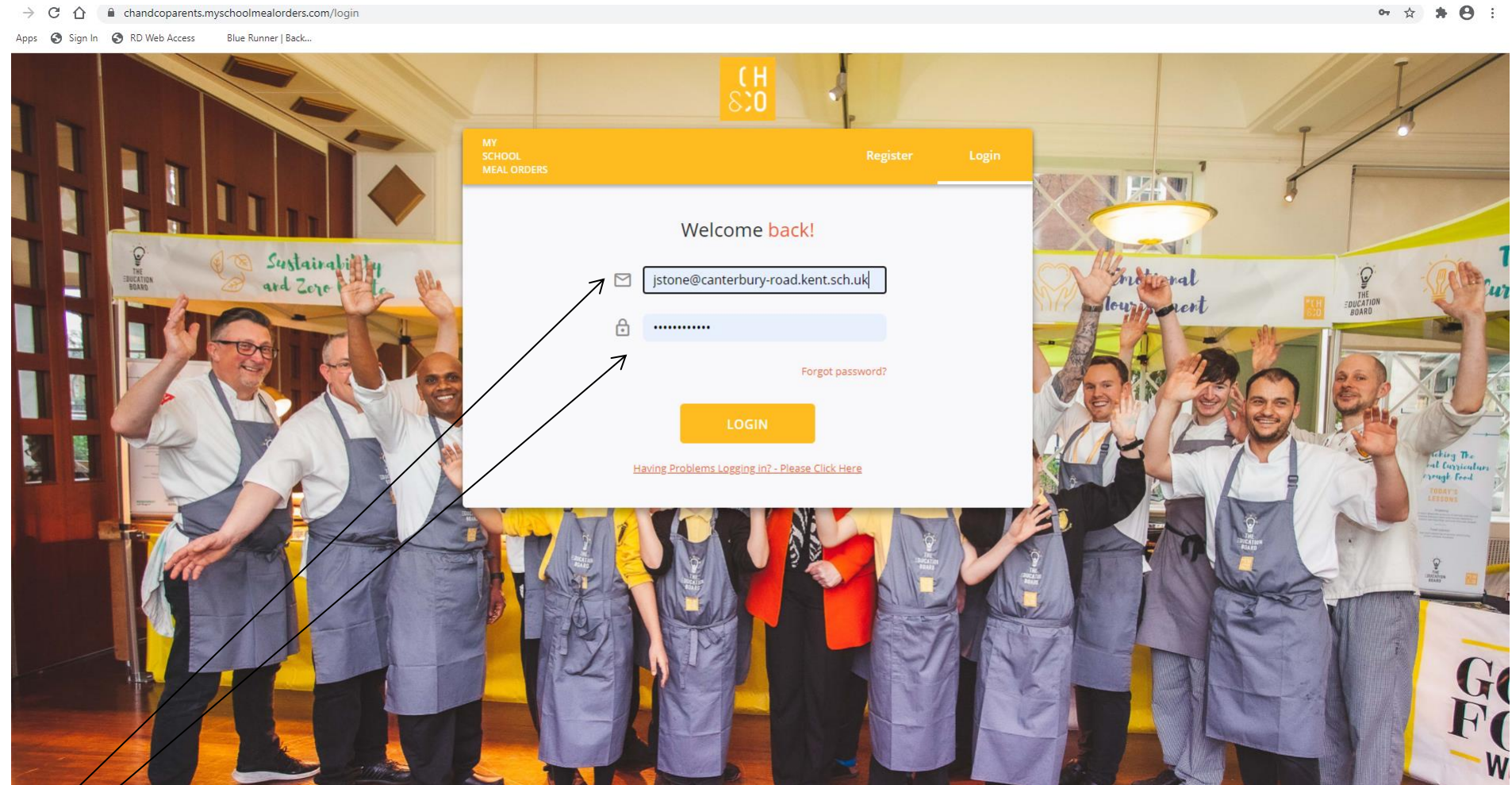


# HOW TO: Order School Dinners Online

**Step 1)** Visit [chandcoparents.myschoolmealorders.com/login](https://chandcoparents.myschoolmealorders.com/login)

The screen should look like this:



These boxes will be blank for you to put your email address and password in. [JStone@canterbury-road.kent.sch.uk](mailto:JStone@canterbury-road.kent.sch.uk) is just for DEMONSTRATION

If you have not registered an account click on the register button (**here**) and enter your FIRST NAME, LAST NAME, CONTACT NUMBER, EMAIL and a PASSWORD.

**If you have already registered skip to step 2.**

The password will need to be 8 characters.

Have at least 1 CAPITAL letter, at least 1 LOWER CASE letter, at least 1 NUMBER and at least 1 special character e.g. !, @ or #.

Once all this information is entered click confirm to receive an ACTIVATION EMAIL

MY SCHOOL MEAL ORDERS

Register Login

First name

Last name

Telephone

Email

Password \*

Confirm password \*

☐ Sign up for emails to receive the latest news about our services. [Privacy Policy](#)

CONFIRM

\* Password must have at least one upper case, one lower case, one number and one special character (for example, !, \$, #, %) with a minimum of 8 characters.



You DO NOT need to sign up for emails if you DO NOT WANT to. You will still be able to create an account.

You will receive an email from BLUERUNNERSOLUTIONS called ACTIVATE ACCOUNT.

This may go to your SPAM or JUNK- please check. Emails are taking anywhere between 30 minutes to 3 hours to come through so please be patient.

Click the ACTIVATE ACCOUNT in the YELLOW BOX and you will be taken to the website so you can sign in.

Activate Account



noreply@bluerunnersolutions.com

Mon 07/09/2020 11:39

To: Jamie Stone;

- To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, [click here](#).
- To always show content from this sender, [click here](#).

Bluerunner Solutions

Hi **Jamie Mace**

Thank you for creating your account on the CH&CO Website

Before you can login, you will need to activate your account. Click on the 'Activate Account' button below to get started

ACTIVATE ACCOUNT

If you are having trouble with the button above, try copying and pasting the following link into your browser address bar:

<https://chandcoparents.myschoolmealorders.com/register/EmailConfirmation?userId=f1c08d01-1f74-4ae9-87f0-8ddfaf7c6ad1&code=Q2ZESjhMaysxVDkvcS81SG1oYnZDcjdTMDppUEY4TFJkc09jSE9QWjlYVGNMc1FibEg3ZEhHMjY1UmVRMFg5SGl5S1Qwbk5KQjJpU3grWlkvVUkxV09XakR2cjlhc0o3aVhNOGdhWEsybVRETUJBbDEyZjkwN1hSUGZ3d1MvbVFSb3pCRHlrTG10bEtwckU1WnNVZnJkOUZ4RWNIWVxBRy9razNMD3EwZTQ1VIEzQ1ZlUTMvUFpPYUt0ZWNGanhCMDk3bWd4YzdvMmhjVGNIR3p5L0s1d3N2enBpRERlWUxUTE5xdjZ3IsQTBsTFFzZmxydmVHVFFPb200RTNQXhQlIPQT09>

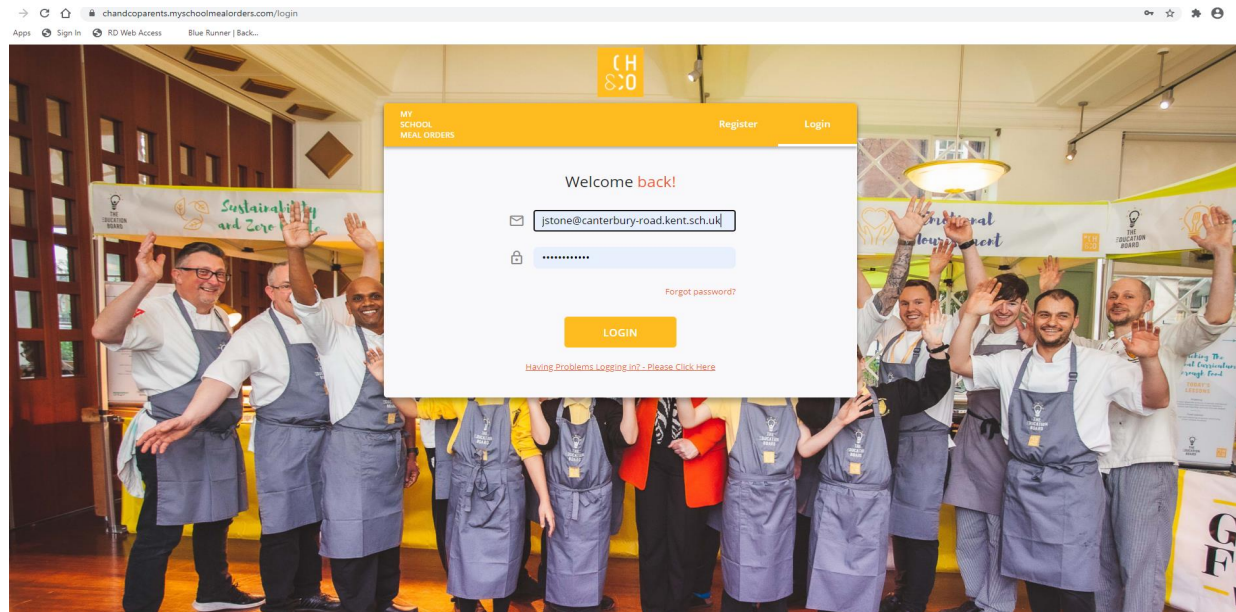
← REPLY   ← REPLY ALL   → FORWARD   ⋮

Mark as unread

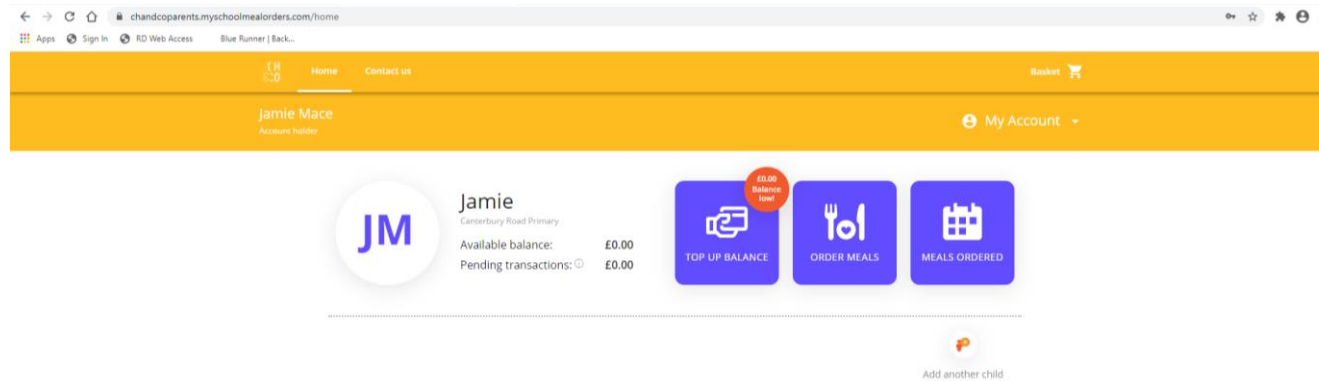


## Step 2) Signing in.

Once you have signed in to the website



Your home page will look a little like this: Please check your details are correct



## Please check your details are correct

chandcoparents.myschoolmealorders.com/home

RD Web Access Blue Runner | Back...

Home Contact us Basket

Jamie Mace  
Account holder

My Account

**JM**  
Jamie  
Canterbury Road Primary

Available balance: £0.00  
Pending transactions: ⓘ £0.00

£0.00 Balance low!

TOP UP BALANCE

ORDER MEALS

MEALS ORDERED

Add another child

Your name will appear here

Click here to edit your details and log out.

Your children will be listed here. If you have more than one child they will be listed here separately.

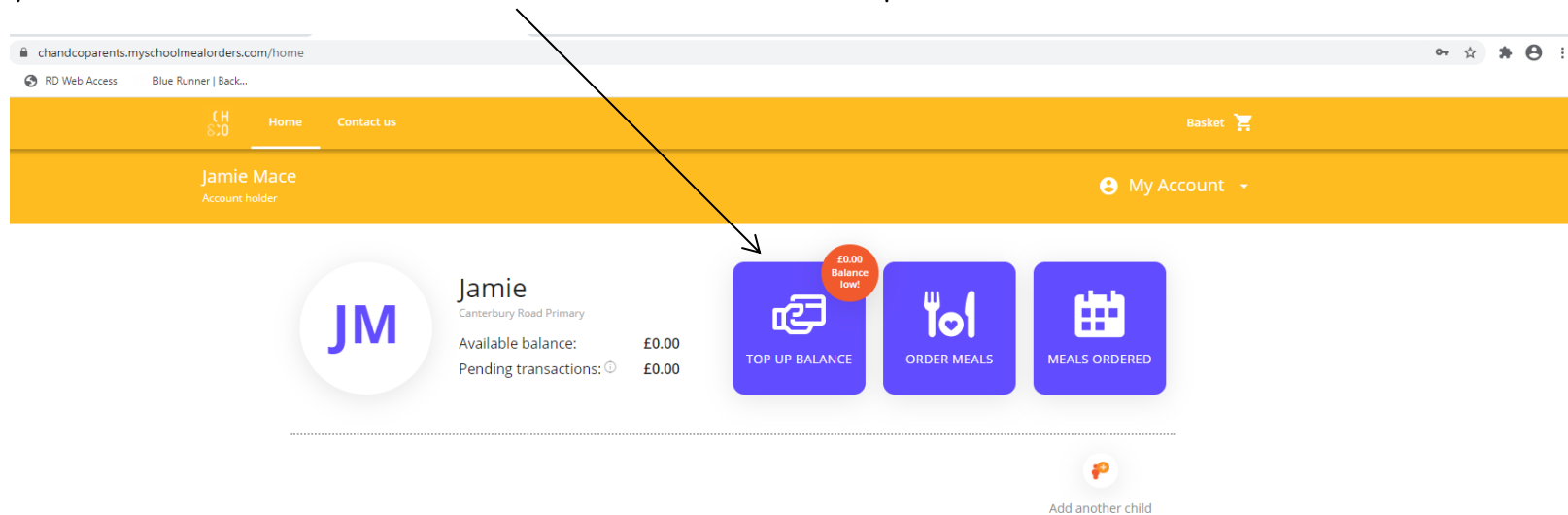
If you have another child join the school you can add them to your account here

### Step 3) Adding money

So that you can order your meals you will need to have a balance on this account. This is so that no one goes into debt.

If your child is eligible for Universal Free School Meals (Years R - 2) or Free School Meals based on benefits you can order your child's meal without a balance. Please go to **Step 4**.


To top up your balance click the TOP UP BALANCE button. You will need to put a balance on for each child to start with.



An orange circle will warn you when you log on if your balance is getting low

This will take you to a page where you can choose how much to top up. Meals continue to be £2.30 per meal. You can choose to top up as much of as little as you want to. As many times as you want to. You can even save your card details securely so you don't need to remember them next time. Once you have chosen the amount you wish to top up click NEXT.



 Top up for Jamie

Your child's name who you are added a balance to will appear here.

Step 1: Select amount

<input type="radio"/> £10	<input type="radio"/> £50
<input type="radio"/> £20	<input type="radio"/> £100
<input type="radio"/> £30	<input type="radio"/> £ enter amount

☒ Save card for future transactions

CANCEL NEXT

#### Need help?

[Watch video tutorial](#)  
[FAQ](#)  
[Contacts](#)




The site will give you suggested amounts but you can chose any amount you wish

You will be taken to a page that confirms the amount you wish to pay.  
If you have already added a card the card will show here. You just need to confirm it is that card you wish to use.



## Top up for Jamie

**Step 2: Add new card**

  
**ADD CARD AND PAY**  
Adding a card will take you to our trusted partner's website for secure payment. You will be returned to our online ordering website once the payment is complete.

---

**Top up amount:** **£20**

BACK

CANCEL

PROCEED

### Need help?

[Watch video tutorial](#)  
[FAQ](#)  
[Contacts](#)



You will be taken to a secure site to enter your card details.  
It will also show you how much you are topping up.  
Enter your card details as normal and click PAY (BLUE BUTTON)

RD Web Access | CH&CO | Back of House | CH&Co Catering Group Limited

checkout.stripe.com/pay/cs\_live\_on6AStqhXQSplUjRjk2PKvG9tZ1wdOfxTNI8H7hmN1ubG5B8gk7l8Ljza#fidkdWxOYHwnPyd1blppbHNgWjA0TUNjbHFONH9TbHNGQjxOPFN1ZFM1d0pqYENuaD18bU1BZFxCZ0dNY1BAdVNST05nYjQwaEBVWVZSM1czV2lnUkw9...

Apps | Sign In | RD Web Access | Blue Runner | Back...

CH&Co Catering Group Limited

Top-Up  
**£20.00**

Powered by **stripe** | Terms | Privacy

**Pay with card**

Email  
jstone@canterbury-road.kent.sch.uk

Card information  
1234 1234 1234 1234 VISA  
MM / YY CVC

Name on card

Country or region  
United Kingdom  
Postal code

**Pay £20.00**

Type here to search

15:19  
11/09/2020

## Step 4) Ordering your meals

Once you have paid you can return to the home screen of you account. Now you are all set to order your meals. Click the middle button to see the menu and begin ordering.

The screenshot shows the website [chandcoparents.myschoolmealorders.com/home](http://chandcoparents.myschoolmealorders.com/home). The header is orange and contains navigation links: Home, Contact us, and a Basket icon. Below the header, the user's name 'Jamie Mace' and 'Account holder' are displayed, along with a 'My Account' dropdown menu.

The main content area features a user profile for 'Jamie' from 'Canterbury Road Primary'. It shows the 'Available balance' as £0.00 and 'Pending transactions' as £0.00. To the right of the profile are three blue buttons: 'TOP UP BALANCE' (with a card icon), 'ORDER MEALS' (with a fork and knife icon), and 'MEALS ORDERED' (with a calendar icon). A red circular badge above the 'TOP UP BALANCE' button says '£0.00 Balance low!'. Below these buttons is a link to 'Add another child'.

Two blue arrows point from text boxes to the interface. The first arrow points from a box containing the text 'Your new balance will show here' to the 'Available balance' field. The second arrow points from a box containing the text 'Click the middle button to order your meals.' to the 'ORDER MEALS' button.

You will need to choose the individual days to show the menu for each day.

At Canterbury Road you have a choice of hot meal. You can order a MAIN MEAL or a VEGETARIAN ALTERNATIVE or a JACKET POTATO with a FILLING of the day.

Click the + button to add your chosen meal to your basket.

Change the day to see each days menu. You can order a day in advance, a week or month. Or even for the whole term.

The screenshot displays the CH&CO Parent Portal interface for meal ordering. The browser address bar shows the URL: `chandcoparents.myschoolmealorders.com/home/child/5395/preorder`. The page features a yellow header with navigation links: Home, Contact us, and a Basket icon. The main content area is divided into three sections: 'Select Date', 'Select your meals', and 'Summary'.

**Select Date:** This section is titled 'Place order for Jamie' and shows a calendar for September 2020. An annotation box with an arrow pointing to the date '14' contains the text: 'Click on the date to find which day you would like to order from and the menu for that day'.

**Select your meals:** This section shows the selected date '14' and a list of meals. Each meal has a '+' button to add it to the basket. The meals listed are:

- MUSHROOM & PESTO WHOLEMEAL PIZZA (V) - Meat - Allergens: (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) (13) (14) (15) (16) (17) (18) (19) (20) (21) (22) (23) (24) (25) (26) (27) (28) (29) (30)
- TUNA MAYONNAISE FILLED JACKET - Meat - Allergens: (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) (13) (14) (15) (16) (17) (18) (19) (20) (21) (22) (23) (24) (25) (26) (27) (28) (29) (30)
- CAULIFLOWER, CHICKPEA AND POTATO CURRY - Veggie - Allergens: (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) (13) (14) (15) (16) (17) (18) (19) (20) (21) (22) (23) (24) (25) (26) (27) (28) (29) (30)
- GRATED CHEDDAR TOPPED JACKET - Veggie - Allergens: (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12) (13) (14) (15) (16) (17) (18) (19) (20) (21) (22) (23) (24) (25) (26) (27) (28) (29) (30)

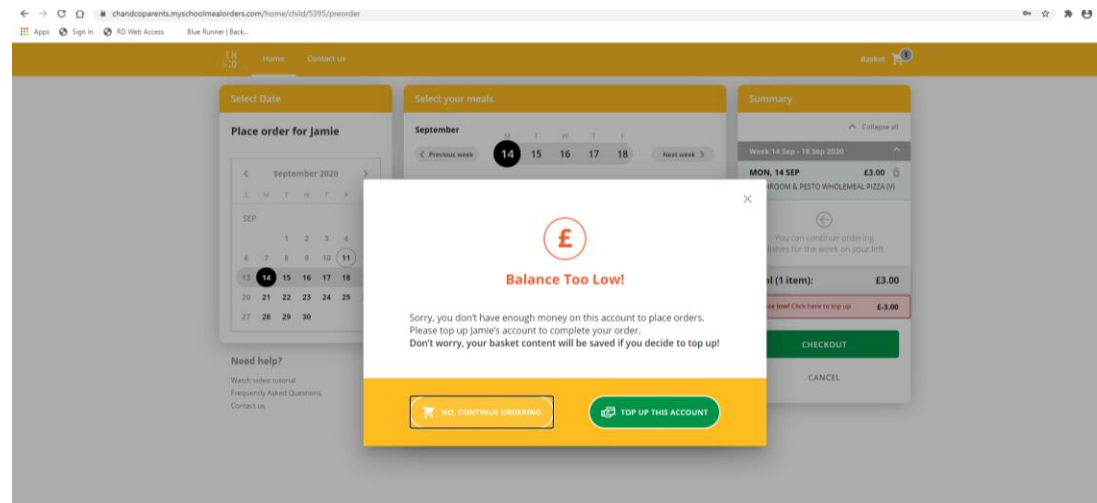
**Summary:** This section contains a 'CHECKOUT' button and a 'CANCEL' button. An annotation box with an arrow pointing to the 'CHECKOUT' button contains the text: 'Once you have added the meal they will appear here'.

You can only order as long as you have the balance to pay for it (excluding Free School Meal Children).

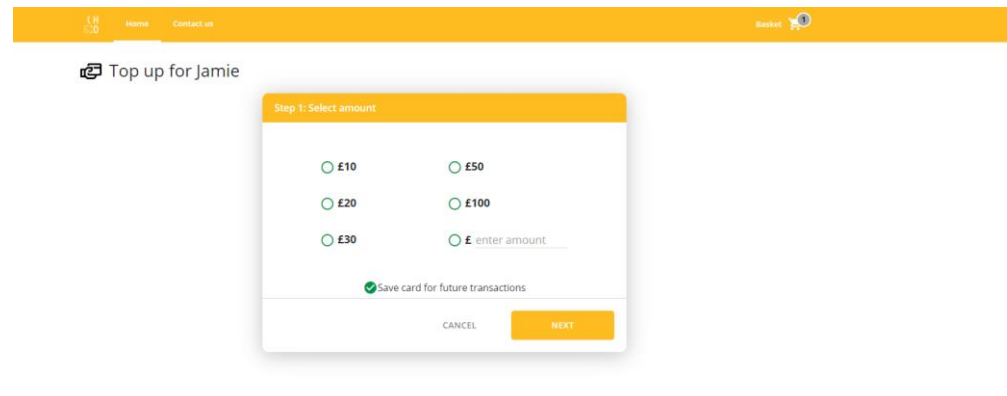
You will need to order a meal for each child in this way.

You can add them all to your basket and click check out at the end. The system will remember what you have placed in your basket.

If your balance is too low the system will let you know and give you an opportunity to top up.



If your balance is too low you will be taken to the top up screen shown.



Now you have added all your chosen meals to your basket you are ready to check out.

Meals will need to be ordered by 8am on the day of the meal to be ordered on the system. If you miss this time please call the school office.

Click CHECK OUT when you are ready to order. You can order for whichever days your children require meals for; every day of the week or just Fridays if they would like and anything in between.

The screenshot displays the CH&CO Parent Portal meal ordering interface. The browser address bar shows the URL: `chandcoparents.myschoolmealorders.com/home/child/5395/preorder`. The page features a yellow header with navigation links: Home, Contact us, and a Basket icon with a shopping cart and the number 5. The main content area is divided into three panels:

- Select Date:** A calendar for September 2020. The date 18 is selected, and the text "Place order for Jamie" is displayed.
- Select your meals:** A section for selecting meals for the week of September 14-18. The days 14, 15, 16, 17, and 18 are shown in a row. The 18th is highlighted. Below this, a list of meals is shown with their allergen information and a plus sign to add them to the basket. The meals are:
  - TUNA MAYONNAISE FILLED JACKET (Meat, Allergens: )
  - SUSTAINABLE BATTERED FISH OF THE DAY (Meat, Allergens: )
  - ROASTED PEPPER & CHEESE QUESADILLA, TOMATO SALSA(V) (Veggie, Allergens: )
  - BOSTON BEAN FILLED JACKET (Veggie, Allergens: )
- Summary:** A panel showing the total cost of the meals. It lists the meals and their prices, and a total of £15.00. A red banner indicates a balance low and a link to top up. A green CHECKOUT button is visible.



If you go back to your home page you will see that your balance has changed.

The cost of the meal will not be fully deducted until your child TAKES that meal from the kitchen. If your child is sick or sent home that day we will notify the kitchen and that amount will be credited back to you.

The screenshot shows a web interface for a school meal account. At the top is a navigation bar with links for 'Apps', 'Sign In', 'RD Web Access', and 'Blue Runner | Back...'. Below this is a header section with the school logo 'CHSD' and links for 'Home' and 'Contact us'. On the right of the header is a 'Basket' icon. Below the header, the user's name 'Jamie Mace' and 'Account holder' are displayed on the left, and a 'My Account' dropdown menu is on the right. The main content area features a circular profile picture with the initials 'JM' and the name 'Jamie' from 'Canterbury Road Primary'. Below the name, it shows 'Available balance: £0.00' and 'Pending transactions: £0.00'. To the right of the balance information are three blue buttons: 'TOP UP BALANCE' (with a card icon), 'ORDER MEALS' (with a fork and knife icon), and 'MEALS ORDERED' (with a calendar icon). A red circular badge above the 'TOP UP BALANCE' button says '£0.00 Balance low!'. Below these buttons is a dashed horizontal line. Under the line is a link 'Add another child' with a person icon. An arrow points from a text box at the bottom to the 'MEALS ORDERED' button. The text box contains the instruction: 'Click here to view all your meals you have ordered for your child'.

Apps Sign In RD Web Access Blue Runner | Back...

CHSD Home Contact us Basket

Jamie Mace Account holder My Account

JM Jamie Canterbury Road Primary

Available balance: £0.00

Pending transactions: £0.00

£0.00 Balance low!

TOP UP BALANCE ORDER MEALS MEALS ORDERED

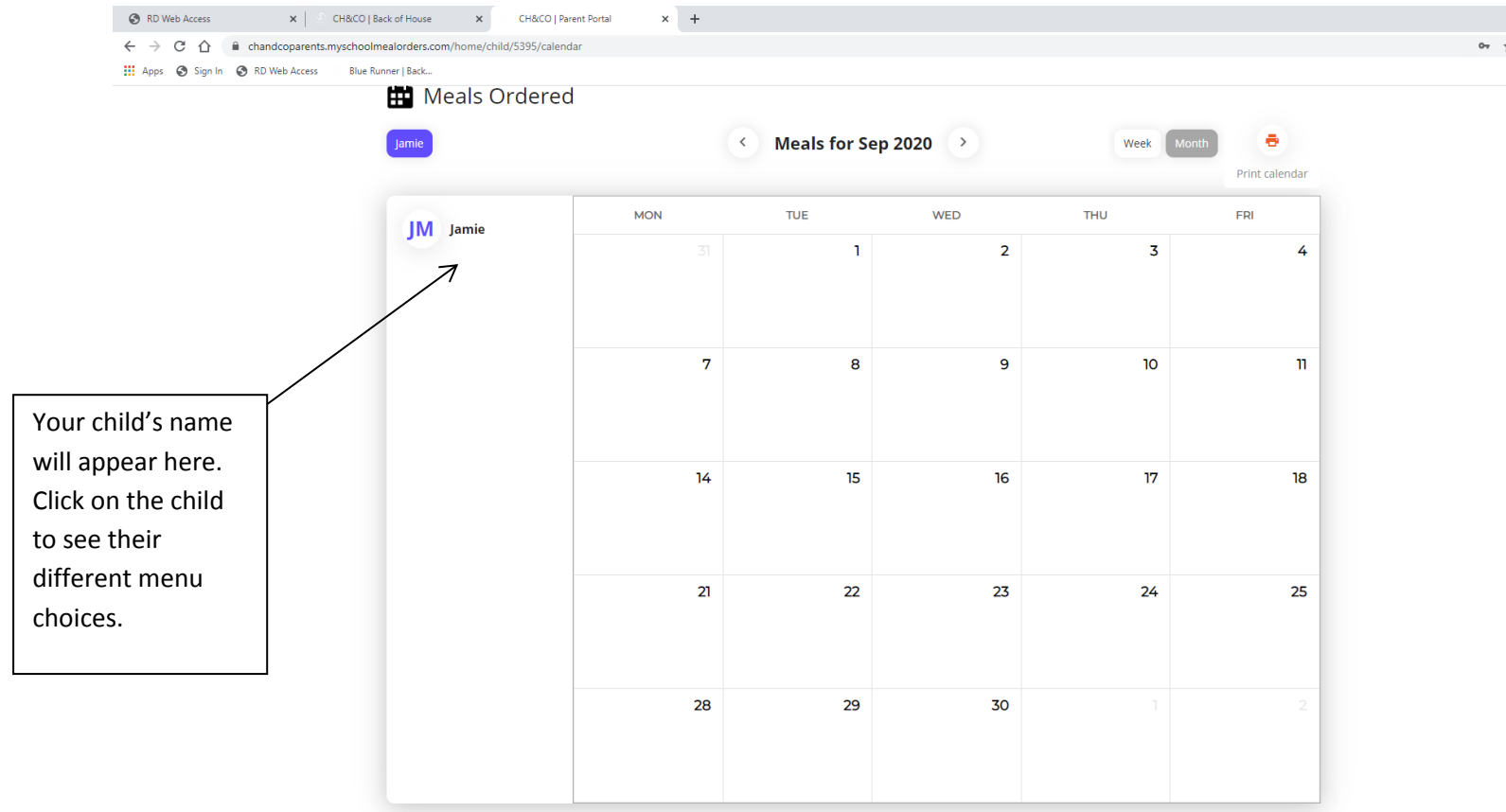
Add another child

Click here to view all your meals you have ordered for your child

The meals you have ordered will show on this calendar.

You can view this weekly or monthly.

You can even print this for your own records.

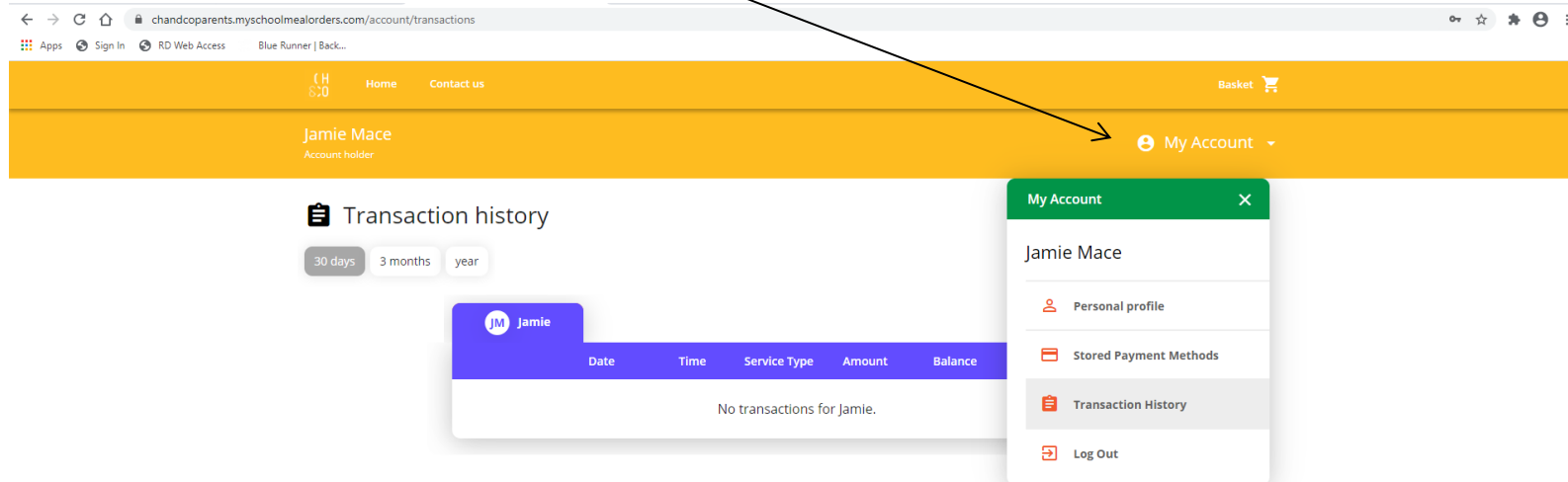


The screenshot shows a web browser window with the URL `chandcoparents.myschoolmealorders.com/home/child/5395/calendar`. The page title is "Meals Ordered". Below the title, there is a navigation bar with a child's name "jamie" in a purple box, a date selector "Meals for Sep 2020" with left and right arrows, and buttons for "Week", "Month", and a print icon. A "Print calendar" link is also present. The main content is a calendar grid for the month of September 2020. The grid has columns for days of the week (MON, TUE, WED, THU, FRI) and rows for dates. The dates shown are 31, 1, 2, 3, 4, 7, 8, 9, 10, 11, 14, 15, 16, 17, 18, 21, 22, 23, 24, 25, 28, 29, 30, 1, and 2. To the left of the calendar grid, there is a sidebar area with a purple circle containing the initials "JM" and the name "Jamie". A callout box with an arrow pointing to this area contains the text: "Your child's name will appear here. Click on the child to see their different menu choices."

MON	TUE	WED	THU	FRI
31	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30	1	2

## Step 5) Editing your information

If you click on MY ACCOUNT you can edit your own personal information, see which cards you have stored on your account, view your transaction history and, of course, log out.



The transaction history will show you what meals have been paid for, when you have topped up your balance and any other activity on your account. If there are any discrepancies please contact CH&Co. If there is no response please let the office know.