

SchoolGrid Ltd
Rowan House
Quarrywood Court
Livingston EH54 6AX

User Guide

Parents

A small but important note:


If you have any concerns or questions, or require further assistance, please do not hesitate to contact us.

For more information, please call:

SchoolGrid Support
01506 300310

Getting Started with SchoolGrid

Once your account has been set up with the School, you will receive an email from **SchoolGrid: No Reply** (no-reply@schoolgrid.co.uk). This email will contain the steps you need to set up your account. The email will be as follows:



Dear SchoolGrid User,

Your school has created a SchoolGrid account on your behalf!

The email address that has been registered is XXXXXXXXXX@schoolgrid.co.uk, and this will be required to login & create your password.

To confirm your account, and create a password, [click here](#).
Alternatively, copy and paste the link below in your web browser.

https://app.schoolgrid.co.uk/email_confirmation.aspx?email=a2VtZWl6YWE5OUUBnbWFpbC5jb20&token=CfDJ8Kz28pOzQd5lhYF1hrA-8ATqvn0EYMXErYC8Q-rt5sqnifeZGL55Xya5OPaR3dSCih9aUwdOnc2Sj9b0RJ1kvQU2wPJb0YH7oWaR-_pN0ysKDvJHIZyAWcjcDjaliibkuOFL6usqdvCdLyCQQMKHEhyvzh-5MdBKzqMDosORkZdf5bvd4TTvOCMxUZN5k8b09FZIJ83j7aY2sr7n4izyddg

Note: The above link is only valid for **24 hours** and can only be used once.

Yours Faithfully,

SchoolGrid Customer Services
[+44 \(0\)1506300310](tel:+441506300310) (8:30am to 4:30pm)
support@schoolgrid.co.uk

Note: To avoid having our emails go into spam, please add no-reply@schoolgrid.co.uk to your address book. If you found this message in your spam folder and know how to do so, please mark it as 'not spam'.

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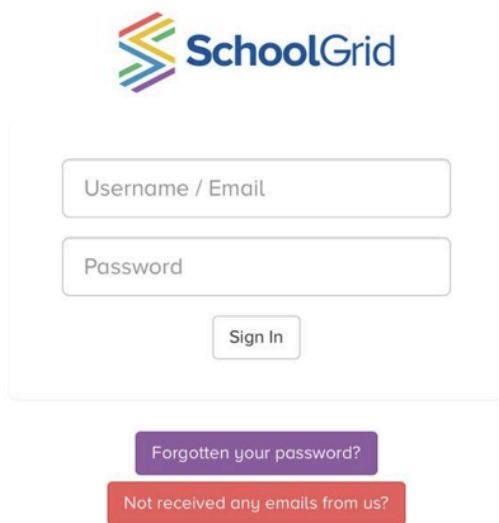
Please be advised that the link in this email is only valid for **24 hours**. Should this time frame expire, kindly contact the school to request a new link.

The blurred section will contain the email address you provided to the school.

Simply click on the link that is provided in the email, which will take you to a page where you can set up your account.

When creating your password, please ensure it's **at least** 8 characters long and includes a mix of lowercase and uppercase letters, along with a special character or number.

Once your password is set up, you can log in by visiting app.schoolgrid.co.uk



This is what the log in page looks like.

Your **Username** will be the **email** address you are registered on SchoolGrid with.

Your **Password** will be the same as you set up.

[Privacy Policy](#) [Terms of Use](#)

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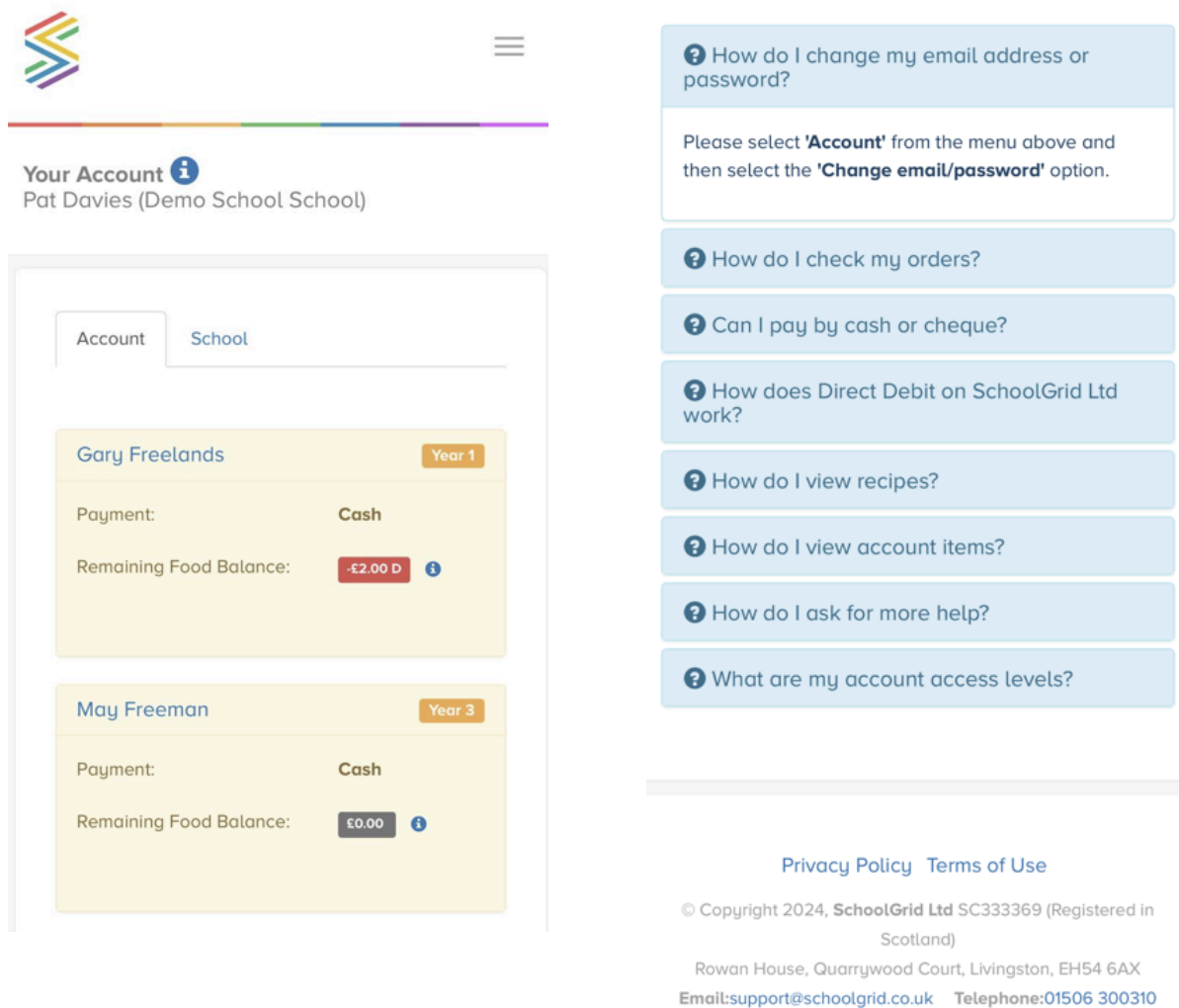
Rowan House, Quarrywood Court, Livingston, EH54 6AX

Email: support@schoolgrid.co.uk Telephone: 01506 300310

You can bookmark the site on your mobile device, and click the “share” button to add it to your home screen. This will allow it to function just like an app.

Navigating the website

Once you have logged in, this is what your home page would look like:



The screenshot shows the user account page for Pat Davies (Demo School School). The page is divided into two main sections: account balances and a help menu.

Account Balances:

Account Name	Year	Payment	Remaining Food Balance
Gary Freeland	Year 1	Cash	-£2.00 D
May Freeman	Year 3	Cash	£0.00

Help Menu:

- How do I change my email address or password?
- How do I check my orders?
- Can I pay by cash or cheque?
- How does Direct Debit on SchoolGrid Ltd work?
- How do I view recipes?
- How do I view account items?
- How do I ask for more help?
- What are my account access levels?

Footer:

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Image A

Image B

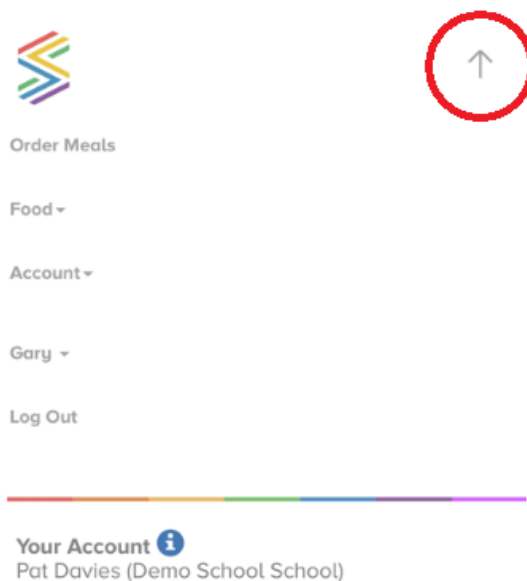
Image A – This page provides an overview of your child/children’s accounts, including their current account balances.

Image B – As you scroll further down, you'll find an FAQ section that answers most of the common questions.

Click on the three horizontal lines in the top right-hand corner to open a menu containing various options, enabling you to explore the range of features available on our website.



The menu will appear as shown below. To close it, simply click the upward-pointing arrow.

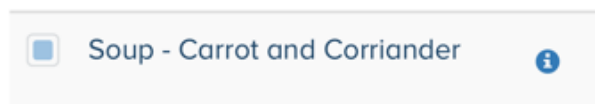


Order Meals

On this page, you can view the items available for order for your child. Please be aware that orders cannot be placed or amended after 8:45 am on the day of the order. However, the cut-off time may vary depending on your school, we would advise that you confirm this with them.

This page displays the full week for the relevant period, allowing you to place orders for multiple days in advance. To make an order, click on the box next to "W/C" and select the Monday of the week you wish to order for.

You can then tick the box to choose the meal you would like to order for your child. Please refer to the image below for guidance:

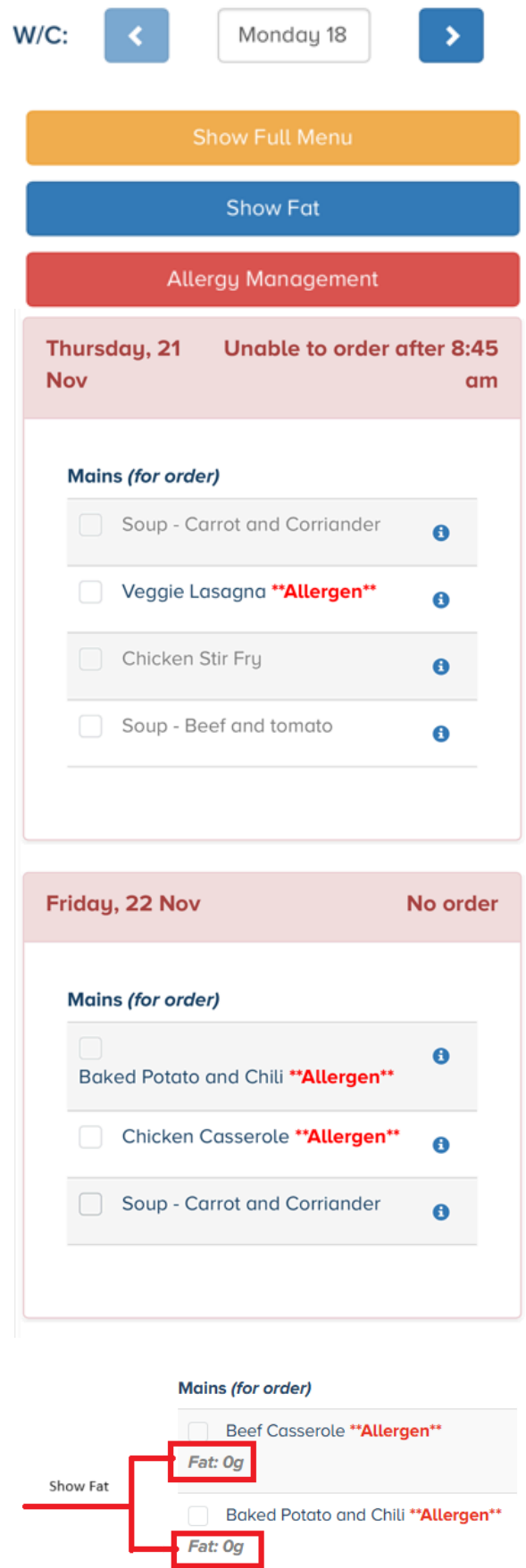


You can cancel or amend a meal order by clicking the "Cancel/Remove Meals" button, which appears only if an order has been placed for the day.



The **Full Menu** will display the accompaniments and desserts available for the day. Depending on your school, desserts will be offered based on availability.

Show Fat will provide the nutritional information for fat content in each meal.



W/C: < Monday 18 >

Show Full Menu

Show Fat

Allergy Management

Thursday, 21 Nov Unable to order after 8:45 am

Mains (for order)

- Soup - Carrot and Corriander *i*
- Veggie Lasagna ****Allergen**** *i*
- Chicken Stir Fry *i*
- Soup - Beef and tomato *i*

Friday, 22 Nov No order

Mains (for order)

- Baked Potato and Chili ****Allergen**** *i*
- Chicken Casserole ****Allergen**** *i*
- Soup - Carrot and Corriander *i*

Mains (for order)

- Beef Casserole ****Allergen****
Fat: 0g
- Baked Potato and Chili ****Allergen****
Fat: 0g

Show Fat

Allergy Management will direct you to a page where you can set up and manage the allergens for your child.

Additionally, you can click the blue information button next to each meal to view the recipe and ingredients used, provided that the caterer for your child's school has made this information available.

Some meals may be unavailable for ordering due to allergens already recorded on your child's account.

Food

The food section contains the following features:

Food ▾

Allergens

Current orders

Compliment the cook

View recipe book

Review dishes

Allergens

We at SchoolGrid only provide the software for your child's school and school caterer, **HCL**. Any request with regards to allergens or dietary notes need to go through the caterer directly.

If the school is already aware of your child's allergy, then the likelihood is they have already passed on the information and are awaiting it being updated.

i Important: Diet & Allergy Protection Mode
Caterer Controlled - please read

Your school's council / caterer requires medical confirmation to update your child's allergy or dietary details, please contact your caterer.

By submitting dietary / health information on this page, you consent to the processing of this data for the purpose of health and safety by HCL Ltd.

However, if you do want to confirm they have the information then you can contact them by email at menusystemssupport@hcl.co.uk or by phone on **01707 938625**.

Current Orders

This is an informative page that provides a summary of the orders you have made for your child.

Orders List Gary Frelands (Year 1)

Orders List for Gary Frelands (Year 1)

Thursday 21 Nov 2024 07:43

Date	Order
Fri, 22 Nov	Soup - Carrot and Corriander

Compliments To the Cook!

If your child enjoys their meals, why not make the cook's day and drop them a quick compliment by filling in the box below.

Simple compliments only please! No questions, requests or and other feedback (they should go to SchoolGrid support).

The cook **will not be able to reply** to your comments, and we will review and remove any parts of messages that are not simple compliments.

With Compliments,

Pat Davies

Send Compliment

Compliment the Cook

Did your child enjoy their meal? You can send a brief message to the cook to share your compliments and let them know they did a great job!

View Recipe Book

On this page, you can explore the various recipes offered by the caterer. It includes details of the ingredients and cooking methods, should you ever wish to recreate any of these meals in the comfort of your own home.

Recipe Book Recipes

- Meat Dishes
- Fish Dishes
- Vegetarian Dishes
- Sides & Drinks
- Desserts

Recipe	Average Rat...
Dessert - Bannana Slice	☆☆☆
Dessert - Chocolate Cake	☆☆☆
Dessert - Cranachan	☆☆☆
Dessert - Crispy Biscuits	☆☆☆
Dessert - Fresh Fruit	☆☆☆
Dessert - Fruit salad and yoghurt	☆☆☆
Dessert - Ice Cream	☆☆☆
Dessert - Oat Cookies	☆☆☆

Review Dishes

On this page, you can rate dishes that your child has tried. Please note that your child must have had the dish at least three times before you are able to rate it.

Account

Here are the subsections of the Accounts Menu, where you can make payments, update your details, and view your account activity.

View Activity

The Transactions section of this page will display any past orders, payments made to the account, and funds reserved for any future orders that have been placed. Whilst this is not instantly deducted from the account, it does show you the remaining balance available on the account for spending, after the meal orders have been placed.

The Messages section shows any emails sent to your registered email address.

Account ▾

- View activity
- Change email / password
- Set spend limit
- Direct Debit
- Make card payment
- Communication
- Manage Contact Details

Account History


Currently viewing **Food** account history.

Show me:

Transactions

Date	Description	Amount	Balance
	Future Orders Placed	-£2.00	-£2.00

Messages

 No messages to display

These may include arrears notifications, order cancellations, Direct Debit collections, or other correspondence related to your account.

Change Email/Password

This section allows you to update your email address or password.

Change Contact Email Address

Your current email address is used to log in & to contact you. If changed we will send an email to your new email address asking you to confirm it.

Current email address:
pat.davies@schoolgrid.co.uk

New email address:
example@domain.com

Confirm new email address:
example@domain.com

Update

Change Password

Old password:
Old Password

New password:
New Password

Confirm new password:
Confirm Password

Update

Set Spend Limit

This option is only available if your child attends a high school. You can set a maximum daily spend limit for your child. Depending on the spend limit set up,

Important Information

This page lets you set a daily spend limit for additional items such as drinks and biscuits.

Enter the amount you wish your child to be able to spend **over and above the meal price** and click 'save changes' below. For example, if you want your child to have a 50p drink with their meal each day just enter 0.50 (no £ sign required).

Example: Schoolchild (Year 4)

Monday £3.00

Tuesday £3.00

Wednesday £3.00

your child is only available to spend that particular amount per day. You are also able to set up each day with different spend limits as you prefer.

Direct Debit / Make Card Payment

On this page, you can set up a Direct Debit or make a card payment. The available payment methods will depend on your school and the options they provide.

Card Payments

Card payment details are not saved on our website, so you will need to enter your details each time you make a payment.

You can also set up a low balance reminder to notify you when your balance reaches a certain threshold. Simply select "Yes" in the dropdown menu and click "Change Balance Threshold" to set the limit at which you would like to receive a notification.

Direct Debit

To set up a Direct Debit, your account balance must be £0. You can also choose whether you would like the funds to be collected on the 1st or 15th of each month.

Please note that if two attempts to collect funds are unsuccessful, your Direct Debit will be automatically cancelled.

Once you click on "Sign Up," you will be directed to the page on the left to enter your details.

The standard meal price at your school is £3.00

Would you like us to notify you if your balance for meals falls below a certain level?

Please email me if my balance, for a customer, falls below: £5.00





[Change Balance Threshold](#)

Caterer (meals)

£ 0.00

Minimum of £1.00
Total: £0.00

[Pay Now](#)

Rowan House, Quarrywood Ct, Livingston, Scotland, EH54 6AX

If you are not a bank account holder, a paper Direct Debit Instruction must be printed for completion by the account holder.
[Click Here to print the form.](#)

Please fill in your details below.

First Name

Surname

Email Address

Confirm email

Phone

Would you like to apply for Direct Debit?

If you apply today the next collection would be on or around 02/01/2025

Communication

Sign Up

On this page, you can select your preferred method of receiving notifications from the school regarding SchoolGrid. You can tick the boxes available based on whether you would rather receive emails, SMS, or both.

School Messaging Preferences

Allow SMS messaging from school(s).

Allow Email messaging from school(s).

i Parents can receive school alerts or information via Email / SMS messaging. It's important to note that if you do not have emails turned on you will still receive important emails such as cancellations, financial information and any other urgent messaging via email though this will usually come from us directly rather than the school.

Manage Account Details

On this page, you can update any details related to your home address.

For card payment purposes, please ensure that your address does not include any special characters, such as commas or apostrophes.

Manage Contact Details

Address 1:	Phone No:
<input type="text"/>	<input type="text"/>
Address 2:	
<input type="text"/>	
Town / City:	
<input type="text"/>	
Post Code:	
<input type="text"/>	

Switching Between Multiple Accounts

If you have multiple children assigned to your account, you can easily switch between their profiles to access each child's account.

Simply click on the name with the downward arrow, and a dropdown will appear displaying your children's names and their schools, as long as they are linked to the same email address.

Order Meals

Food ▾

Account ▾

Gary ▾

Gary
Demo School School

May
Demo School School

Add additional child

Log Out

Contact Details for SchoolGrid

If you have any concerns or questions, or require further assistance, please do not hesitate to contact us. We are more than happy to help!



Phone: 01506 300 310

Email: support@schoolgrid.co.uk