

# PARENT USER GUIDE



Your child's school uses the LunchHound service to enable you to order your child's meals in advance.

## USING THE ONLINE BOOKING SERVICE – NEW USERS

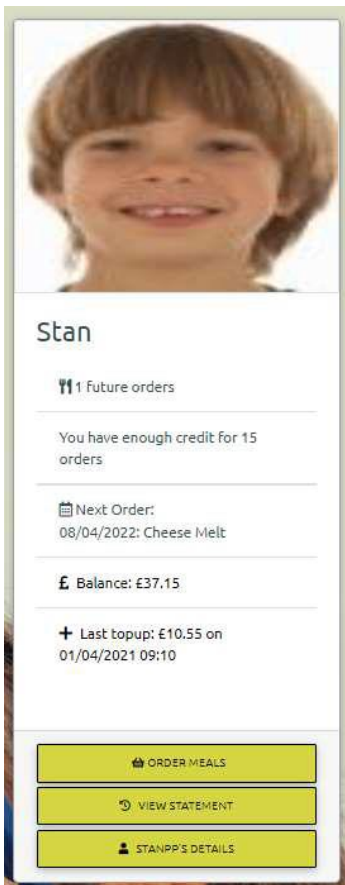
Visit the LunchHound online lunch booking service at <https://orders.lunchhound.co.uk>

Register and log in using one of the following options:

- Use your Facebook, Microsoft, or Google account to log in. Logging in this way means you do not need to remember a password. From the home page, click the green 'Sign In' button. The login screen will be displayed. Next, click the button for the social media account you would like to use. Please note that the email address on your social media account must match the email address you have provided to the school office. Using a social media account to log in does not give us access to your social media account.
- Alternatively, to sign in with a username and password:
  - **If you have not previously registered**, from the home page, click 'Sign In'. The login screen will be displayed. Next, click the 'Sign Up Now' link below the green Sign In button and follow the instructions. Please note that you will need to enter the verification code sent to your email address to verify your account. You must verify your code while you have the browser window open – if you close the window and return to the process later your code will have changed, and you will need to generate a new one. If you have been given an 'activation code' by the school office, this is NOT the same as the verification code. Follow the sign up process, then, once you are logged in to the system, use the activation code to add your child to your account.
  - Once registered, you simply select **SIGN-IN** and enter your email and password.

**Note:** Irrespective of how you choose to log-in, you must use the email address you have registered with the school.

## TO ORDER LUNCHES



### HOME SCREEN

Once logged in, you will see a 'card' for each of your children. The card shows a summary of useful information:- the number of future orders you have booked, how many orders you have credit for, your child's next order, current balance, and the date, time and amount of your last topup.

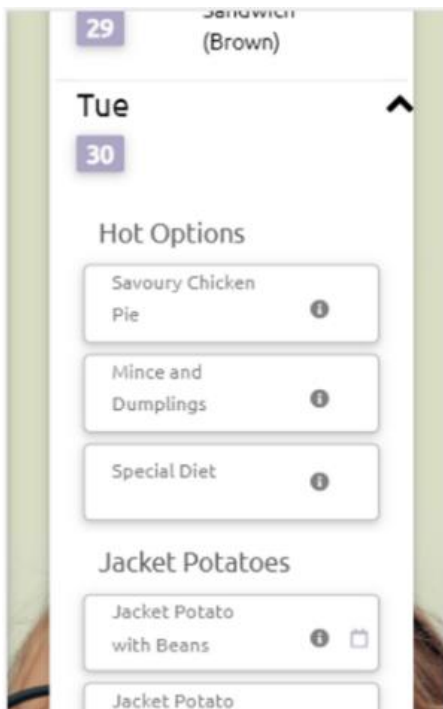
Please note – although we only take payment for your child's meal once it has been served, we use the number of future orders to calculate your remaining credit. For example, if your child's lunch price is £2.30 and you have 5 future orders on the system, you will need  $5 \times £2.30 = £11$  to cover the cost of these meals. Therefore, if your child's balance is £11 or below, it will show that you have no credit for any more orders. As these orders are confirmed as having been served by the school kitchen staff, your child's balance will update.

To view your child's statement, click the green 'View Statement' button at the bottom of the card.

## Stan Ackton

<b>Lunch Balance:</b>	£37.15
<b>Year Group:</b>	Unknown
<b>Class:</b>	SDT
<b>Infant Free Meals:</b>	Stan does not qualify for Infant Free Meals
<b>Free School Meal Eligibility:</b>	Stan is not currently entitled to Free School Meals. <small>Please contact the school office if you wish to apply for free school meals.</small>
<b>School Lunch / Packed Lunch Days:</b>	Stan has a school lunch on Friday. Stan brings a packed lunch from home on Monday, Tuesday, Wednesday, Thursday. <small>Please contact the school office if you need to change the days your child has a school meal.</small>
<b>Dietary Preferences:</b>	Vegetarian
<b>Medical Diet:</b>	There is no medical diet in place for Stan. <small>If Stan has a food allergy and requires a special menu, please click the button below to request a medical diet.</small>
	<div style="background-color: #90EE90; padding: 5px; display: inline-block; border: 1px solid #ccc;">REQUEST MEDICAL DIET</div>
<b>Dietary Preferences:</b>	
<b>Pending Medical Diet Request:</b>	We have received your medical diet request, submitted on 03/03/2022. Your request is summarised below. Please verify your email address so that we can process your request. Top 14 Allergies - Peanuts

To see details the school office hold about your child (allergies, dietary preferences, FSM entitlement etc) please click the 'details' button at the bottom of the card. If any details on this screen need correcting, please contact the school office.



### TO BOOK A LUNCH

To book a lunch, click the 'Order Meals' button at the bottom of the card. Once the calendar is displayed, display the menu by clicking on the purple calendar date icon, or on the dropdown arrow. Then click your child's choice, by clicking the book button (small booking icon on a mobile device) on the option you want to book. A popup message will confirm that your order has been placed. The calendar will show your child's booked meals for each day.

Please note that the meal booking system shows only those choices which are suitable for your child, based on their dietary preferences. Any unsuitable choices will not be shown.

## FAQS

### I can only see one of my children

This is usually because the school have a duplicate contact in their management system, or they have not correctly linked you to both of your children. Please contact the school and ask them to check their management system. Please note, we only check for your linked children when you log in, so if the school has made a change you will need to log out and in again before the system updates.

### I am not sure whether I have successfully booked a meal?

The calendar will show each confirmed booking next to the date. If there is no choice against a date, you have not booked a meal. Your child's card on the home page will also show the next booked meal.

### I have ordered a meal, but my child's balance hasn't changed. Why?

Your child's account will be debited on the day the meal is taken, rather than in advance. The kitchen staff will confirm your child's attendance, and at that point the balance is updated.

### My child has a food intolerance or allergy, what should I do?

If your child requires a Vegetarian or Halal diet, the system will prevent you from pre-ordering unsuitable items. You must have previously informed the school of your child's dietary requirements.

If you have previously agreed a special menu with your child's school, select the 'Medical Diet' option. The school kitchen will know to make your child's previously agreed option. If you have not registered your child's medical needs with the school, please contact the school office.

### My child requires a Halal diet, but I cannot book the Halal option

This is usually because your child is marked as Vegetarian rather than Halal on the school's system. Please contact the school and ask them to check their records.

### I want to change my child's existing meal order, but I cannot, what should I do?

To make this change, you will need to contact the school office, and ask them to order your child's lunch for you.

### How do I add funds to my account?

Please top up on your child's school payment provider - this will be either ParentPay, SchoolComms, ParentMail or SchoolMoney. Once you have added funds via your payment provider it may take a few minutes for LunchHound to update with the new balance.

### I have previously been able to log in but can't now. Why?

Please check the method you are using to log in. For example, if you clicked the 'Facebook' icon to log in with your Facebook account the first time you used the system, you will not have a username / password combination. You should log in using the same method each time. If you have recently updated your email address with your child's school, you will need to re-register or update your existing email address on the system – see the 'Forgot Password' section below.

## I forgot my password

If you previously signed in via Facebook, Microsoft or Google you will not have a password. Click the Facebook/Microsoft/Google button as applicable.

If you need to reset the password or update the email address for a standalone account:

- Click the 'Forgot Password' link on the login screen.
- Enter your email address (if you need to change your email address please use the old email address, not your new one).
- Retrieve the verification code from your email account and enter it.
- Enter the new password and / or update your email address.

## The system says my email address is not listed in the system

Please check that you are registering an account using the same email address you have provided school. Also check that you have logged in using the same method you registered with. If you are using Facebook, Microsoft or Google to log in, please check that the email address you are logged in with is the same one you provided school.

If your child's school needs to add or update your email address, please note that it may take up to 24 hours for those changes to reach us.

## I have funds on my account, but the system won't let me book any meals as it says I don't have enough funds?

The system takes into account any future bookings. So, if you have 4 meals booked for future dates, you will not be able to book a 5<sup>th</sup> unless you have the funds to cover all 5 meals. If you have recently topped up your account via the school online payment provider, please wait for the funds to clear – it is not immediate.

## The system says 'No school lunch today' on every date I want to book for

The school have your child listed as being on packed lunches in their management system. Please ask them to change your child's meal pattern to 'school lunch'.

## Some of the options are greyed out and I can't book them

This means that your child's dietary preferences are not compatible with the item. For example, your child is marked as vegetarian and the option contains meat. Please contact the school if you think there is a problem with the dietary preference information for your child.

## I have logged in, but I can't see the menu?

Please check you are on the parent pre-order site - <https://orders.lunchhound.co.uk>. If you can see the calendar, please click the purple date button or the drop-down arrow to view the menu for each day.

## I can't see where to log in?

Please check you are on the parent pre-order site – <https://orders.lunchhound.co.uk>.

## When I click on a date to see the menu, nothing happens

Please refresh, or close and re-open the website and try again – you have probably been logged out.

## I can't book more than 4 weeks in advance

The school runs a booking window (e.g. you must book a certain number of days in advance and can book up to a number of weeks in advance).

## SUPPORT WITH LOGGING IN

Please check with the school if you do not know the email address they hold for you – this will be needed for log-in purposes. After verifying that the school does hold your correct email address, if you are still experiencing issues, please contact [parentsupport@lunchhound.co.uk](mailto:parentsupport@lunchhound.co.uk) and include your child's school and name in your email.