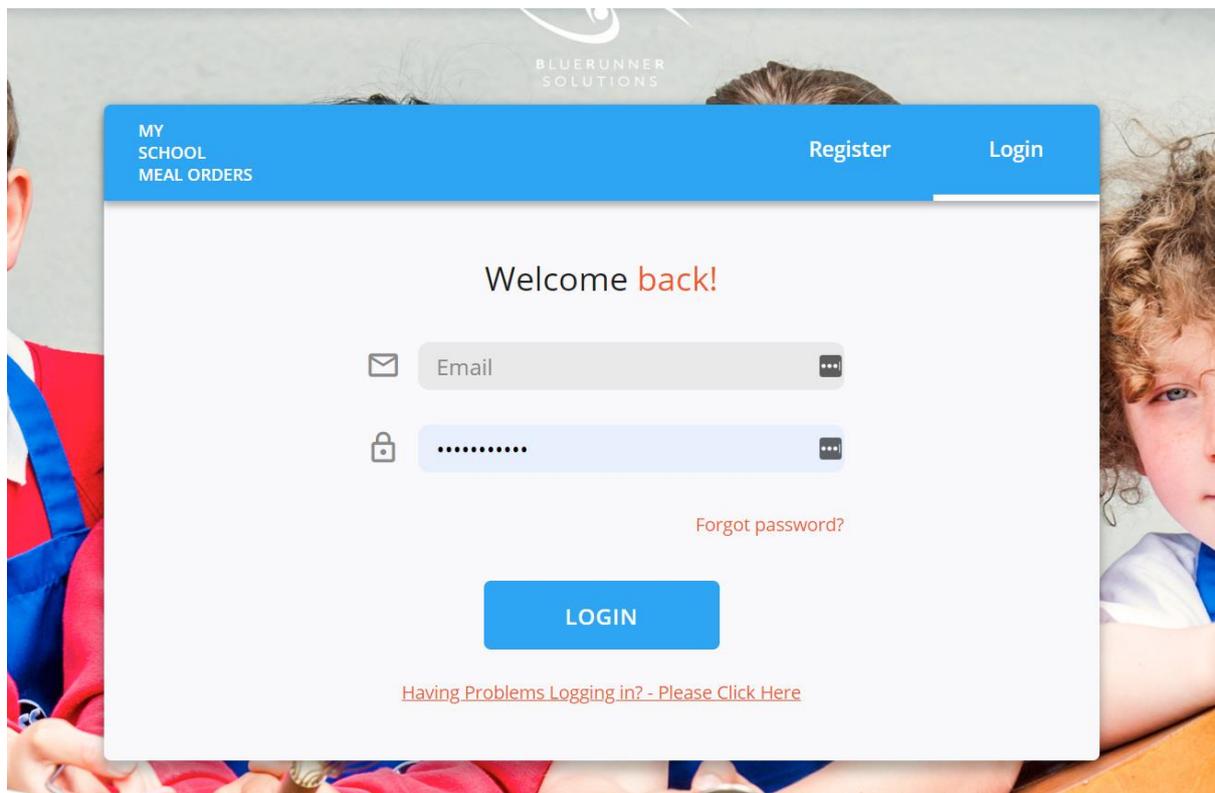


Parent Guide for Ordering Meals



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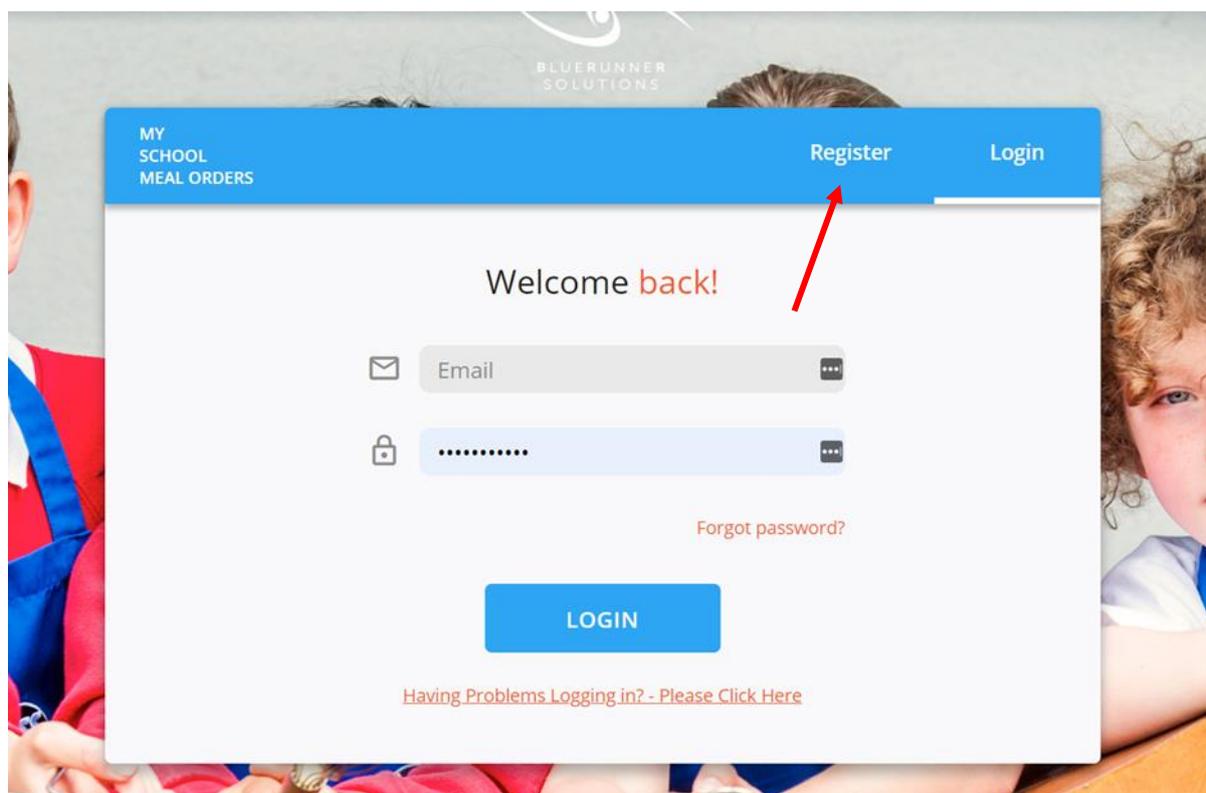
Registering on the System

1. Access the URL provided:

Parent Meal Ordering Link

<https://thomashallschool.myschoolmealorders.com/login>

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



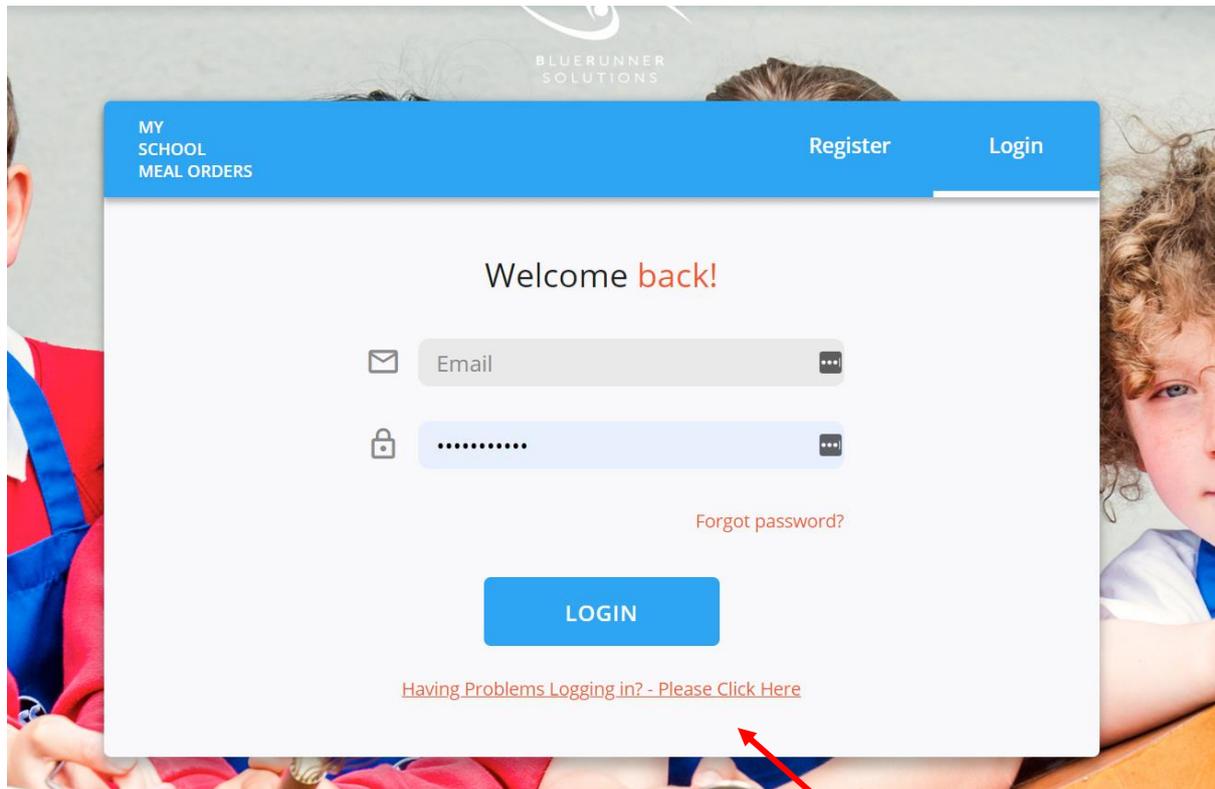
3. Fill in the relevant fields (first name, last name, phone, email & password).
4. This will generate an authentication email. Please activate the link to allow the account to work.
5. Log in using the email address and password.

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.

The screenshot shows the user's home page. At the top, there is a blue navigation bar with links for Home, Help, Contact us, and Refund Request Process. On the right side of the navigation bar, there is a 'Basket' icon. Below the navigation bar, a green header displays the user's name 'Tom Sadler' and 'Account holder' on the left, and a 'My Account' dropdown menu on the right. The main content area features two user profiles: Jack and Lisa. Jack's profile includes a circular icon with 'JB', his name 'Jack', school 'Holy trinity C of E School', 'Available balance: £25.01', and 'Pending transactions: £94.00'. To the right of Jack's profile are three green buttons: 'TOP UP BALANCE', 'ORDER MEALS', and 'MEALS ORDERED'. Lisa's profile includes a circular icon with 'LT', her name 'Lisa', school 'Holy trinity C of E School', 'Available balance: -', and 'Pending transactions: -'. To the right of Lisa's profile are three blue buttons: 'TOP UP BALANCE', 'ORDER MEALS', and 'MEALS ORDERED'. A red circular badge with the text '£0.00 Balance low!' is positioned above the 'ORDER MEALS' button for Lisa's profile.

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.

This screenshot shows the 'My Account' dropdown menu. A red arrow points from the 'My Account' dropdown in the green header to this menu. The menu is titled 'My Account' and lists the following options: 'Tom Sadler', 'Personal profile', 'Stored Payment Methods', 'Transaction History', and 'Log Out'. The background of the page shows the same user profiles as in the previous screenshot, but they are partially obscured by the dropdown menu.

My Account ✕

Tom Sadler

-  Personal profile
-  Stored Payment Methods
-  Transaction History
-  Log Out

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.

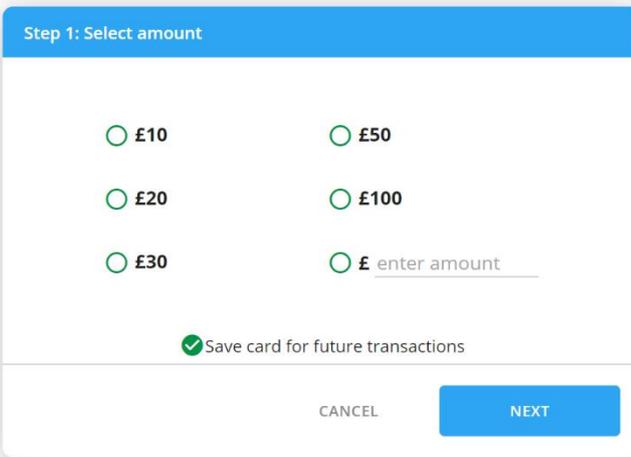
Transaction history allows you to view based on days/month/ years, and for each child linked to your account.

	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

Each transaction has a unique reference ID

Top up Balance

 Top up for Jack



Step 1: Select amount

£10 £50

£20 £100

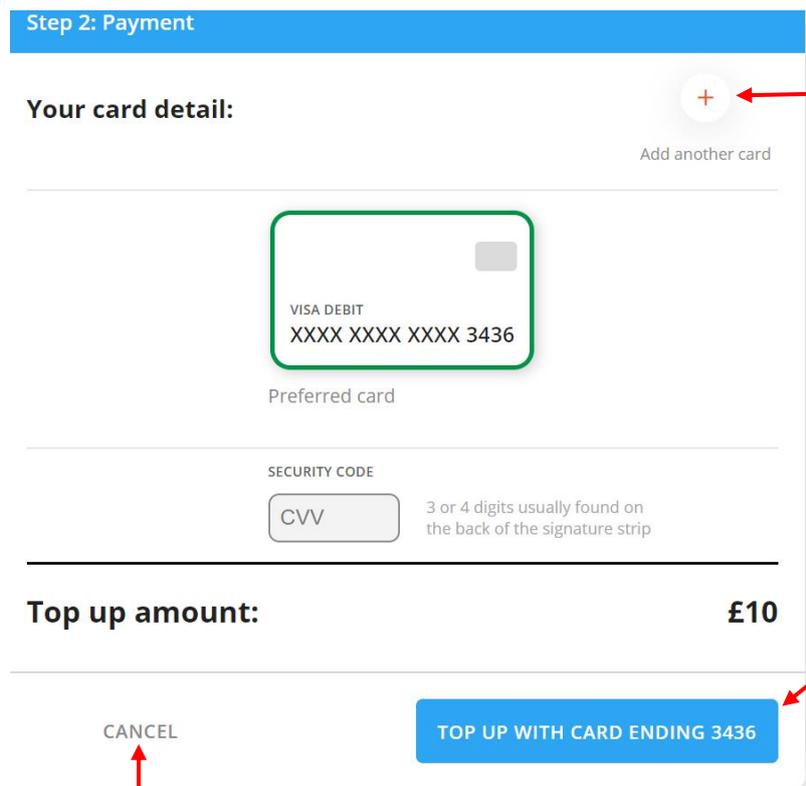
£30 £ enter amount

Save card for future transactions

CANCEL NEXT

Need help?
Watch video tutorial
FAQ
Contacts

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

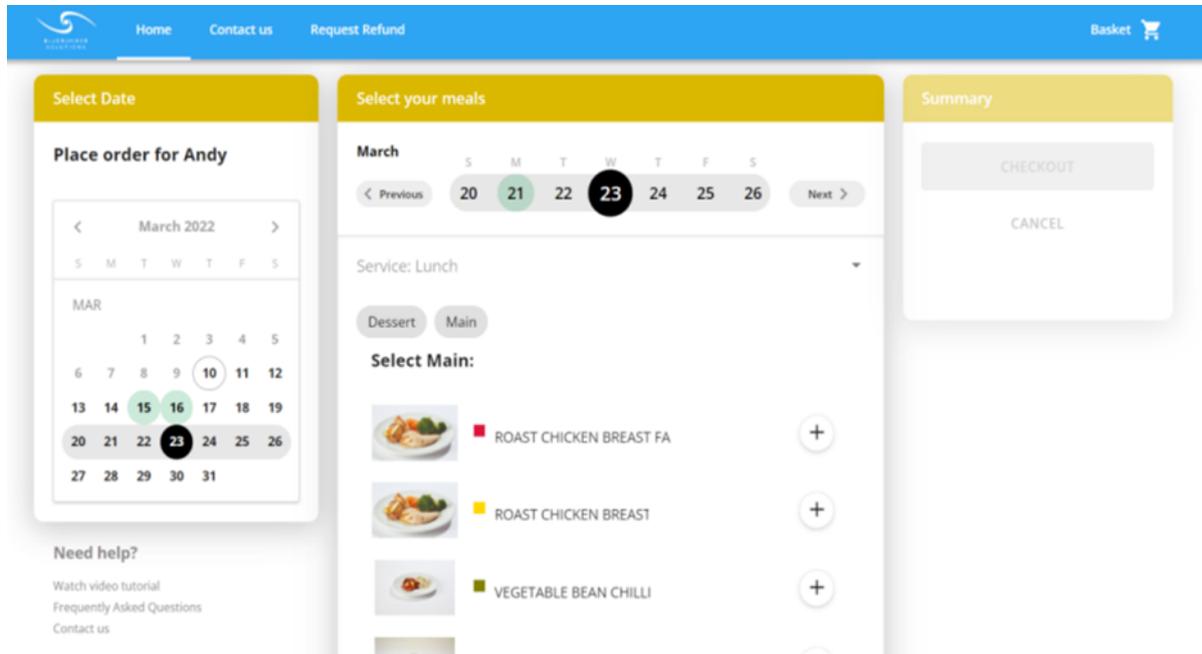
You have the ability to use the card saved by entering the CVV number as shown, alternatively you can add another card as shown here.

Once you are happy with the payment method, please select the 'Top up with card ending xxxx'.

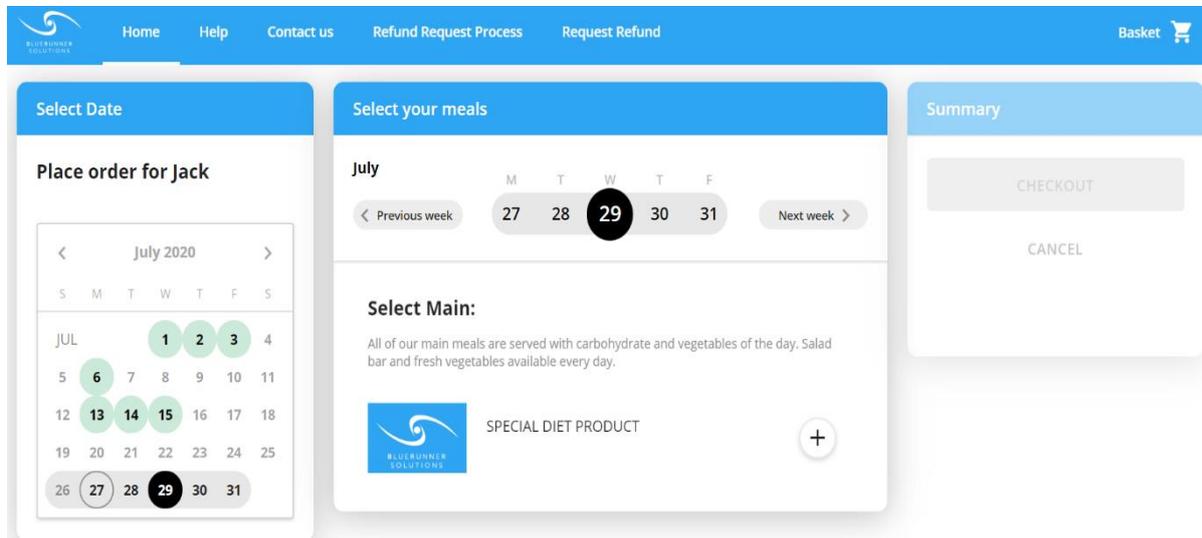
Should you wish to cancel the top up, simply select 'cancel'.

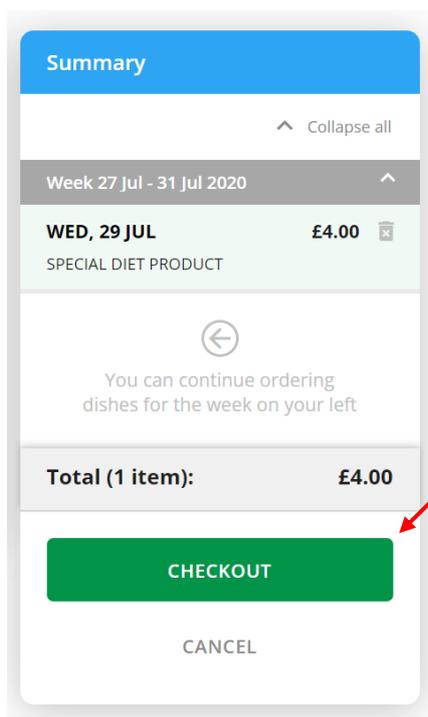
Order Meals

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.



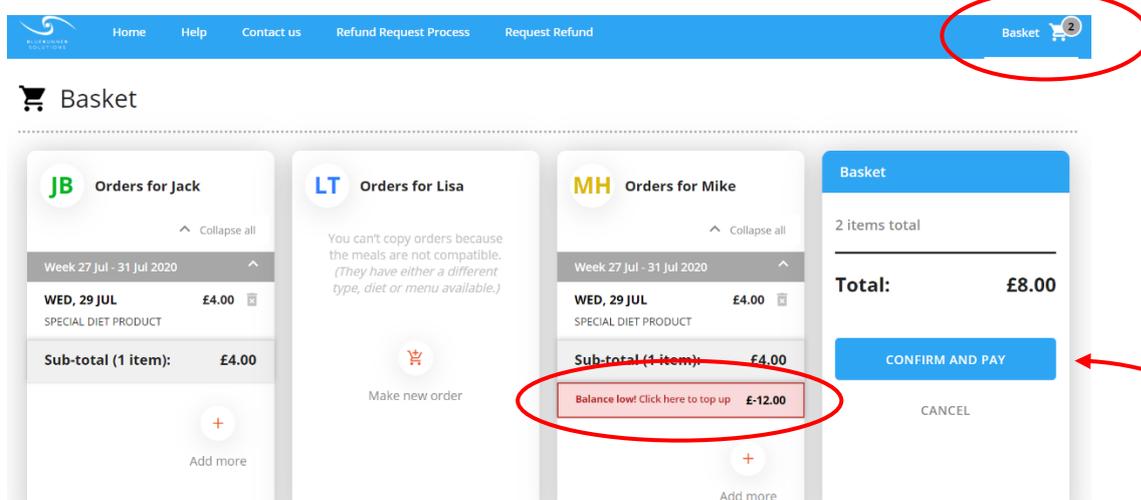


Once you have selected the meals, your basket will show the summary before you can proceed to the checkout page.

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.

Once you checkout the below screen will show.



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

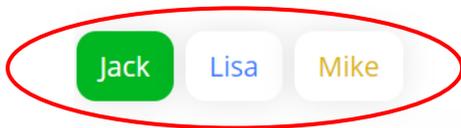
If you wish to see the overview of meals ordered for the coming week/month, please click on the 'MEALS ORDERED' button on the home page. This will show the below screen:

The screenshot shows the 'Meals Ordered' page for a user named Jack. At the top, there is a navigation bar with links for Home, Help, Contact us, Refund Request Process, and Request Refund, along with a Basket icon. Below the navigation bar, the page title 'Meals Ordered' is displayed. Underneath, there are three name tabs: Jack (selected), Lisa, and Mike. To the right of the tabs, there are navigation arrows, the text 'Meals for Jul 2020', and buttons for 'Week' and 'Month'. A 'Print calendar' icon is also present. The main content is a calendar grid for the month of July 2020. The grid shows the following meals ordered:

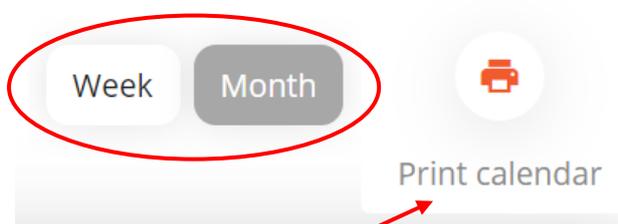
MON	TUE	WED	THU	FRI
29	30 3x16's Chicken Sausages Strawberry/Peach Yoghurt	1 3x16's Chicken Sausages Strawberry/Peach Yoghurt	2 3x16's Chicken Sausages Strawberry/Peach Yoghurt	3 3x16's Chicken Sausages Strawberry/Peach Yoghurt
6 3x16's Chicken Sausages Strawberry/Peach Yoghurt	7	8	9	10

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

Meals Ordered



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