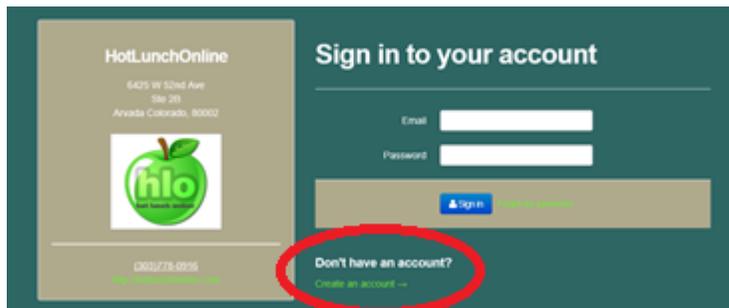
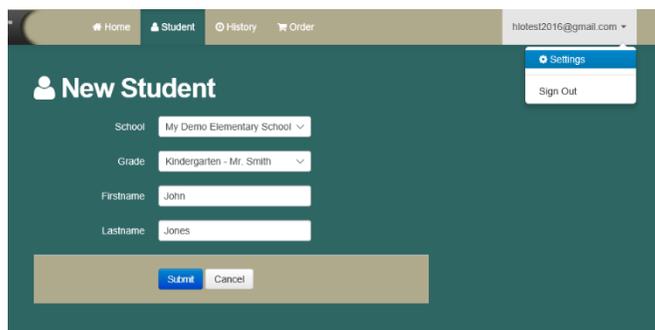


Parent Instructions for using HotLunchOnline

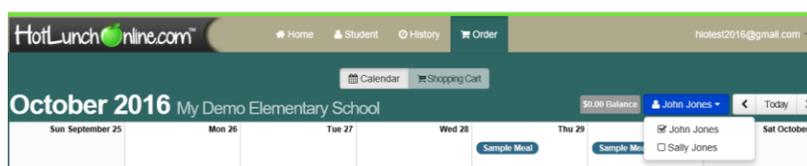
1. Go to your school's ordering link and select to create a new account: [link]



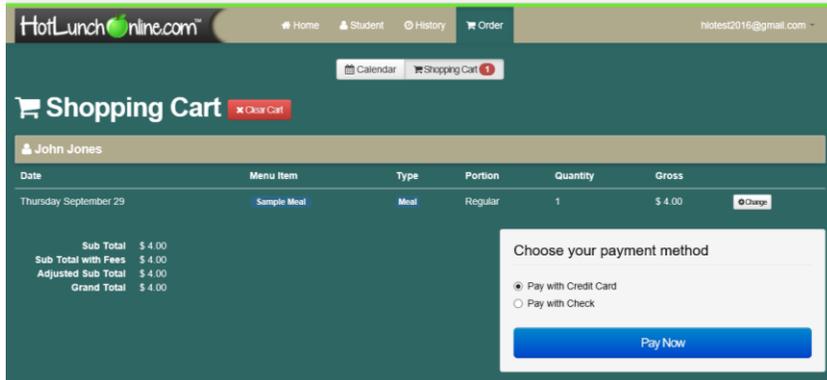
2. Enter your information, then log in to your new account.
Go to Student; select to add a new student. Enter your student's information and click Submit
If your school allows you to save your card information, go to your settings in the upper right and save your payment profile before making an order.



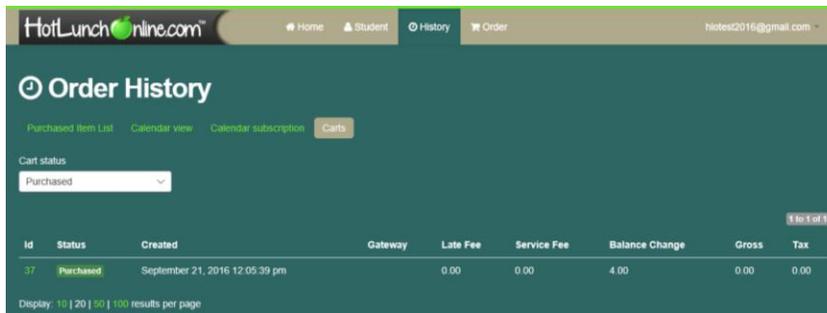
3. Go to Order. Click on the items you would like to order, confirm the options and select to add the item(s) to the cart. *Change between student ordering menus in the upper right and check out only once for everyone!*



4. Select the shopping cart (top middle) or Review Order (bottom right), then choose your payment method and Pay Now.



5. Follow the instructions for your chosen payment method, be sure to fully complete the payment. You will receive a confirmation email when the order is successful. You can also view the order in your account history. You can view order by cart, calendar view or item list. You can activate the calendar subscription to import your purchase notifications to a personal calendar.



FAQ

Why is the calendar empty for the date I want to order? The calendar will only display items that are purchased or can be purchased. If you are past the order deadline for a day, there will be no items displayed to order.

Why did my student not receive the meal I ordered? If you see the meal in white (purchased) on your calendar, but your student was not on the list, most likely the grade in their profile is incorrect. Go to “student” tab > select the action menu to the right of your student > edit > choose the correct grade and save.

How do I know my order deadline? Your school lunch administrator can tell you the order policy for your school.

How do I change/cancel an order? You are able to make changes to your order until the order deadline has passed. Go to the Order tab > click on the item you would like to remove (purchased items are white) > click on credit/cancel purchase. The purchase price for the item will be automatically credited back to your account to use for a future purchase.

How do I know the order went through? Completed orders are shown on the History tab or displayed on your Order calendar in white. You will also receive an email summary confirming successful orders.

I clicked Pay Now, but my cart shows as “Not Processed” on the History tab, what happened? Your payment was not completed. Please place another order, be sure to confirm your card information before you submit the payment.

Why does my cart say “Pending?” When you submit payment by check, the order will pend until your school/caterer marks the check as received.

Who do I contact if I’m having trouble ordering? Please contact HotLunchOnline support at 866-529-2064.

Who do I contact to ask about the menu? Please contact your school or caterer. Their information can be found on the login page for your account.