User Guide – Ordering School Meals Online

To order meals for your child online, please visit our partner website www.schoolmealsonline.co.uk

Account Registration Please visit www.schoolmealsonline.co.uk and select 'Create an account'

You will then be redirected to the registration page, where you will be required to complete your personal information including your Contact Details, Login Details (a Username and Password of your choice), and your Child's Name, School and Class. Please do not use your email address for your username as this can cause your account to be set up incorrectly. Please make sure you enter your childs first name and surname. Please only create one account per child(ren).

Once complete please enter the verification letters shown in the box and submit your application. You will then be redirected to your 'Dashboard', which tracks your order history and allows you to change any personal details as and when necessary.

Access to Menus

The next step is to apply to view menus for your child's school. Please select '+ Add another School' to proceed, again completing your personal details and selecting the relevant menu/s for your child's school from the list. Parents **do not** require an authorisation code to proceed, simply enter the verification letters once again and select 'Submit'.

NB – If your child/children are entitled to FSM's or UIFSM's please select 'FSM/UIFSM – (school name)' from the list. If you have a child entitled to UIFSM, and also a child/children whose meals will be paid for, please select both catalogues containing the relevant school name from the list.

Your submission is then sent to the site administrators who will check the details provided during registration, and approve access to menus within 24 hours. You will receive email confirmation that the approval process has been completed.

Ordering Meals

Menus will be available for the full term ahead and you are free to order meals for a week or the entire term at a time, however please note the deadline for meal orders for the following week will be each Monday at midnight. After this deadline the menus for that week will be taken down and you will be unable to order meals for that period.

To order meals, enter the week/s menu, for which you would like to place your order and select your meals from the drop down box. If you do not require a meal on a specific day, please select 'no meal required'. Once your selections are complete, select your child's name then select 'add to basket'. When ordering meals for more than one child, repeat this process, selecting the name of your child with each order. When you make your order please make sure your child is selected, if you do not select your child's name we cannot guarantee that the order will be processed.

To finalise your order select 'View Cart' shown at the top of the page, check the details of the order and select 'Check Out'.

Paid Meals

If you are processing an order as a paying parent, please directly proceed to make your payment via 'PayPal'. You do not require a PayPal account to use this service, however you will have the option to log in to an existing account or set one up if required for future use. To complete the process, please select 'Submit Order' and make a payment using your existing account or credit/debit card details.

FSM's/UIFSM's

If you are ordering free meals, please select 'Free' on the payment page, followed by 'Submit Order' to complete.

NB – Where applicable you must order, and check out, paid meals and free meals separately from the relevant menus. Any free orders placed for a child who is not entitled to a free school meal will be cancelled.

If you require any assistance with setting up your account, ordering meals or making payment please contact us on 01522 246424 or alternatively via email admin@schoolmealsonline.co.uk.