

# HOT LUNCH

## HOTLUNCHES.NET HELPFUL TIPS – 2023/2024 FOR PARENTS

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### SETTING UP AN ACCOUNT IN HOTLUNCHES.NET

- Only 1 account is required per family.
- Each student will need to be added to the family account – please be sure to enter the student into their correct class (you will need to know their teachers name, or their division number).
- Enter students by clicking on the ‘STUDENT’ tab, then ‘ADD NEW’.
- Once entered, students will show up as verified, or unverified. This makes no difference to the account and will not affect hot lunch orders.

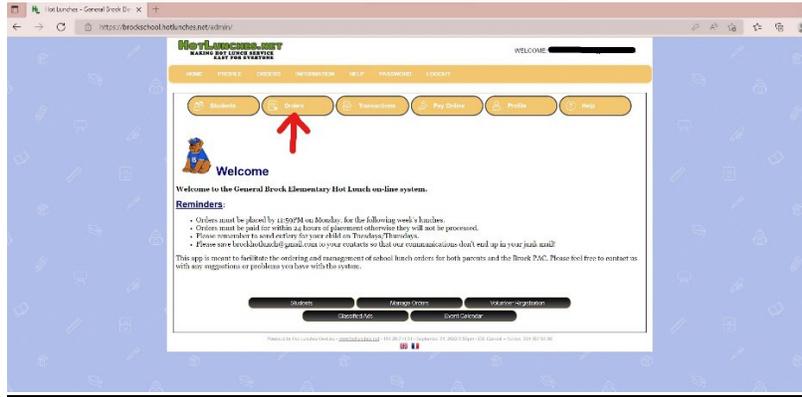
### PLACING A HOT LUNCH ORDER

- Orders can be placed each week, or you can order for an entire month or season.
- Orders can be placed by clicking the ‘ORDER’ tab. Choose the month and the student you wish to order for and click ‘ORDER’. All available hot lunches for that month will be listed by date.
- If an upcoming hot lunch date isn’t visible on hotlunches.net that means it is past the order deadline for that date.
- If ordering for multiple children, please place your orders for all children, then make 1 payment transaction for the total amount owed.
- Orders can be changed or cancelled up until the order deadline. Cancelled orders will be refunded as a credit to your hotlunches account and can be used towards future lunch orders.
- You will receive a confirmation email once an order is placed. A separate payment confirmation email will be sent once your payment is complete.
- Account balances can be found under the ‘TRANSACTIONS’ tab.

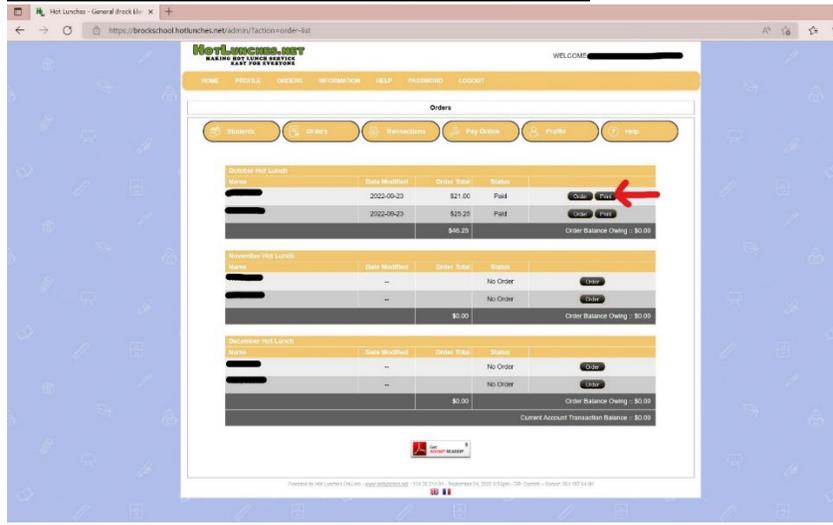
### TRACKING YOUR ORDERS

- Reminder emails will be sent every Monday with your order details for that week.
- Orders can be tracked manually through your online account. Order summaries can be saved or printed at home for easy access. This is a great option for families that order for a full month or season at once. Please follow the steps below to create an easy to track order summary for your child/children.

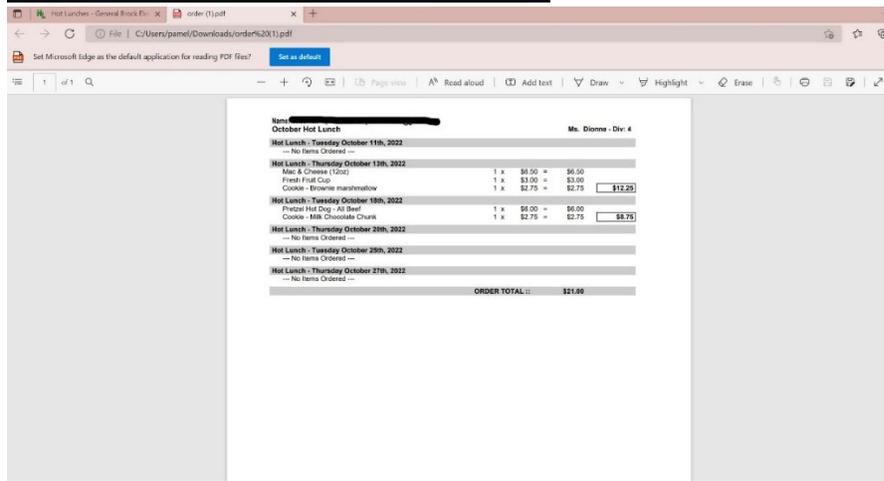
## STEP 1 – CLICK ON THE ‘ORDERS’ TAB



## STEP 2 – CLICK ON THE ‘PRINT’ BUTTON



## STEP 3 – CHOOSE TO SAVE OR PRINT



## **TROUBLESHOOTING**

- On the homepage there is a 'HELP' tab with instruction guides and FAQ's
- If you need any further assistance, please reach out to the Hot Lunch Team – [brockhotlunch@gmail.com](mailto:brockhotlunch@gmail.com)