see the profile appear!





## Add Another Child to Your Account

1. Click the **Add Another Child** icon (found on the right-hand side of the screen, under the details of the last child added)
2. Complete the details for this child and click **Done**
3. The second child's profile will appear on the homepage
4. Repeat as needed for additional children



All children in Reception and years 1 and 2 are eligible for free school meals, as are children whose families are in receipt of certain benefits. If this applies to your child/children, you don't need to add money to your account.

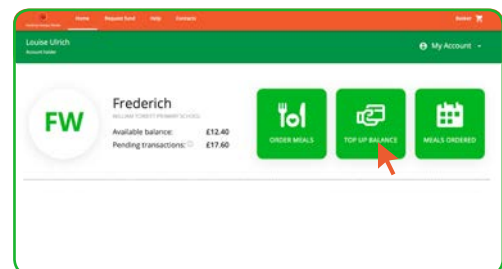
Go to the **Ordering Meals** section to start making lunch selections!



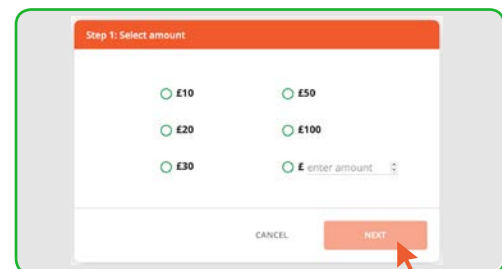
## Topping Up Your Balance

1. Select the **Top Up Balance** icon and proceed to choose the amount you would like to put on your child's account (you can either top up with the suggested amounts or add your own amount)
2. Click **Next** and select **Proceed** to add your payment card (before proceeding, you have the option to save your card details for future transactions, however this is not mandatory)
3. Fill out your card details in the secure payment gateway and select **Pay**
4. If payment is successful, you will receive an email confirming your payment transaction

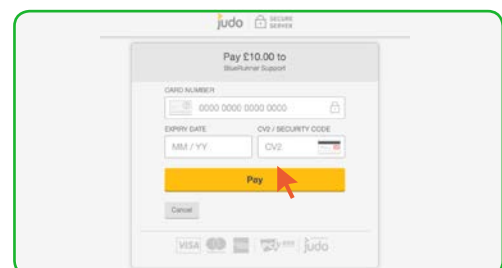
*If payment is not successful, you will be prompted to enter your details again. If the issue continues, please contact our support team, whose details can be found on the back page of this guide. If there is still an issue, please contact your bank provider.*



Select the top up balance icon



Select your payment amount

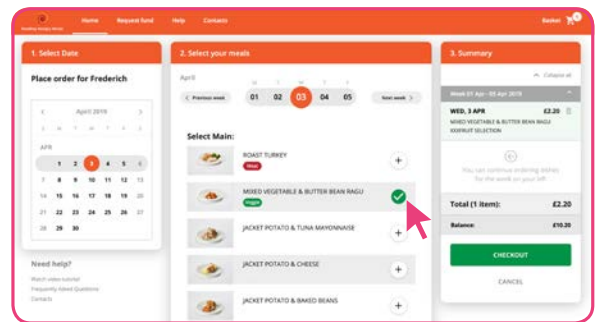


Enter your card details

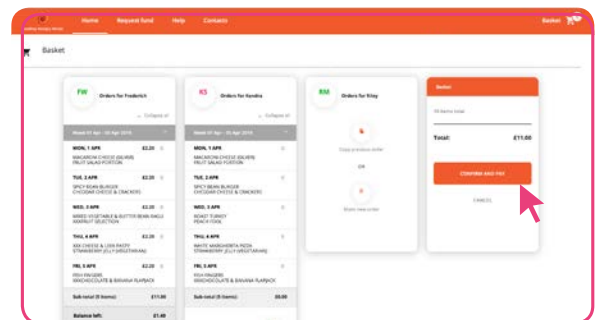
Once your child has a balance on their profile, or if they qualify for free school meals, you can order for them. If your child requires a special diet, contact us for more information on meals selection.

## Ordering Meals

1. Click the **Order Meals** icon
2. Choose the days or weeks you would like to order for, either via the calendar option on the left or the day options above the menu
3. To select a meal, click on the **+** button on the righthand side of the meal choice, which will become a green tick if selected successfully
4. Once you have selected a main meal and dessert, your order will be shown in the order summary on the righthand side of the screen (here you can review your orders and cancel meals if necessary – your order will also be saved in the **Basket** area shown in the top righthand corner as each meal is selected)
5. When you are happy with your selections, click **Check Out** to review your orders in the basket (if your child is entitled to free school meals the amount will stay as zero and there will be no charge to your account)
6. After reviewing, click **Confirm** to finalise your order – when this is done, you will receive a confirmation email



Selecting meals



Checkout



Copy previous order

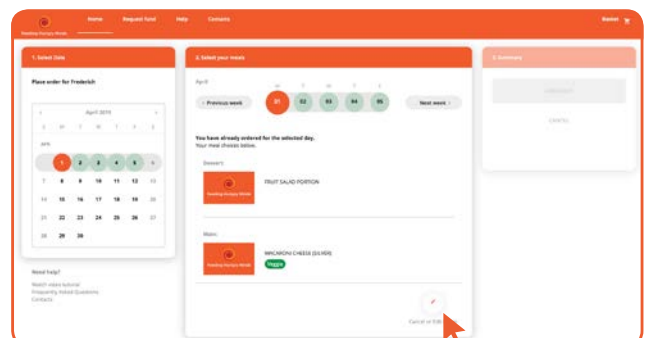
### Top Tip: Copying Orders

To save you time, if you have multiple children at the same school, you can copy a previous child's order. To do this, complete the order for the child you want to copy from, then select the basket icon in the top right-hand corner of the screen and you will be given the choice to either copy the previous order or make a new order for the next child. If you choose to copy the previous order, the whole order will be transferred, and you will have the ability to delete or add more meals from this screen.

## Changing or Cancelling Orders

You can **change** or **cancel** your meal choices if needed.

1. Click the **Order Meals** icon for the appropriate child
2. Select the relevant day of the week
3. Click the **Cancel** or **Edit** order icon in the bottom right hand corner of the order box
4. Make your new selection or cancel your order and click **Done**

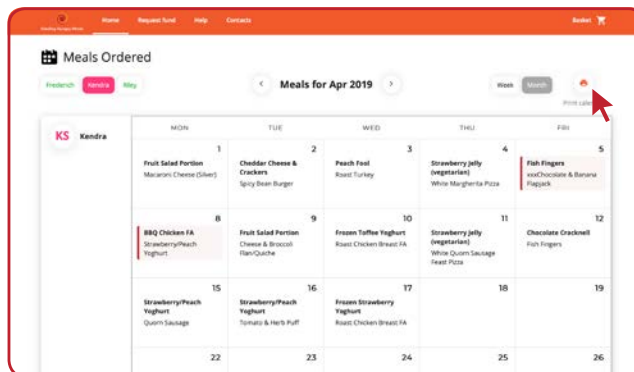




## View & Print Your Child's Meal Plan

You can view all the meals you have ordered by selecting the **Meals Ordered** icon. Here you can see orders for the week or month for all the child profiles on your account.

1. Select the relevant month to view all meals for the selected child
2. If you have multiple child profiles on your account, you can view their meals by selecting their name from the top left-hand side of the screen
3. You can also choose a weekly view, which makes it easy to see multiple meal choices at the same time



### Top Tip: Stick it on the Fridge!

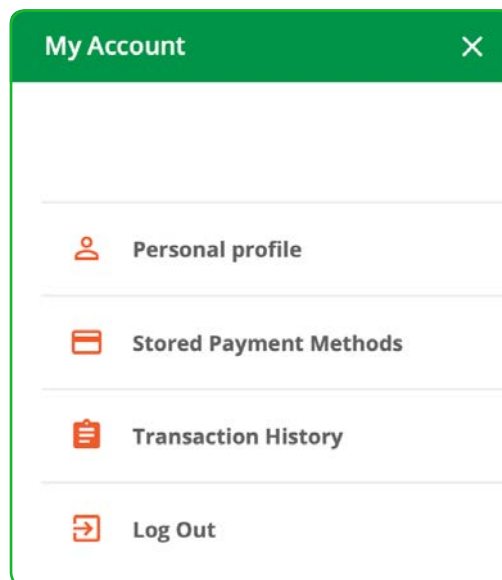
You can print this calendar by selecting the print icon on the top right-hand side of the screen. Why not place it on the fridge so your child can see what's for lunch every day?



## Updating Your Account Information & Logging Out

To change your account information:

1. Click on the **My Account** button which will allow you to edit your personal profile, review your stored payment methods and see your transaction history. It will also give you the option to log out.
  - a. **Personal Profile:** Here you can edit your personal details and change your password
  - b. **Stored Payment Methods:** This allows saved credit/debit cards to be edited or replaced
  - c. **Transaction History:** Shows the history of the ordering of each individual child's meal by the date and time of the order placement
  - d. **Log Out:** This will log you out of your account



If you are still unclear about anything, please take a look at our "how to" videos on our website available in the **help** section, or take a look at our frequently asked questions (FAQs).

Should you have any further questions, please contact our online ordering support team by emailing [feedinghungryminds@uk.issworld.com](mailto:feedinghungryminds@uk.issworld.com) or calling us on 01924 792334