

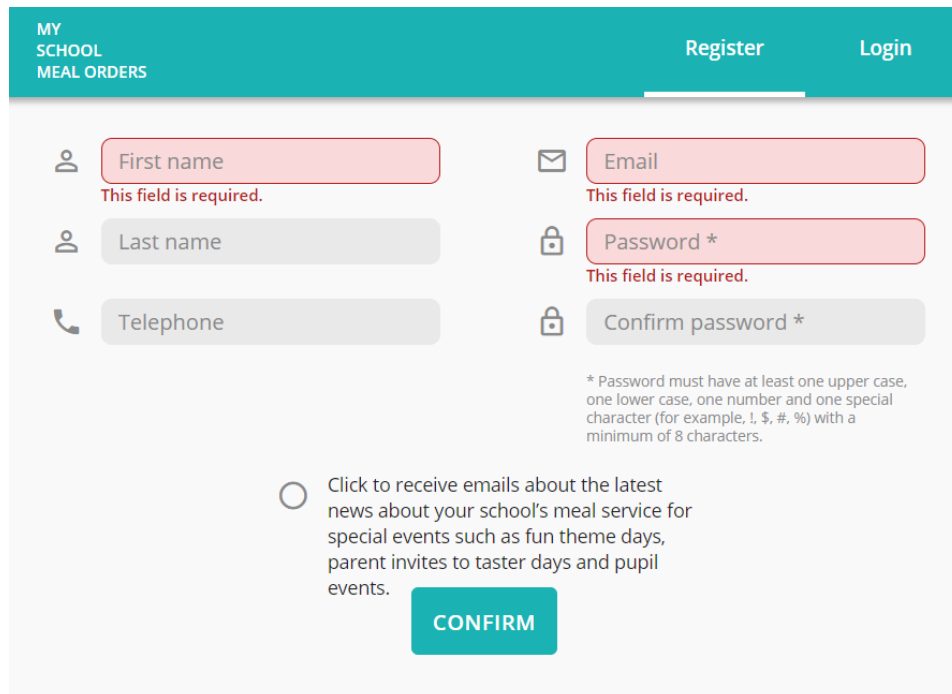
Parent Guide for Ordering Meals



This guide is for parents to use when ordering
their child's meals online.

Access the System

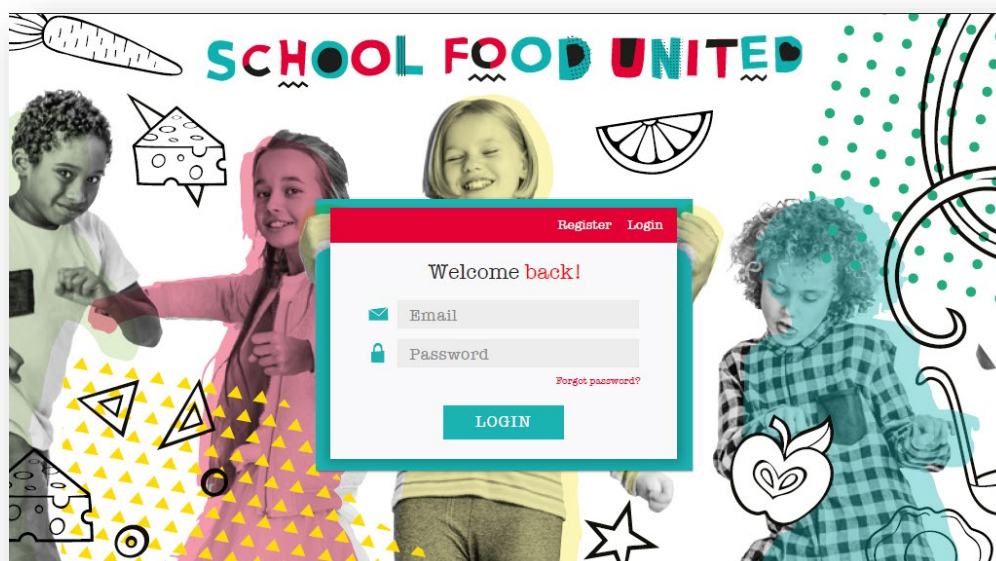
Access [Sodexo | Parent Portal \(schoolfoodunited.com\)](https://schoolfoodunited.com), click on register and input your details. Please ensure you click to receive emails about the latest school news.



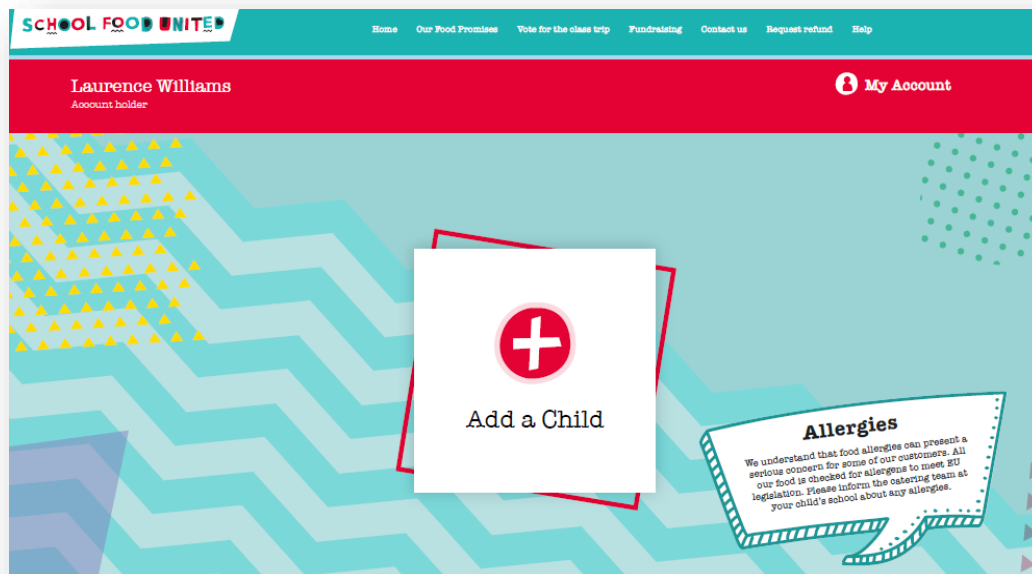
The screenshot shows the 'Register' page of the School Food United Parent Portal. The page has a teal header with 'MY SCHOOL MEAL ORDERS' on the left and 'Register' and 'Login' buttons on the right. The registration form includes fields for 'First name', 'Last name', 'Telephone', 'Email', 'Password *', and 'Confirm password *'. Red error messages indicate that 'First name', 'Email', and 'Password *' are required fields. A note specifies that the password must contain at least one upper case, one lower case, one number, and one special character (like !, \$, #, %) with a minimum of 8 characters. Below the form, there is a checkbox for receiving emails about school meal service news and events, followed by a teal 'CONFIRM' button.

You will then receive a confirmation email and will need to activate the link (please check your junk folder if this cannot be found).

Then, input the email used to register along with the chosen password.

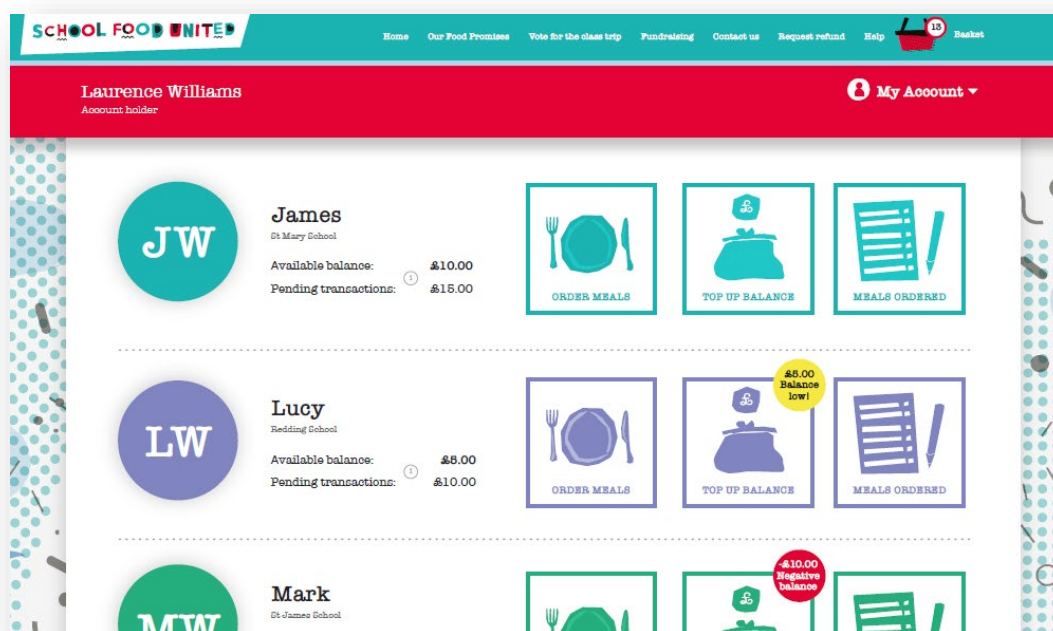


When you access the system for the first time you will need to add the details of your child.



Home Page

Once logged in, the below homepage will appear.



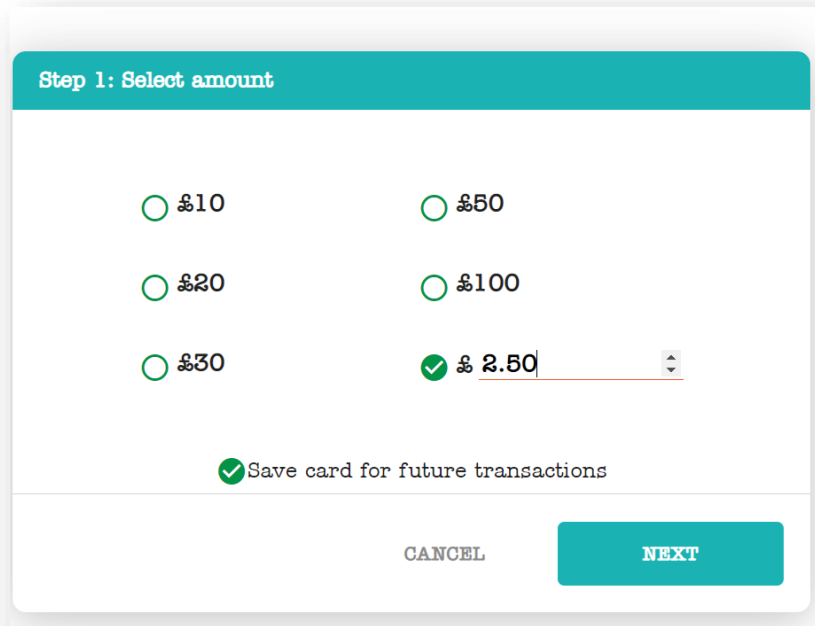
Click home - this will divert back to this page whenever you are to proceed through the order process or access another page on the system. This page will have your children's name, school, available balance and pending transactions.

**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.

Top up Balance

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'.



The screenshot shows a mobile app interface for 'Step 1: Select amount'. It features a teal header bar with the title. Below, there are six radio button options arranged in two columns: £10, £20, £30 on the left, and £50, £100, and a custom input field on the right. The custom input field is active, showing a green checkmark, a pound symbol, and the value '2.50'. Below these options is a checkbox labeled 'Save card for future transactions' which is also checked with a green checkmark. At the bottom, there are two buttons: a grey 'CANCEL' button and a teal 'NEXT' button.

Step 1: Select amount

☐ £10 ☐ £50

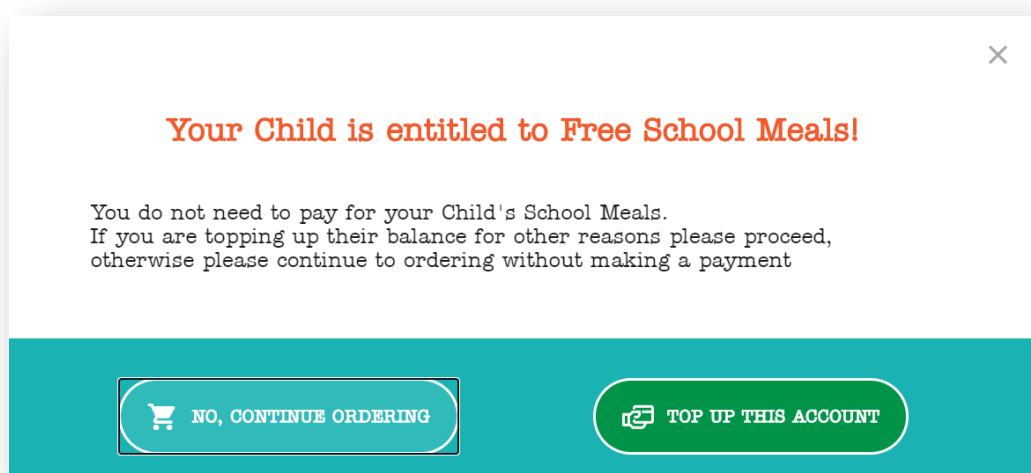
☐ £20 ☐ £100

☐ £30 ☒ £ 2.50

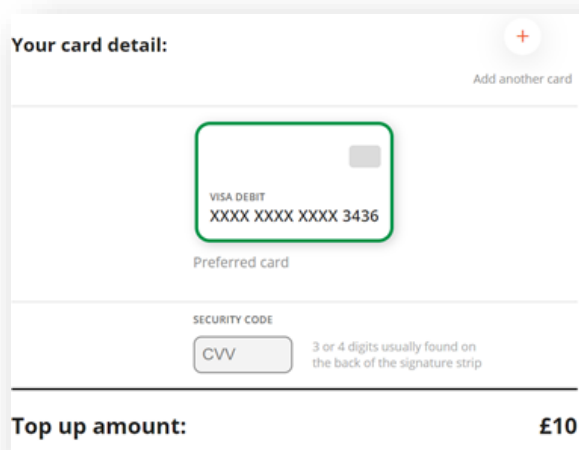
☒ Save card for future transactions

CANCEL NEXT

If the child is FSM the below page will appear indicating that the account does not require to be topped up.

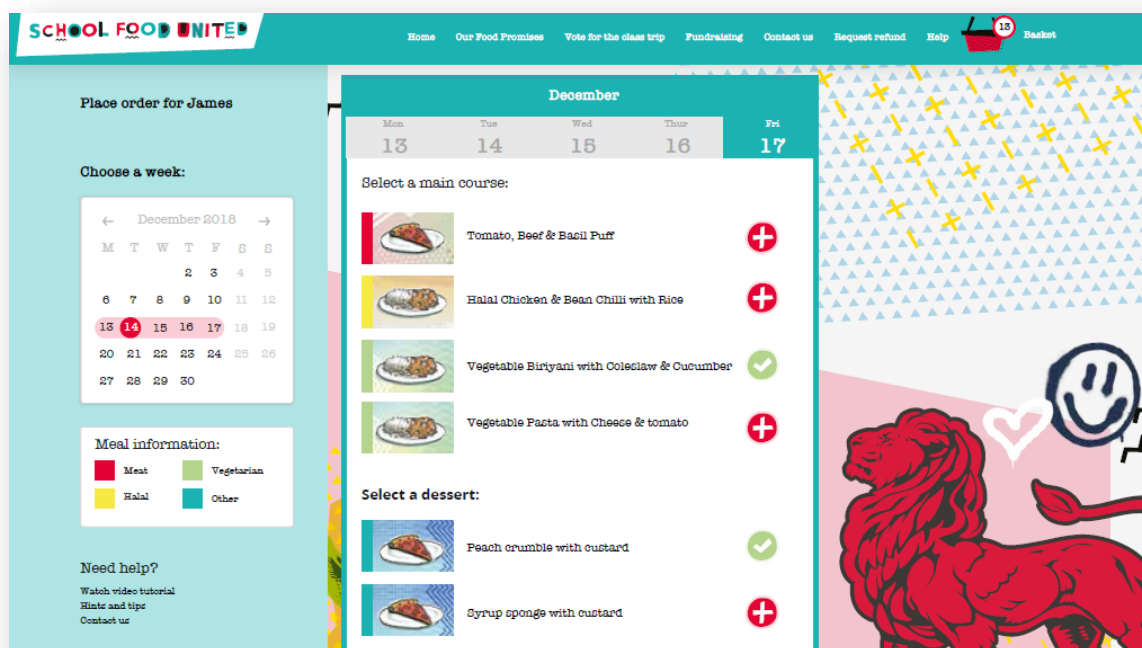


You have the ability to use the card saved by entering the CVV number as shown, alternatively you can add another card as shown here Once you are happy with the payment method, please select the 'Top up with card ending xxxxx'.

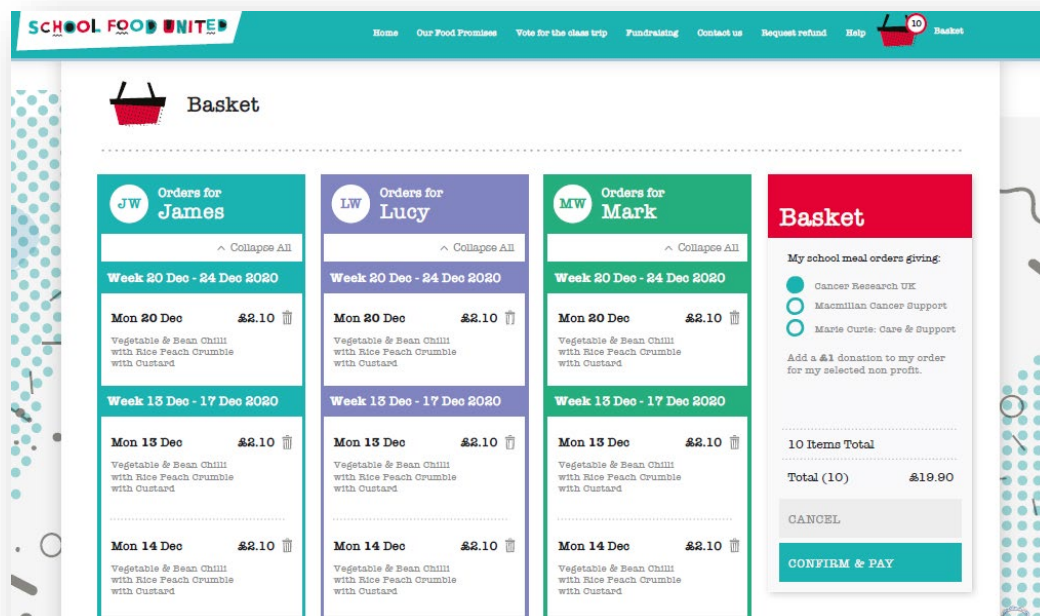


Order Meals

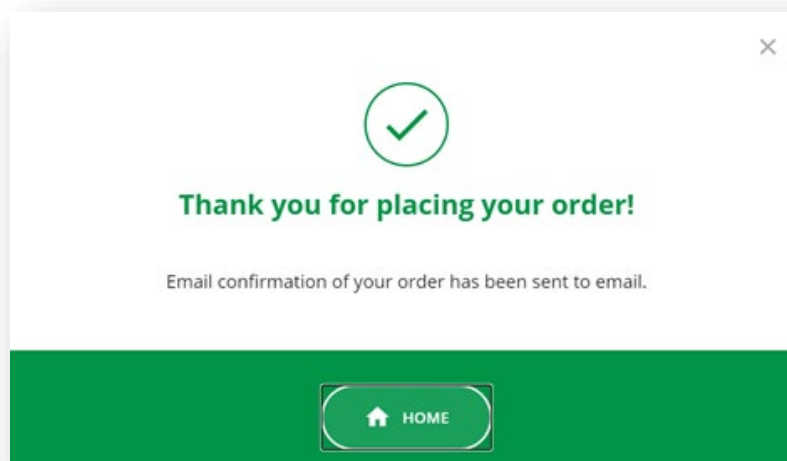
After clicking on the 'ORDER MEALS' button, you will be diverted to the below screen. Please note that if your child has a special diet you can still select 'Yes I want a meal'.



Once you have selected the meals, your basket will show the summary before you can proceed to the checkout page. When you have added all required meals to the basket, click on check out.



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' / 'confirm and pay'. Once successful the below screen will appear & you will receive an email confirmation.



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:

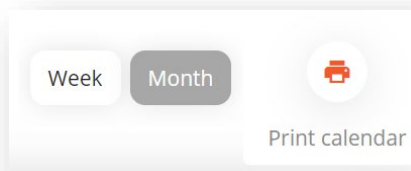
The screenshot shows the 'Meals Ordered' page for a user named James. It features a calendar for February 2020. The page has a teal header with the 'SCHOOL FOOD UNITED' logo and navigation links. Below the header, there are tabs for 'James', 'Lucy', and 'Mark'. The calendar shows meals for each day of the week, with a 'Print Calendar' button on the right.

	Monday	Tuesday	Wednesday	Thursday	Friday
James	Vegetable Biryani with Coleslaw and Cucumber 16 Peach Crumble with Custard	Vegetable Biryani with Coleslaw and Cucumber 16 Peach Crumble with Custard	Vegetable Biryani with Coleslaw and Cucumber 16 Peach Crumble with Custard	Vegetable Biryani with Coleslaw and Cucumber 16 Peach Crumble with Custard	Vegetable Biryani with Coleslaw and Cucumber 16 Peach Crumble with Custard
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You can change which child's meals you wish to see.



You can also change this to show a weekly view. The print option will open a print pop-up, allowing you to print the meals and display this within your house.



Contact us

Should you wish to get in touch to mention any suggestions or feedback, or you have any questions please click on 'Contact us' within the bar at the top of the screen. This will allow you to populate the below form which will be sent to the relevant parties.

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.

Pop your details in here...



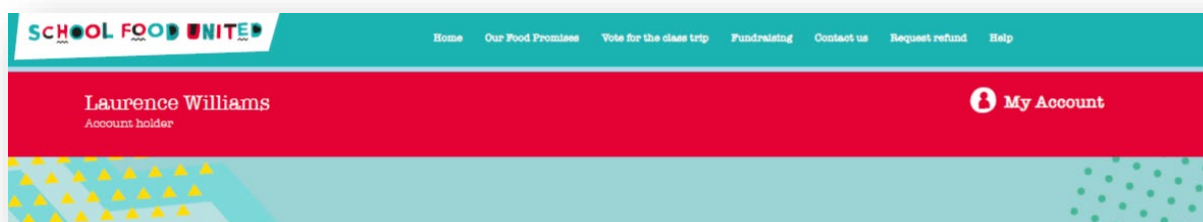






My Account

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 also where you will log out of the platform.

