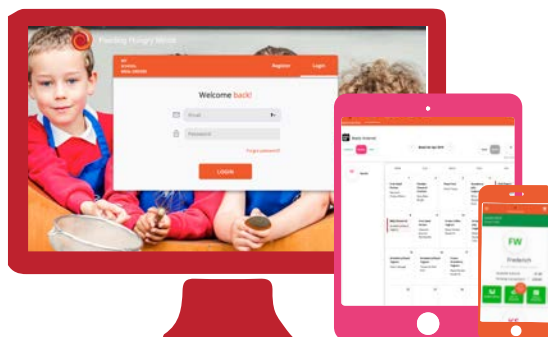


# SCHOOL LUNCH ORDERING

## Your 'How To' Guide

Whether your school has just changed to the new on-line meal payment system, or your child is new to the lunch service, this guide will help you set up your account, add your child/children and start making lunch payments.



Start by accessing our website [Parents.feedinghungryminds.co.uk](https://Parents.feedinghungryminds.co.uk) 

If it's your first time using the ordering website, you will need to register an account...

When you have registered, you can login.



### Register Your Account

1. Click **Register**
2. Fill out your contact details and create a password
3. Check you are happy with our terms and conditions, sign up for our newsletter if you would like to hear from us regularly, and click **Confirm**

When you have confirmed, you will receive an email to validate your account.



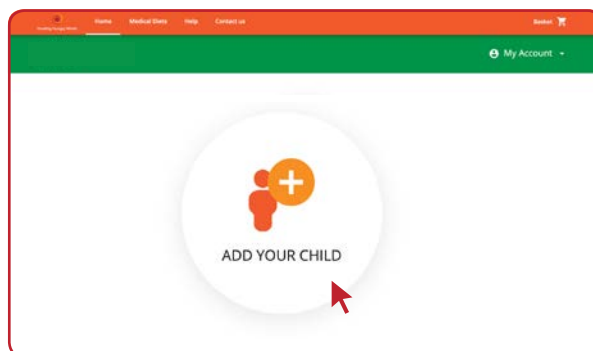
### Login to Your Account

1. Validate your account by clicking the link in the confirmation email, which you will receive after registering
2. Enter the same email address and password as the ones you registered with
3. Click on **Login** which will take you to your account homepage



### Add a Child to Your Account

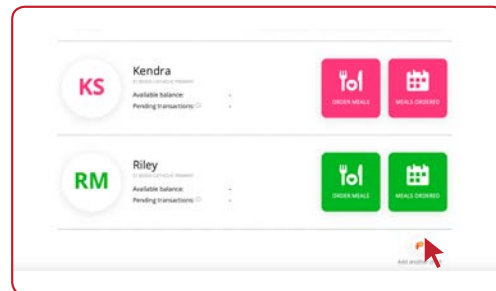
1. Click the **Add Your Child** icon – don't worry if you have more children to add, there will be an option to do this later
2. Fill out your child's details (date of birth is optional)
3. Customise your child's profile by choosing a colour
4. Click **Done** and you will see the profile appear!





## Add Another Child to Your Account

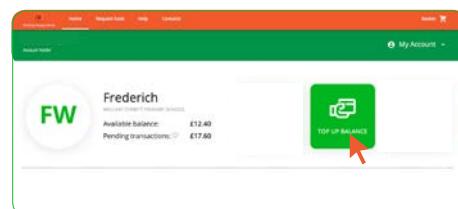
1. Click the **Add Another Child** icon (found on the righthand side of the screen, under the details of the last child added)
2. Complete the details for this child and click **Done**
3. The second child's profile will appear
4. on the homepage
5. Repeat as needed for additional children



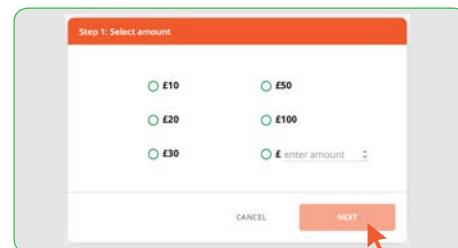
## Topping Up Your Balance

1. Select the **Top Up Balance** icon and proceed to choose the amount you would like to put on your child's account (you can either top up with the suggested amounts or add your own amount)
2. Click **Next** and select **Proceed** to add your payment card (before proceeding, you have the option to save your card details for future transactions, however this is not mandatory)
3. Fill out your card details in the secure payment gateway and select **Pay**
4. If payment is successful, you will receive an email confirming your payment transaction

*If payment is not successful, you will be prompted to enter your details again. If the issue continues, please contact our support team, whose details can be found on the back page of this guide. If there is still an issue, please contact your bank provider.*



Select the top up balance icon



Select your payment amount



Enter your card details

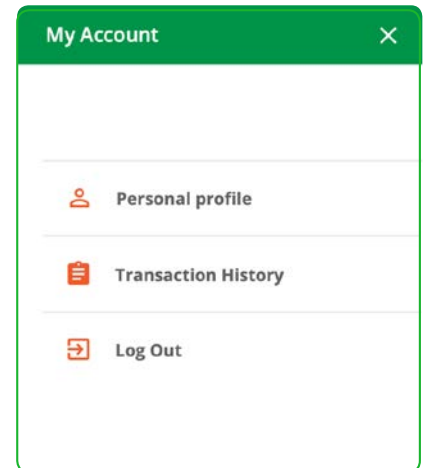
All children in Reception and years 1 and 2 are eligible for free school meals, as are children whose families are in receipt of certain benefits. If this applies to your child/children, you don't need to register for an account.



## Updating Your Account Information & Logging Out

To change your account information:

1. Click on the **My Account** button which will allow you to edit your personal profile, review your stored payment methods and see your transaction history. It will also give you the option to log out.
  - a. **Personal Profile:** Here you can edit your personal details and change your password
  - b. **Transaction History:** Shows the history of the ordering of each individual child's meal by the date and time of the order placement
  - c. **Log Out:** This will log you out of your account



If you are still unclear about anything, please take a look at our "how to" videos on our website available in the **help** section, or take a look at our frequently asked questions (FAQs).

Should you have any further questions, please contact our online ordering support team by emailing [feedinghungryminds@uk.issworld.com](mailto:feedinghungryminds@uk.issworld.com) or calling us on **01924 792334**

