

USING THE LUNCHHOUND PRE-ORDER SYSTEM

Log on to the LunchHound online admin website at <https://manage.lunchhound.co.uk>

Your main office email address will have been pre-authorised as an office user by LunchHound. If you are not sure which email address has been configured, please call us on 01625 448844.

From the website home page, click the 'Sign In' button, top right, to begin the sign in process. To log on:

- 1) If you use Google Apps for Education (Gmail) accounts in school, you can log on by clicking the 'Google' button and following the instructions to log on to your school Google account.
- 2) If you use Office365 in school, you can log on by clicking the 'Microsoft' button and following the instructions to log on to your school Office365 account.
- 3) If you prefer, you can create a standalone account and log on to the system using your school email address and a password you specify. To do this, click the link underneath the blue sign in button ('Don't have an account? Sign Up Now') and follow the instructions. As part of this process, the system will generate a code which will be sent to your email address so that we can verify you; therefore, you will need access to your email account to complete this process.

Note that options 1) and 2) above do not give LunchHound access to your Google / Office365 account, we just use Google / Microsoft to confirm your identity so that you can log on to our system without having to remember a password.

If you require logons for additional office users, see the 'Adding new teachers and office staff' section.

HOME SCREEN



Once logged in, you will see a summary chart of home & in school orders for the current date. Below the chart is a list of classes who have not yet submitted any orders using the classroom booking system.

PRE-ORDERS

Click the 'Accounts' menu, then Pre-Orders to access the pre-order screens.

Here, you will be shown a summary of the number of orders of each menu item. You can choose to view the summary by key stage or by class, if you prefer – use the links in the lime green menu bar.

To add or change an order, click the 'Individual' button. You will be shown a list of items on the menu, and a list of your school registration groups. Click the child's registration group or click 'All' to display the whole school.

Select the child's choice, then use the scroll bar, or type the child's name in the search box to find the child you wish to book a lunch for. Existing orders are shown. Click the child's name to order the selected menu item for them.

A red hand icon next to a child's name indicates that the currently selected menu item is not suitable for that child due to a dietary requirement (vegetarian or halal).

A green star icon next to a child's name indicates that they are entitled to a free lunch (either FSM or Infant Free) if you have balance checking enabled on your pre-order system.

A yellow 'PL' icon next to a child's name indicates that their meal pattern is set to a Packed Lunch for that day (only for SIMS schools where meal patterns is enabled).

After the set system cut-off time, you will not be able to enter any more orders. An error message will be shown if this is the case.

To download or print a report of all orders, use the print / download icons, top right. The download icon creates an order spreadsheet, whereas the print icon creates a pdf.

If the menu is been changed, orders made by parents may become invalid. To find these orders, click in the search box and type 'Choice' – the list will update to show only invalid orders. To see/enter orders for a future date, use the arrows next to the dates to change the date shown.

ACCOUNTS

To view accounts in your system, click the 'Accounts' menu, then 'View'

Forename	Surname	Registration Group	Lunch Balance	
Alisa	Abbas	Staff	-£65.52	£ 0
Jessica	Abbott	ASH	£0.00	£ 0
Tamwar	Abdullah	6VC	-£41.55	£ 0
Abjit	Abhra	5BB	-£43.90	£ 0
Alisha	Abhra	5BB	-£43.90	£ 0
Shaquib	Abhra	ELM	£0.00	£ 0
Paul	Abrams	ELM	£0.00	£ 0
Charlotte	Ackton	PINE	£0.00	£ 0
Stan	Ackton	5DT	-£41.55	£ 0
Nancy	Adams	3TO	£0.00	£ 0

You will see all accounts listed. To sort by a column, click the arrow in the column header. To search for a specific account, type the person's name into the search box. To limit the list to show only overdrawn accounts, click the 'Debtors' button.

To view further details for an account (FSM status, dietary requirements, etc.), click the (i) button in the last column. You will be shown more information about the child / staff member and can make temporary changes to their meal pattern, FSM info and allergies if required. Please note that these will be overwritten the next time your MIS sync runs.

For children requiring a medical diet, please use the switch on the 'Dietary Needs' tab.

OFFICE USER GUIDE



Home Accounts Menus Reports Admin Sign Out

LUNCHHOUND

Home Meal Patterns Dietary Needs

Shaquib Abhra

Lunch Balance: £0.00

Registration Group: ELM

Infant Free: Yes

Roll Status: ☒ On Roll

Allowed Services: ☒ Allow Lunch (Note: if you switch 'Allow Lunch' to 'Off' then the parent will not see the child on the parent booking system.)

☒ Allow Other Services (e.g. Snack)

FSM Eligibility: Not Eligible [ADD ELIGIBILITY](#)

Till Notes:

[SAVE NOTES](#)

[Help](#)

To view a child's statement, click the '£' sign in the last column. You will see a list of their recent transactions, in date order.

Home Accounts Menus Reports Admin Sign Out

LUNCHHOUND

Account Statement

Start Date: 1 June, 2020 End Date: 25 March, 2021

[PRINT](#)

Statement for Tamwar Abdullah between 01/06/2020 and 25/03/2021

Balance -£41.55

Transaction Date	Transaction Type	Description	Credit Amount	Debit Amount	Previous Balance	New Balance
29/06/2020	Till sale	Veggie Meatballs in Tomato Sauce	£0.00	-£2.30	£0.00	-£2.30
30/06/2020	Till sale	Veggie Meatballs in Tomato Sauce	£0.00	-£2.30	-£2.30	-£4.60
01/07/2020	Till sale	Veggie Meatballs in Tomato Sauce	£0.00	-£2.30	-£4.60	-£6.90
02/07/2020	Till sale	Veggie Meatballs in Tomato Sauce	£0.00	-£2.30	-£6.90	-£9.20
06/07/2020	Till sale	Veggie Meatballs in Tomato Sauce	£0.00	-£2.30	-£9.20	-£11.50
07/07/2020	Till sale	Veggie Meatballs in Tomato Sauce	£0.00	-£2.30	-£11.50	-£13.80
13/07/2020	Till sale	Veggie Meatballs in Tomato Sauce, Cucumber Sticks, Single Banana	£0.00	-£2.30	-£13.80	-£16.10
06/08/2020	Till sale	Veggie Meatballs in Tomato Sauce, Cucumber Sticks, Single Banana	£0.00	-£2.30	-£16.10	-£18.40
07/08/2020	Till sale	Veggie Meatballs in Tomato Sauce, Cucumber Sticks, Single Banana	£0.00	-£2.30	-£25.30	-£27.60
10/08/2020	Till sale	Veggie Meatballs in Tomato Sauce, Cucumber Sticks, Single Banana	£0.00	-£2.30	-£20.70	-£23.00
11/08/2020	Till sale	Veggie Meatballs in Tomato Sauce, Cucumber Sticks, Single Banana	£0.00	-£2.30	-£23.00	-£25.30
12/08/2020	Till sale	Veggie Meatballs in Tomato Sauce, Cucumber Sticks, Single Banana	£0.00	-£2.30	-£18.40	-£20.70

[Help](#)

SERVED MEALS

When a child takes their lunch during the lunch service, the kitchen staff acknowledge this at the till point. This information is then fed back into the system after service. Once this information is processed, the child is charged for their meal and the transaction information is available to view online. Please note that this is not an instant process – at peak times this may take a few hours to show.

OFFICE USER GUIDE



If a child pre-orders a meal but it is not acknowledged at the till point, a transaction is not generated, and the child is not charged. This is known as a 'No-Show'.

Ad-hoc transactions (i.e. transactions for which there is no corresponding pre-order) can also be entered by the kitchen staff at lunchtime. These are known as 'Extras'.

To view a list of transactions for individual children, click 'Accounts' then 'Transactions'. By default, today's transactions are shown. You can filter the list by service & class using the drop-down boxes.

To see more details about an individual transaction, click the 'i' icon in the final column.

Below the list of transactions, you will see a list of 'No-Shows'. These are children or staff members who ordered a lunch but there is no corresponding confirmatory transaction on the system. Parents will not have been charged, therefore you may need to process these transactions if the meal was actually taken. To submit a no-show for processing, click the 'Submit' button next to the order details. Please note that this button does not become visible until the day after the date the order was for (i.e. you cannot process a no-show in the afternoon after the lunch service, as it may actually have been entered by the kitchen but not sent for processing yet).

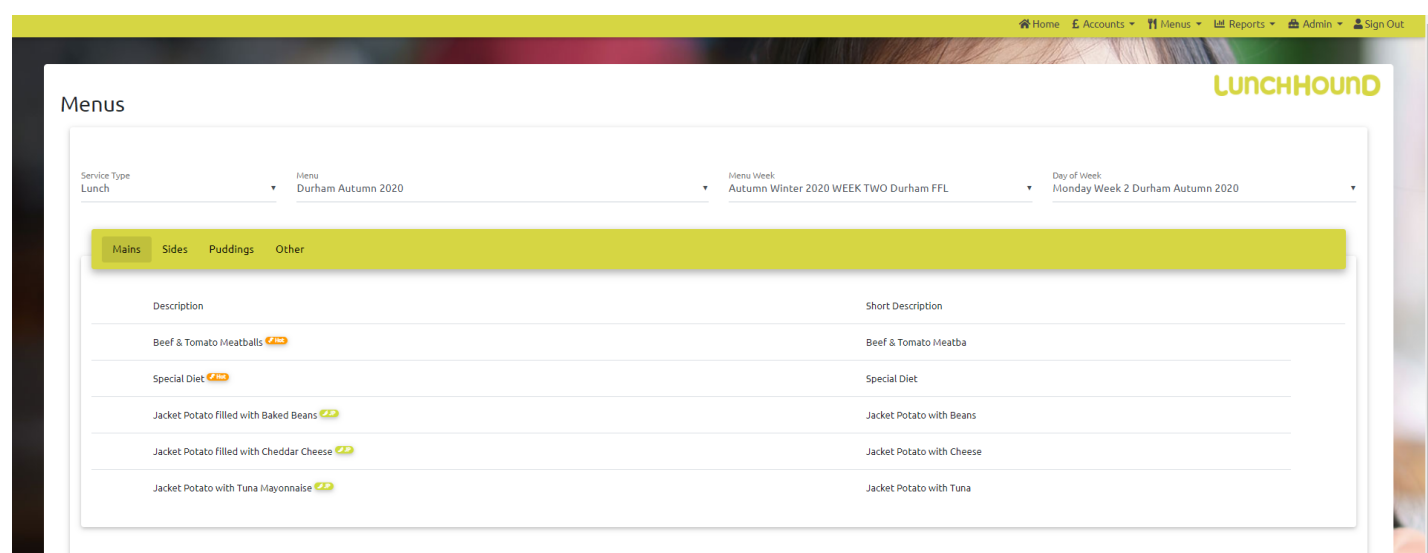
PAYMENTS

To view payments downloaded from your payment provider, click 'Accounts', then 'Payments'.

A list of all payments is shown. Note that payments are not downloaded instantly from your payment provider, they are downloaded on a schedule to prevent overloading the payment provider servers. You may need to wait an hour or so for a new payment to appear on the system. Parents should be made aware of this if you have balance checking on pre-order enabled, as an early morning payment may not be processed in time to allow a child to order.

MENU

To view the current menu, click the 'Menus' menu, then 'Menu Builder'. This will show you the weeks and days in your menu rotation, and the items on the menu for each day.



The screenshot shows the LunchHound Menu Builder interface. At the top, there is a navigation bar with links: Home, Accounts, Menu, Reports, Admin, and Sign Out. The main header area displays 'Menus' on the left and the LunchHound logo on the right. Below the header, there are four dropdown menus for filtering: Service Type (set to Lunch), Menu (set to Durham Autumn 2020), Menu Week (set to Autumn Winter 2020 WEEK TWO Durham FFL), and Day of Week (set to Monday Week 2 Durham Autumn 2020). A horizontal tab bar below these filters includes 'Mains', 'Sides', 'Puddings', and 'Other', with 'Mains' currently selected. The main content area is a table with two columns: 'Description' and 'Short Description'. The table lists five menu items, each with a green checkmark icon in the Description column.

Description	Short Description
Beef & Tomato Meatballs ✓	Beef & Tomato Meatba
Special Diet ✓	Special Diet
Jacket Potato filled with Baked Beans ✓	Jacket Potato with Beans
Jacket Potato filled with Cheddar Cheese ✓	Jacket Potato with Cheese
Jacket Potato with Tuna Mayonnaise ✓	Jacket Potato with Tuna

If you would like to see the dates for which your menus have been scheduled, click the 'Menus' menu, then 'Menu Dates'. You will see a calendar view of any upcoming menu dates & school holidays. If anything is incorrect, please log a support call.

Menu Dates

March 2021

Monday	Tuesday	Wednesday	Thursday	Friday
01 Mar Monday Week 1 Durham Autumn 2020	02 Mar Tuesday Week 1 Durham Autumn 2020	03 Mar Wednesday Week 1 Durham Autumn 2020	04 Mar Thursday Week 1 Durham Autumn 2020	05 Mar Friday Week 1 Durham Autumn 2020
08 Mar Monday Week 2 Durham Autumn 2020	09 Mar Tuesday Week 2 Durham Autumn 2020	10 Mar Wednesday Week 2 Durham Autumn 2020	11 Mar Thursday Week 2 Durham Autumn 2020	12 Mar Friday Week 2 Durham Autumn 2020
15 Mar Monday Week 1 Durham Autumn 2020	16 Mar Tuesday Week 1 Durham Autumn 2020	17 Mar Wednesday Week 1 Durham Autumn 2020	18 Mar Thursday Week 1 Durham Autumn 2020	19 Mar Friday Week 1 Durham Autumn 2020
22 Mar Monday Week 1 Durham Autumn 2020	23 Mar Tuesday Week 1 Durham Autumn 2020	24 Mar Wednesday Week 1 Durham Autumn 2020	25 Mar Thursday Week 1 Durham Autumn 2020	26 Mar Friday Week 1 Durham Autumn 2020
29 Mar Monday Week 1 Durham Autumn 2020	30 Mar Tuesday Week 1 Durham Autumn 2020	31 Mar Wednesday Week 1 Durham Autumn 2020	01 Apr Thursday Week 1 Durham Autumn 2020	02 Apr Friday Week 1 Durham Autumn 2020

If you would like to view information about items on your current menus, for example, allergen and nutrition information, click 'Menu' and 'Recipes'. Click a recipe name in the list on the left hand side to display information about that recipe.

Recipes

Service: Lunch | Menu: Durham Autumn 2020

Search:

Apple Crumble	Jacket Potato with Tuna Mayonnaise
Apple Wedges	Description Jacket Potato with Tuna Mayonnaise
Arrabbiata Sauce	Short Description Jacket Potato with Tuna
Baked Beans	Item Type Main
Baked Beans Lasagne	Item Sub Type No Sub Type
Banana Accompaniment for Biscuits/Cookies	<input checked="" type="checkbox"/> Office Bookable <input checked="" type="checkbox"/> Classroom Bookable <input checked="" type="checkbox"/> Parent Bookable
Beef & Tomato Meatballs	Allergens Contains Fish or Fish Products Contains Eggs / Egg Derivatives
Beef Mince Bolognese	Dietary Not Suitable for Vegetarians Not Suitable for Halal Diet
Boiled Potatoes	Contains None
Bread to accompany meals	

CONTACTS

To view all contacts in the system, click the 'Admin' menu, then 'Contacts'.

Kayoosh Zafar - Zafar@example.com is linked to Enisa Zafar, Layla Zafar

Show all students ☐ Only show students with no contacts

0 % of your students have a registered contact.

Forename	Surname	Contact Forename	Contact Surname	Contact Email	Registered	Welcome Email Sent	
Jessica	Abbott	Kevin	Abbott	Abbott@example.com	✗	✗	SEND WELCOME EMAIL
Tamwar	Abdullah	Usaf	Abdullah	Abdullah@example.com	✗	✗	SEND WELCOME EMAIL
		Aneeta	Abdullah	Abdullah@example.com	✗	✗	SEND WELCOME EMAIL
Abjlt	Abhra	Pari	Abhra	Abhra@example.com	✗	✗	SEND WELCOME EMAIL
		Nilesh	Abhra	Abhra@example.com	✗	✗	SEND WELCOME EMAIL
Alisha	Abhra	Nilesh	Abhra	Abhra@example.com	✗	✗	SEND WELCOME EMAIL
Shaquib	Abhra	Pari	Abhra	Abhra@example.com	✗	✗	SEND WELCOME EMAIL
		Nilesh	Abhra	Abhra@example.com	✗	✗	SEND WELCOME EMAIL
Paul	Abrams	Kevin	Abrams	Abrams@example.com	✗	✗	SEND WELCOME EMAIL
		Jill	Abrams	Abrams@example.com	✗	✗	SEND WELCOME EMAIL
Stan	Ackton	Richard	Ackton	Ackton@example.com	✗	✗	SEND WELCOME EMAIL
		Kimberly	Ackton	Ackton@example.com	✗	✗	SEND WELCOME EMAIL
Charlotte	Ackton	Richard	Ackton	Ackton@example.com	✗	✗	SEND WELCOME EMAIL
		Kimberly	Ackton	Ackton@example.com	✗	✗	SEND WELCOME EMAIL

Help

All students are listed, together with details of any parent/guardian emails held in the system. You can also see whether the parent /guardian has registered. To invite a new parent to register, click the 'Send Welcome Email' button next to their contact details. This generates a standard email inviting them to register for an account. You can see whether a parent has registered – a green tick will be displayed in the 'Registered' column.

If a student has missing contact details, please check that you have entered their email address correctly in your MIS and also that they are correctly linked to their child with priority 1 or 2, and have parental responsibility. Please also check that, in the case of siblings, you have linked all siblings to the same contact record. If you have duplicate contacts in your MIS these will be indicated in the red error box at the top of the screen. After correcting any issues in your MIS, please remember to wait 24 hours for Groupcall to synchronise the changes.

To allow a parent to access the system without having their email address in your MIS, you will need to generate them an activation code. To do this, click the 'Generate Activation Codes' button at the top of the screen. When the activation codes screen is displayed, pick a class to generate activation codes for. You can then print an individual code, or download / print all codes. Parents can then use these codes to link a child to their account.

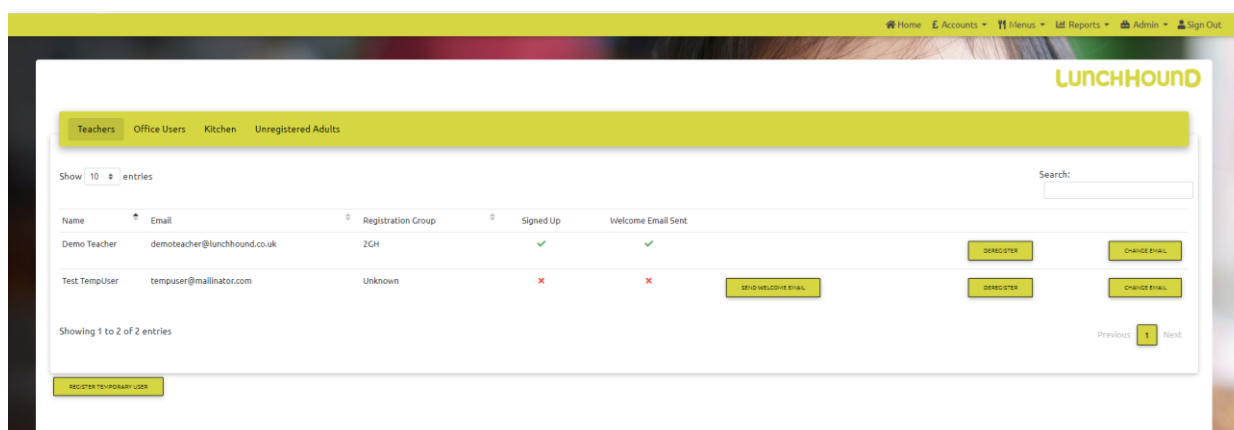
MIS SYNC

Please note that the system synchronises with your MIS overnight, therefore any changes to your MIS will not be reflected in the system until the following day. Should you wish to refresh your data sooner than this, please log on to Groupcall (manage.groupcall.com) and click 'Refresh my data now'. Your sync request will be processed but may take some time to complete (normally a couple of hours).

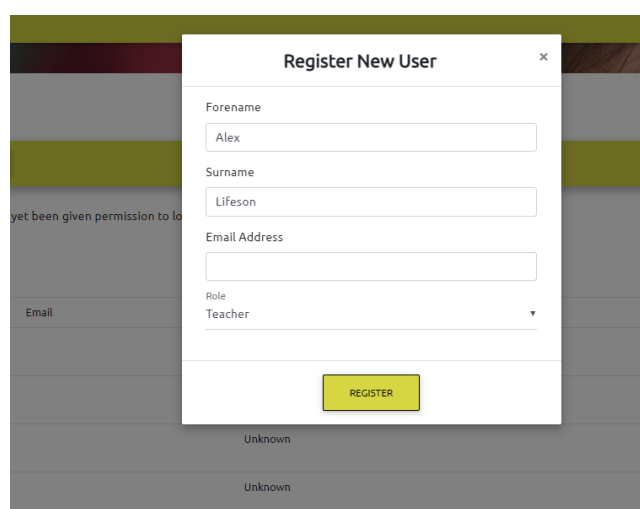
If you are planning to change your school MIS, please let us know in plenty of time as we will need to confirm support and plan migration to your new system.

ADDING NEW TEACHERS AND OFFICE STAFF

To authorise teachers and office staff to log on to the classroom booking or office admin parts of the system, first ensure that they have been added to your school MIS system and have had a LunchHound account created by the sync process. Then, click the 'Admin' menu, then Users. You will be shown a list of your currently registered teachers, and a list of currently registered office staff. Click on the 'Unregistered Adults' tab to display all staff members imported from your MIS who have not yet been granted access to log on to the system. Please note you only need to register accounts for staff members who need to use the office or classroom ordering system – you do not need to register staff members to if they just want to buy a lunch.



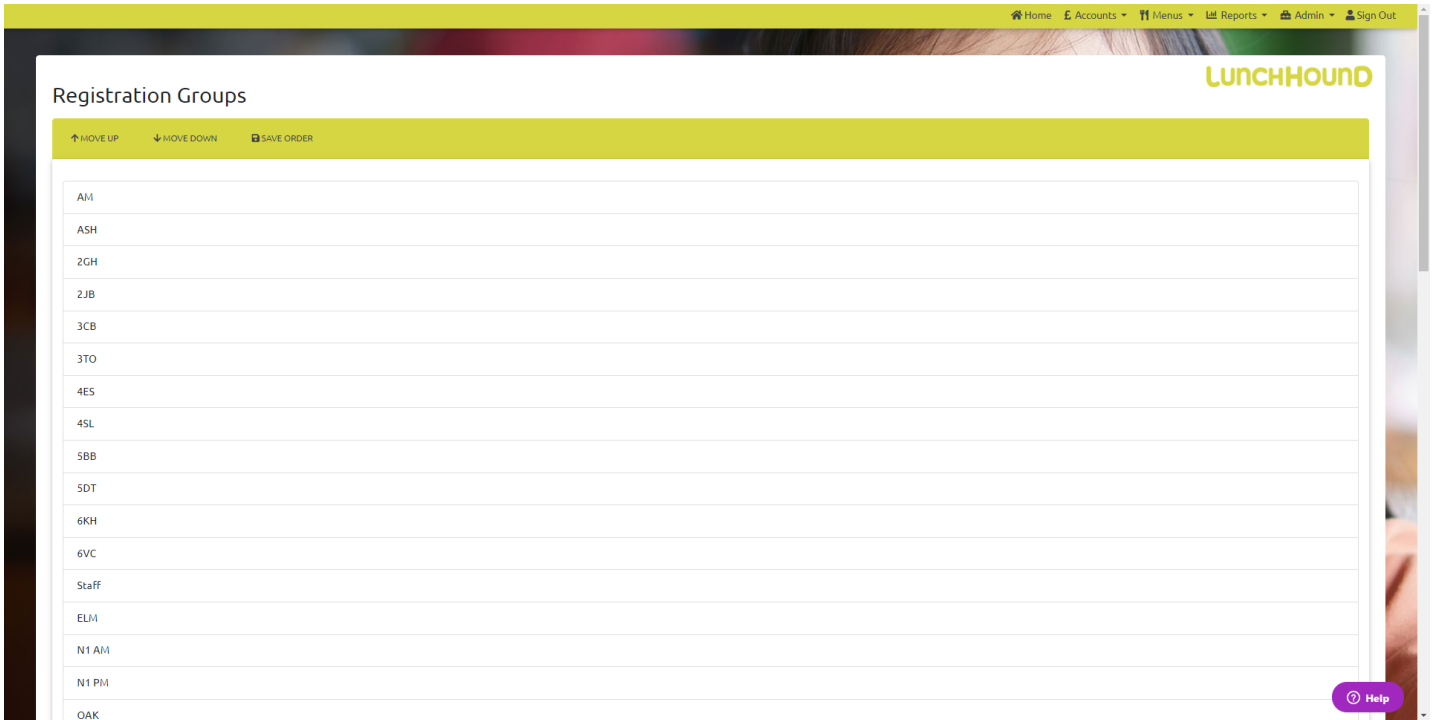
Click the 'Register' button next to the new staff member.



The forename, surname and email address (if available) will be shown. If there is no email address displayed, please enter the email address for the new staff member, then select whether this user should be an Office or Teacher user. Click Register to create this new system user. The staff member can then log in using their Microsoft or Google account, or sign up for a standalone account (see the teacher instructions for details) and will be asked for a password during this process.

If the user you want to add will never be in your school MIS (e.g. a supply teacher), scroll down to the bottom of the screen and click 'Add a temporary user' then add their details.

GENERAL MAINTENANCE



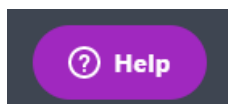
If your classes are not showing in the correct order, click the 'Admin' menu, then 'Groups'

Use the 'Move Up' and 'Move Down' buttons to order your Registration Groups and Year Groups, then click 'Save Order' when you are happy with the order. You can also use this screen to view & amend infant free, key stage and price group information for each year group.

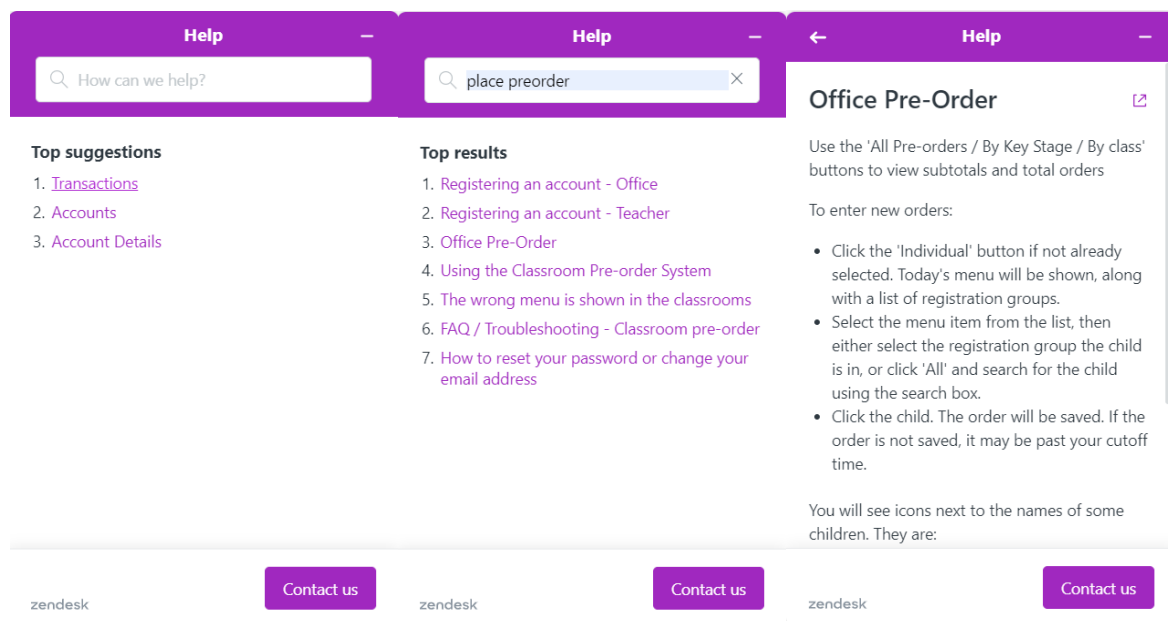
HELP

To display help information for the current screen you are viewing, click the 'Help' button at the top right of the screen. This will open the help information in a new browser tab. Close the tab to return to the page you were viewing.

In the bottom right-hand corner of every page is the Help button.



The Help will suggest search terms based on which page you are on. Alternatively, you can enter a term as all help is available to search and it will present a list of results from our knowledge base. The help will provide all the information you need to perform the task or understand the information on the screen.



The Contact us button enables you to send an email direct to our LunchHound support desk if you are unable to find the information within the help.

←

Contact us

—

Your name

Email address

How can we help you?

Attachments

Add up to 5 files

zendesk

Send