

SCHOOL LUNCHES ONLINE



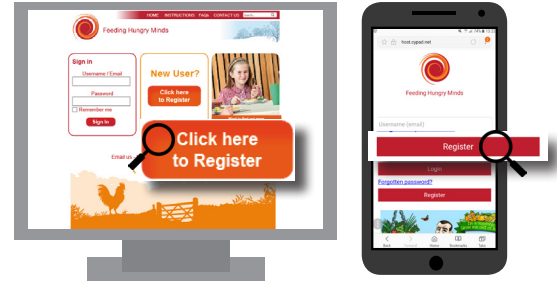
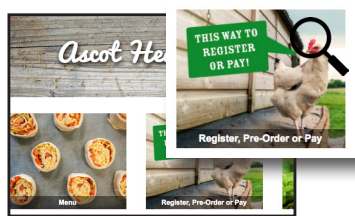
Your guide to registering for meal pre-ordering

STEP ONE - REGISTRATION

1. Log on to www.feedinghungryminds.co.uk
Use the search bar to find your school.
2. Once on your school home page, click on 'Register...' which will take you to our pre-ordering website.
3. Now select 'Click here to Register' on desktop or 'Register' on your mobile device to sign up.



Alternatively a link to the pre-order website may be found on the school's website.



4. Complete 'Personal details' with **parent** details. Please note, all boxes marked with an asterisk * are mandatory and must be completed.

5. Complete new **pupil** details by selecting the school from the drop down box then entering the child name, year and class.

School	Child/Staff Name	Year	Class
Demo One	Test One	1	A
Demo Two	Test Two	3	B

6. Click 'Register Me'.

You should receive an email confirming that we have your details and are processing your account. We will send a second email confirming that your account is active within 2 working days. In the unlikely event that you do not receive a confirmation email, please contact the Support Team on 01924 792334 or email feedinghungryminds@uk.issworld.com

STEP TWO - MAKING A PAYMENT

Once registered, you can log in by entering your email address and password and clicking 'Sign In'. You will now be taken to your account. From here you can view your balance, add funds, view transactions and select meals (subject to the school your child attends using the pre-ordering option).

IF YOUR CHILD IS ENTITLED TO FREE SCHOOL MEALS YOU DO NOT NEED TO MAKE PAYMENTS - HOWEVER YOU DO STILL NEED TO PRE-SELECT THEIR MEALS.

NAME(S) OF CHILD(REN)

MEAL PRICE

ACCOUNT BALANCE

RESERVED MEAL FUNDS

Name	Year	Date	Balance	Ordered	Amount
Test One	3	£2.20	£15.40	£11.00	£0.00
Test Two	5	£2.20	£17.60	£13.20	£0.00

Balance on child's account after payments: £ 33.00
Total to Pay: £ 0.00

NAME(S) OF CHILD(REN)

ACCOUNT BALANCE

RESERVED MEAL FUNDS

Name	Bal £	Order	Amount
Test One	15.40	11.00	0.00
Test Two	17.60	13.20	0.00

Balance after payment: £0.00
Meals purchased: £0.00
Total to pay: £0.00



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HOME INSTRUCTIONS

Payments Home Select Menu Transactions Request Refund

Enter advance payments for each child in the 'Amount' column

Name	Year	Rate	Balance	Ordered	Amount
Test One	3	£2.20	£15.40	£11.00	£0.00
Test Two	5	£2.20	£17.60	£13.20	£0.00

Balance on child's account after payments: £33.00
Total to pay: £0.00

Make Payment

Please be advised that, if you have pre-ordered a meal for your child but they are unable to attend school, the meal for that day should be cancelled in advance. The good news is that you can cancel meals up to midnight on the day before!

If your child's absence is not planned and you are unable to cancel the meal in advance, please ask the school office to cancel the meal for you when you contact them in the morning.

As we freshly prepare all of our lunches on site each day, this meal will be in preparation from 10am onwards. As such, if a meal is not cancelled by 10am on the day of service, the cost of the meal will be charged.

1. To make a payment, click on the amount column and enter the amount you wish to pay. Once you have entered the amount, click 'Make Payment' to enter your payment details.

2. Please fill in your card details. Once complete click 'Authorise'. Once your payment has been authorised your account will be updated and you will receive a confirmation email.

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HOME

Payments Home Select Menu Transactions Request Refund

Fields marked * are mandatory for all card types
[Click here for help text](#)

Name of Cardholder*
Card Type*
Card Number*
Expiry Date (MM/YY)*
Issue No. (Switch use 0 if not known)
Last 3 digits on signature strip (security code)*
Start Date (MM/YY)
Amount 10.00 GBP

Authorise

Please do not press Authorise more than once.
Please wait while your card details are authorised.
This transaction is encrypted for your privacy.
Do not exit or press back until confirmation received.

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Navigation

Name	Bal £	Order	Amount
Test One	15.40	11.00	0.00
Test Two	17.60	13.20	0.00

Balance after payment: £0.00
Meals purchased: £0.00
Total to pay: £0.00

Make Payment

Please be advised that, if you have pre-ordered a meal for your child but they will not be attending school, the meal for that day should be cancelled in advance. The good news is that you can cancel meals up to midnight on the day before!

If your child's absence is not planned and you are unable to cancel the meal in advance, please ask the school office to cancel the meal for you when you contact them in the morning.

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Navigation

Fields marked * are mandatory for all card types
[Click here for help text](#)

Name of Cardholder*
Card Type*
Card Number*
Expiry Date (MM/YY)*
Issue No. (Switch use 0 if not known)
Last 3 digits on signature strip (security code)*
Start Date (MM/YY)
Amount 10.00 GBP

Authorise

Please do not press Authorise more than once.
Please wait while your card details are authorised.
This transaction is encrypted for your privacy.
Do not exit or press back until confirmation received.

SELECTING MEALS

EVEN IF YOUR CHILD IS ENTITLED TO FREE SCHOOL MEALS YOU STILL NEED TO PRE-ORDER THEIR MEALS

You must have funds on your account before you can select a meal

Funds are moved to a 'reserved funds' area as meals are pre-selected

The account balance is not deducted until the day of the meal

The deadline for pre-ordering meals varies for each school

Meals may be selected by your child in the classroom if the school uses the whiteboard system

Please note - Pre-selection is not available for Special Diets. Please contact the Support Team for further details

If you have any queries regarding payments or pre-ordering, please contact the Support Team on **01924 792334** or alternatively you can email them at **feedinghungryminds@uk.issworld.com**

1. Click 'Select Menu' from the options at the top of the window.
2. Once the meal has been chosen the box will be highlighted in green. To deselect, click on the meal again.
3. Once you are happy with your selection, click 'Save' at the bottom if you are using the desktop version. Your choices will save automatically if you are using a mobile device.

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HOME INSTRUCTIONS FAQs

Payments Home Select Menu Transactions Request Refund Edit My Details Log Out

Meal Selection 28 Aug 04 Sep 11 Sep 18 Sep 25 Sep 02 Oct 09 Oct

Meal Selection	28 Aug	04 Sep	11 Sep	18 Sep	25 Sep	02 Oct	09 Oct
Test One	✓	✓	✓	✓	✓	✓	✓
Test Two	✓	✓	✓	✓	✓	✓	✓

Save

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Navigation

Test One Monday, 11 September

Main

Pork Sausages & Baked Jacket Wedges

Cheese & Tomato Pasta

Jacket Potato with Tuna & Sweetcorn

Dessert

Courgette & Lemon Cake

Seasonal Fresh Fruit

Yoghurt selection

