

USING THE LUNCHHOUND CLASSROOM PRE-ORDER BOOKING SERVICE

Visit the LunchHound Classroom Pre-Order Booking Service at <https://orders.lunchhound.co.uk>

Store this URL as a Favourite, or Bookmark, for daily use.

Before you sign in for the first time, the school office should already have authorised you as a 'Teacher' user of the system. Please ensure you sign up using the same email address that the office have authorised.

Sign up using one of the following options:

- **Google or Microsoft** – if you already have an existing account with one of these providers, log into the appropriate provider then choose GOOGLE or MICROSOFT to log into LunchHound. Please note that using your Google or Microsoft account to identify yourself does NOT give us access to that account.
- **Or, Stand-Alone Account** – follow these steps:
 - **If you have not previously registered**, click the 'Sign Up Now' link below the blue Sign In button and follow the instructions. Please note that you will need to enter the verification code sent to your email address in order 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.
 - Once registered, you simply select **SIGN-IN** and enter your email and password.

TO ORDER LUNCHES

- 1) If your class is not displayed, click on the class selection dropdown in the green title bar to choose the correct class.
- 2) The next time you log-in your chosen class will be displayed.
- 3) By default, all children are shown as 'No School Lunch'.

- 4) To start Pre-Ordering, pick a menu option from the choices shown on the left-hand side.
- 5) Click each child who would like that menu option, these choices will be fed automatically to the kitchen.
- 6) If a child requires a special meal for medical reasons, select the SPECIAL DIET option then click on the child.
- 7) If a child is absent, select the ABSENT option then click on the child. If the child is simply late their ABSENT mark will be overridden, and their pre-order selection made, by the school office.
- 8) Once all choices have been made, sign-out of Classroom Pre-Order. The kitchen will be informed of your choices and any students you did not make a selection for will remain as 'No School Lunch'. These can be amended by the office if required.

TO RESET YOUR PASSWORD OR CHANGE YOUR EMAIL ADDRESS

- 1) Visit the LunchHound Classroom Pre-Order Booking Service at <https://orders.lunchhound.co.uk>
- 2) Click 'Sign in'
- 3) Click 'Forgot your password' (under the email address field)
- 4) Follow the instructions to reset your password / change your email – you will need to have access to your email to retrieve the verification code.

TROUBLESHOOTING

UNABLE TO LOG IN

- Please check that you have been authorised by the office.
- Sign in using the same method every time – if you sign in using your School Google account you will not have a password, so username / password login will not work and you cannot 'reset your password'.
- Ensure you are on the correct website – <https://orders.lunchhound.co.uk>

WRONG CLASS DISPLAYED

Choose the correct class from the dropdown list, top right.

MISSING CHILD

We synchronise regularly with your school MIS. New starters may take a day or so to appear, depending on when they were admitted by the office.

CANNOT BOOK A CHOICE FOR A CHILD

If the system does not allow you to select a lunch, or one of the available choices, for a particular child, it will be for one of the following reasons:

- The child has a dietary requirement which prevents them from ordering the item.
- The parent has indicated that the child has a packed lunch on that day of the week (this can be changed by the office).
- The child's parent has pre-ordered from home (a 'House' icon and their choice will be shown) and you cannot override this choice.
- The child does not have enough credit on their account.