# Parent Guide for Ordering Meals
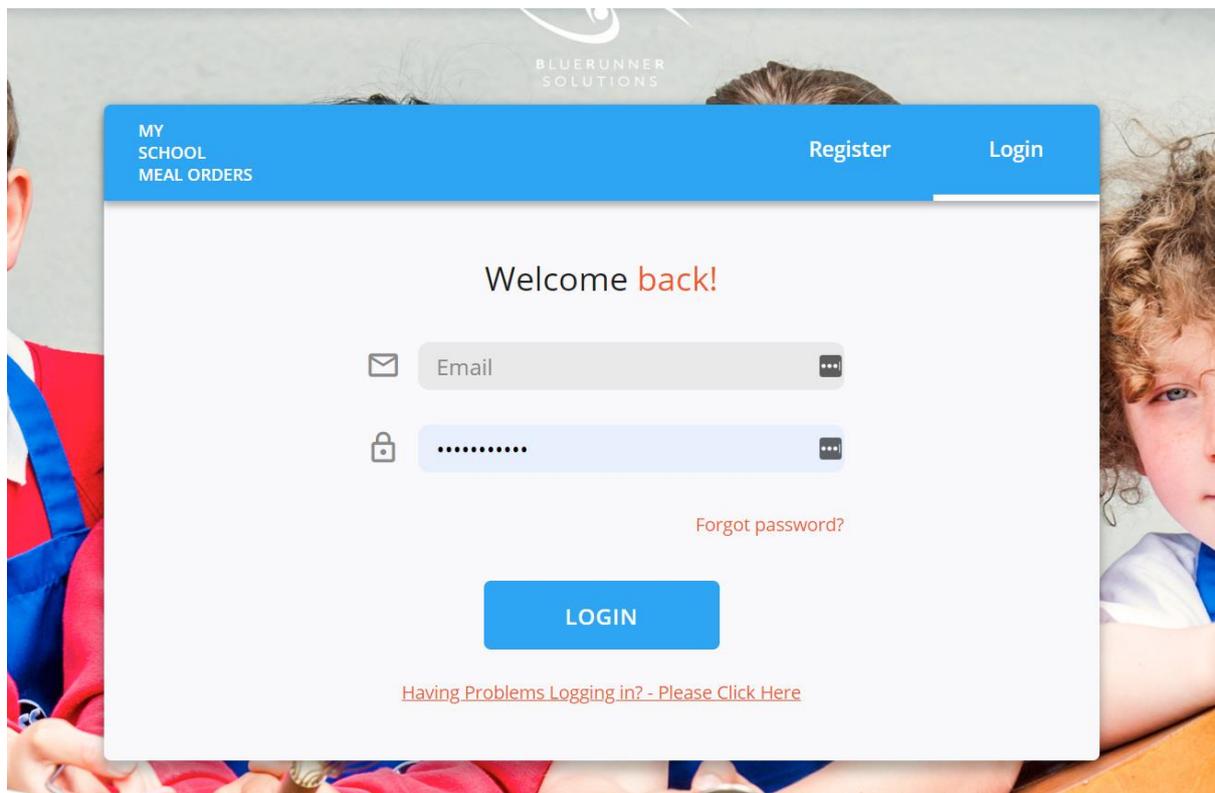
# Contents

# Registering on the System

1. Access the URL provided:

<div align="center">

Parent Meal Ordering Link

https://thomashallschool.myschoolmealorders.com/login

</div>

2. Register your account using the 'register' button at the right top of the login screen – shown below.
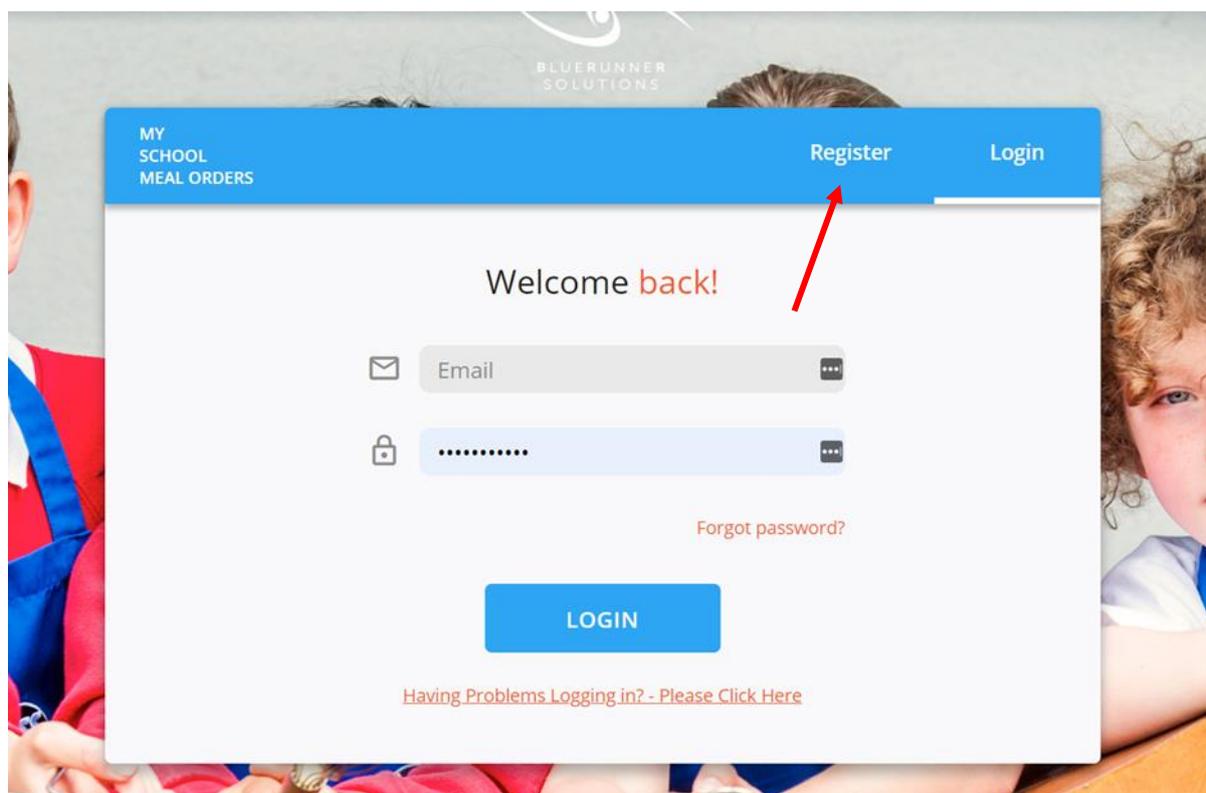


3. Fill in the relevant fields (first name, last name, phone, email & password).
4. This will generate an authentication email. Please activate the link to allow the account to work.
5. Log in using the email address and password.

ONCE YOU HAVE LOGGED IN:

6. Add child button, input their first name, last name, school, year and class of the child.
7. Repeat this process for additional children.
8. You are now ready to start ordering!

# Access the System

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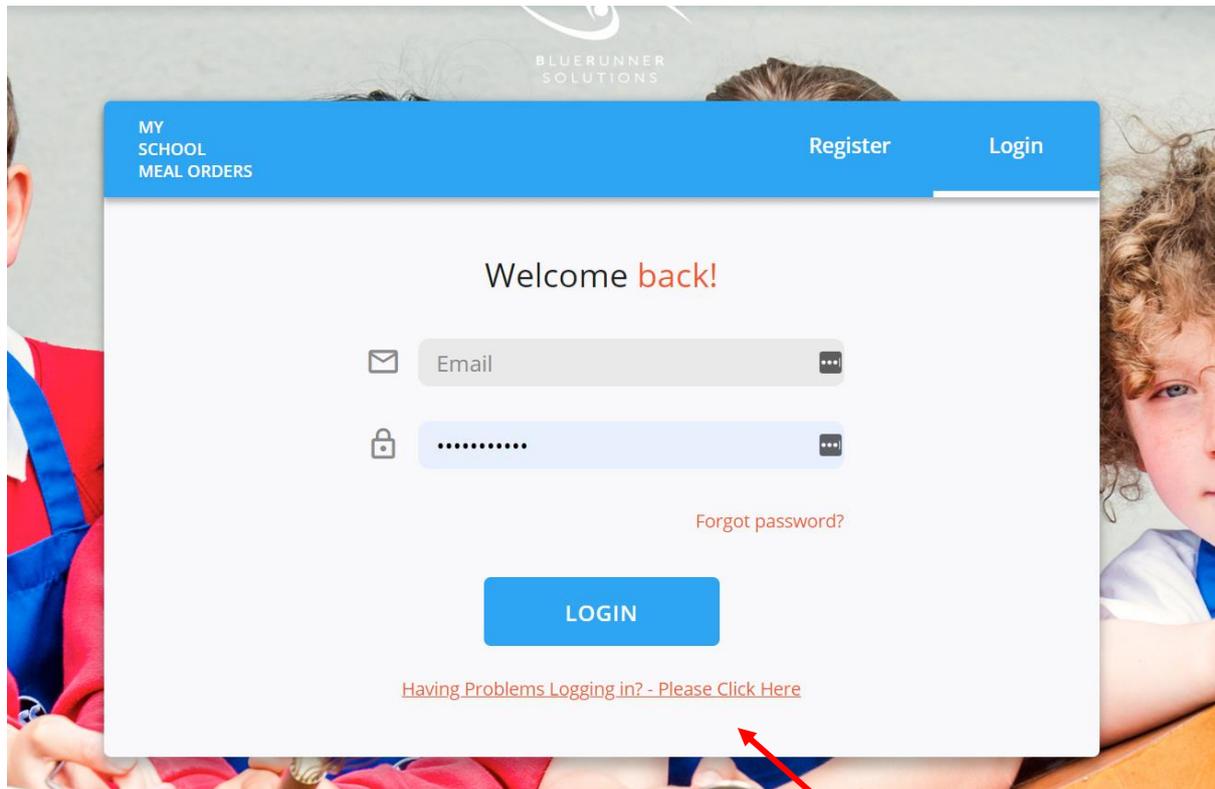


Should you have any issues logging in, please click on the link as shown above, which will provide further information.

# Home Page

Once logged in, the below homepage will appear.



Click home- this will divert back to this page 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 pending transactions for that meal will be removed.*

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

# 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
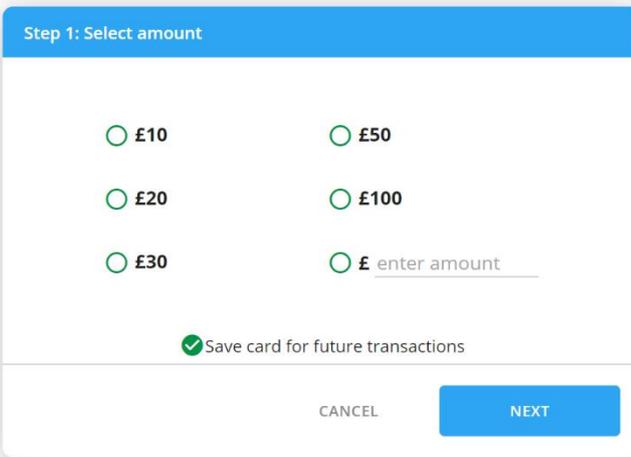
This is also where you will log out of the platform.



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



Each transaction has a unique reference ID

# Top up Balance

▣ Top up for Jack

**Step 1: Select amount**

○ £10          ○ £50
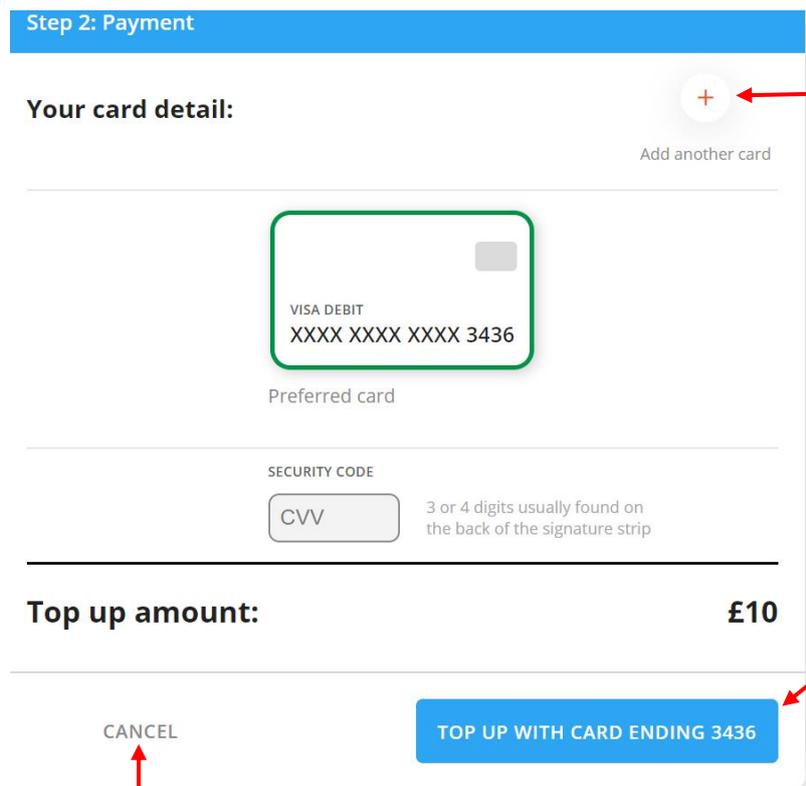
○ £20          ○ £100

○ £30          ○ £ enter amount

✓ Save card for future transactions

Need help?

Watch video tutorial
FAQ
Contatcs

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'.

**Step 2: Payment**

**Your card detail:**                                           +

Add another card

VISA DEBIT
XXXX XXXX XXXX 3436

Preferred card

SECURITY CODE

| CVV |     3 or 4 digits usually found on the back of the signature strip

**Top up amount:**                              **£10**

CANCEL          **TOP UP WITH CARD ENDING 3436**

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'.

Should you wish to cancel the top up, simply select 'cancel'.

# Order Meals

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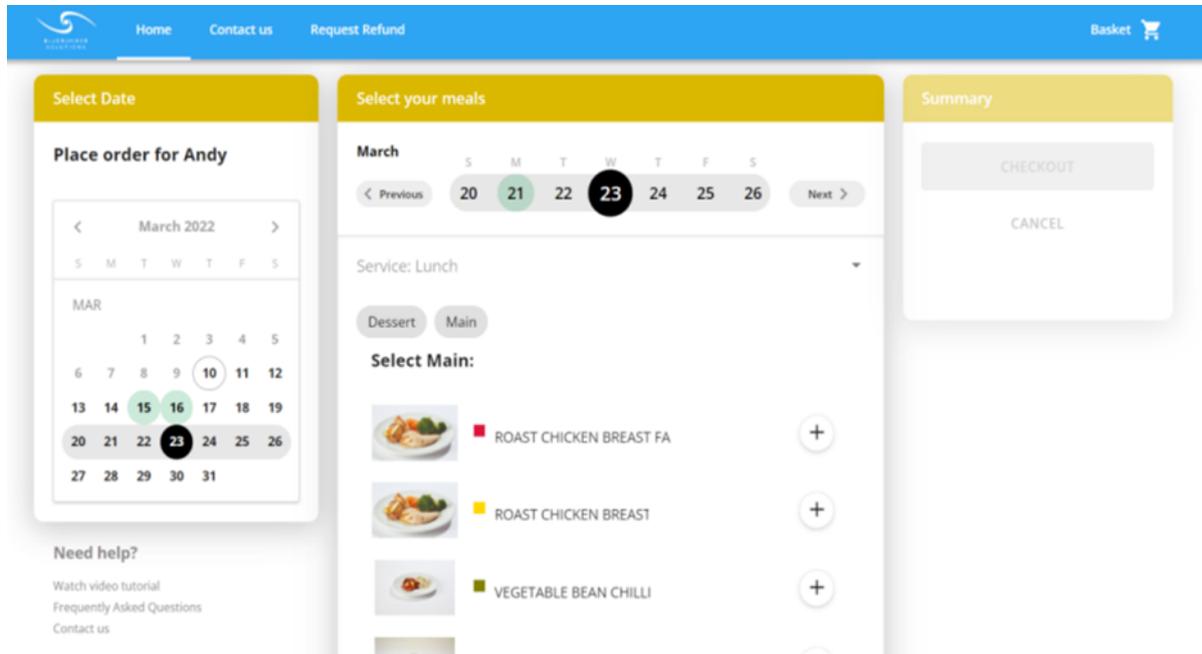


Please note that if your child has a special diet the below screen will appear.

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

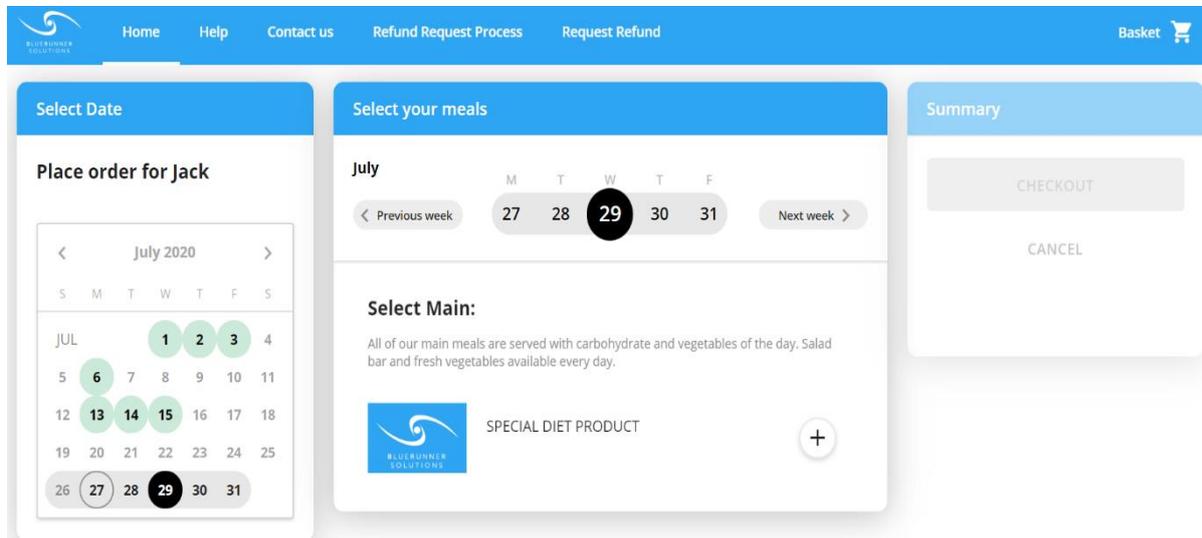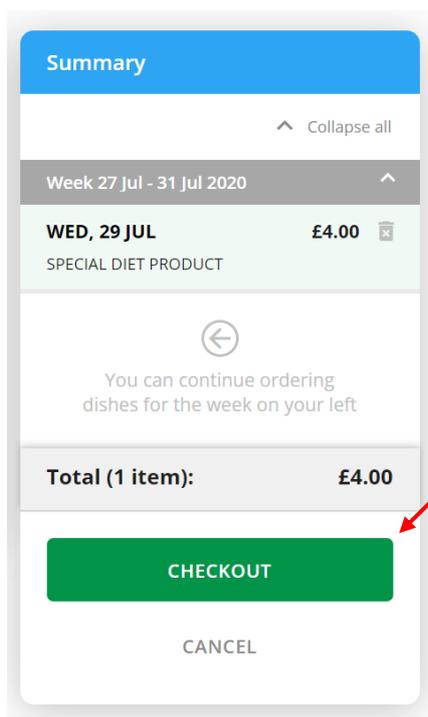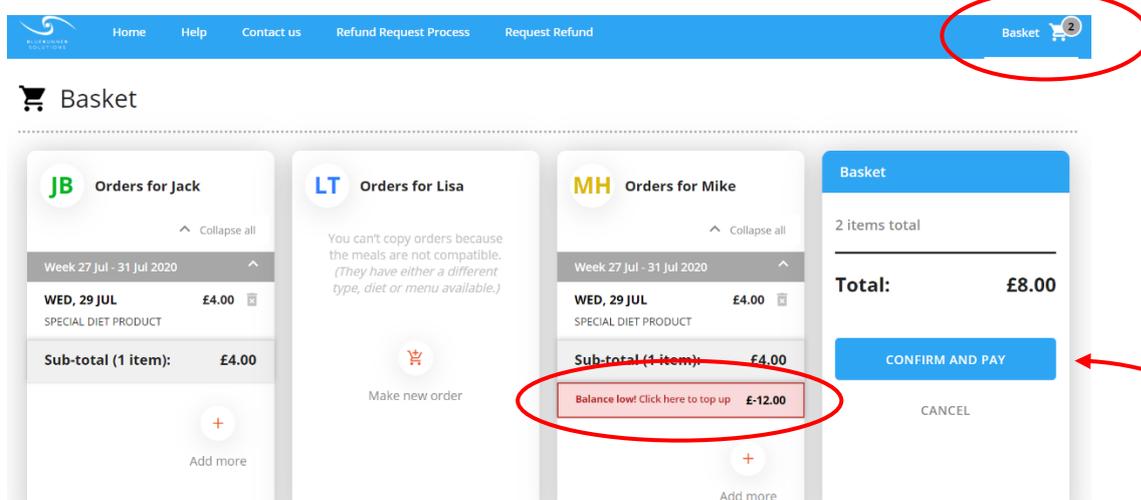Please note that if you have prepaid then the basket total will show £0.00 indicating no charge is required.

When you have added all required meals to the basket, click on checkout.

**Summary**

Collapse all

Week 27 Jul - 31 Jul 2020

WED, 29 JUL                    £4.00
SPECIAL DIET PRODUCT

You can continue ordering
dishes for the week on your left

Total (1 item):              £4.00

**CHECKOUT**

CANCEL

Once you checkout the below screen will show.

Home    Help    Contact us    Refund Request Process    Request Refund                Basket 🛒2

🛒 Basket

| JB Orders for Jack | LT Orders for Lisa | MH Orders for Mike | **Basket** |
|---|---|---|---|
| Collapse all | You can't copy orders because the meals are not compatible. (They have either a different type, diet or menu available.) | Collapse all | 2 items total |
| Week 27 Jul - 31 Jul 2020 | | Week 27 Jul - 31 Jul 2020 | |
| WED, 29 JUL £4.00 | | WED, 29 JUL £4.00 | **Total:** £8.00 |
| SPECIAL DIET PRODUCT | | SPECIAL DIET PRODUCT | |
| Sub-total (1 item): £4.00 | 🛒 | Sub-total (1 item): £4.00 | **CONFIRM AND PAY** |
| | Make new order | Balance low! Click here to top up  £-12.00 | CANCEL |
| + Add more | | + Add more | |

The basket in the top right corner 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.
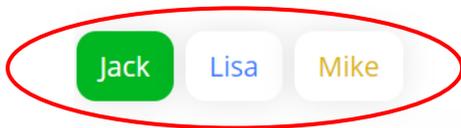
🏠 HOME

## 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:



If you have multiple children then you can change which child's meals you wish to see using name tabs shown below.



You can also change to show a weekly or monthly view.
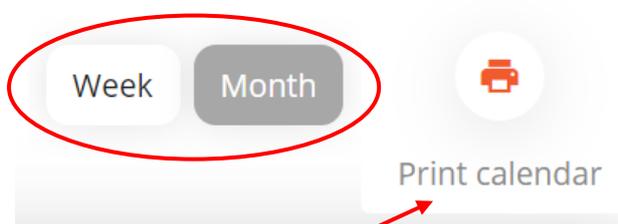


The print option will open a print pop-up, allowing you to print the meals and display this within your house.

# 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'.



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