



# School Hub Parent User Guide

Produced by: Karen Wilson  
Date: March 2023  
Version: 1





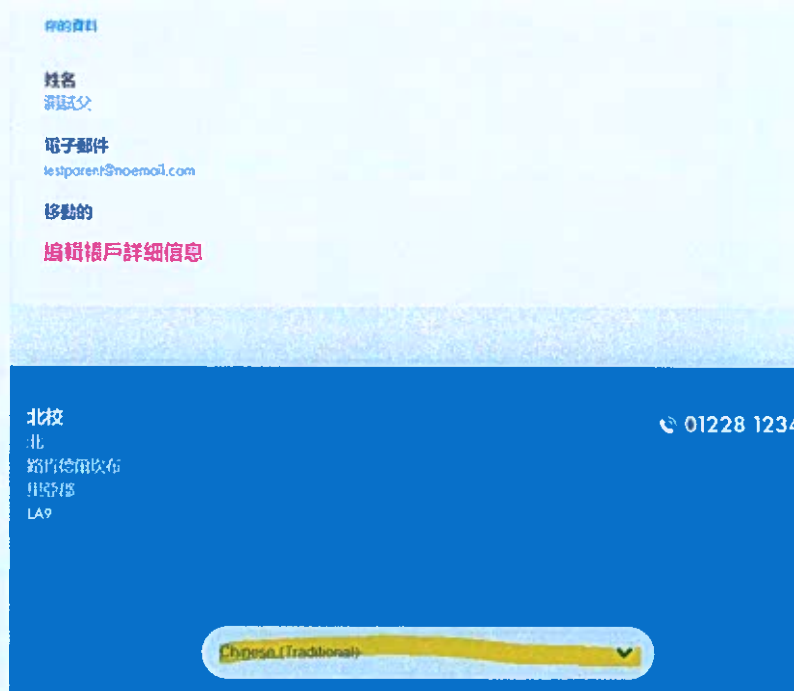
# Welcome



Welcome to School Hub (formerly Lunch Shop). Following feedback, School Hub has been designed for parents with mobile phone optimization in mind and we hope that you find the website brighter, modern and easy to navigate around.

Great news – you can have one log in if you are a parent at more than one school and also have more than one parent/carer attached to a child. Please speak with one of your school admin or Orian to find out more.

If you wish to change the language in School Hub please scroll to the bottom of the screen and select as appropriate.





# My Wallets



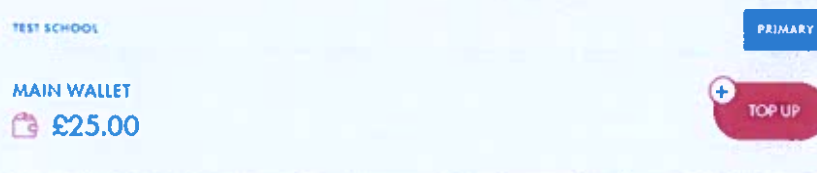
From the My Wallets links on your dashboard, you have the following options. If your child has a free school meal then you do not need to top up your wallet to order meals.

## DASHBOARD



## Top Up

Click the TOP UP link to add funds onto your Main Wallet account only.



1. Choose the amount you wish to top up – see next page
2. Set up a recurring payment which can be daily/weekly/monthly if you wish
3. Tick the T&C's box once read
4. Click on Make Payment
5. Input your debit/credit card details – we do not accept Paypal



# My Wallets

A screenshot of the 'My Wallets' interface. At the top, it asks 'Which wallet do you want to top up?' with a dropdown menu showing 'Main Wallet (£25.00)'. Below this, it asks 'How much do you want to add?' with four buttons: '£5' (highlighted in green), '£10', '£15', and '£20'. There is a link '+ ADD A DIFFERENT AMOUNT'. A section titled 'YOUR NEW BALANCE WILL BE' shows a wallet icon and the amount '£30.00'. Below that is a checkbox 'Make this an automatically recurring payment'. A 'Payment' section has a checkbox 'I agree to the Terms and conditions'. At the bottom is a red 'MAKE PAYMENT' button.

If you are a parent in more than one school, you must choose the school before topping up your wallet. The same wallet cannot be used across all schools due to accounting purposes.

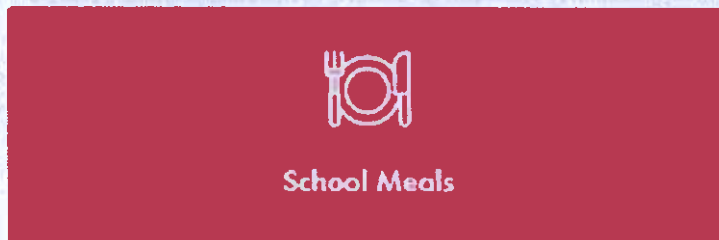
## More actions

If you click more actions you can:

- **Transaction History** - View your transaction history on this wallet
- **Transfer funds** - you may transfer funds to another wallet items if your school takes payment for trips/clubs etc and wish to keep the transactions separate
- **Request a refund** – you may request a refund of all or part of your credit balance, from your Main Wallet only. If you have funds in another wallet you will need to transfer these back into your main wallet to request a refund
- **Contact school** – this will send a message direct to the school

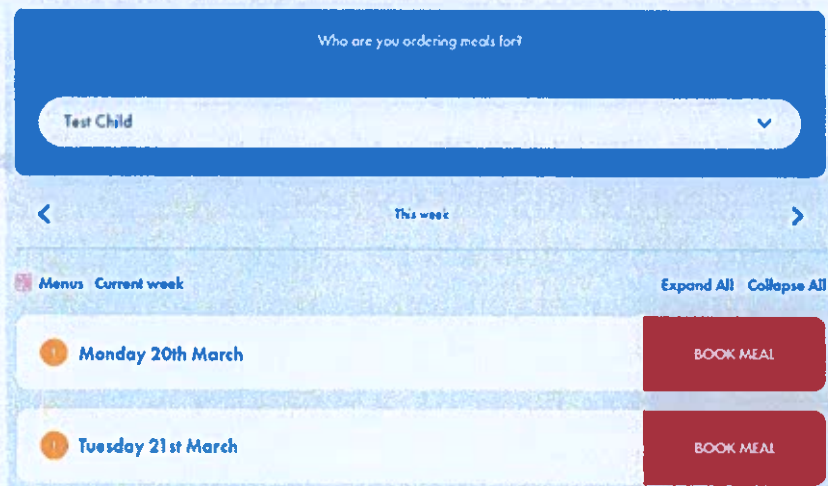


# School Meals



## Ordering a meal

- Click on School Meals box on your dashboard to order meals for your child.
- You have until ~~9:30~~ <sup>9:00</sup> in the morning to order a meal. Your school will advise if they have a different cut off time. You will require a credit balance to order a meal for a child you pay for.
  1. Choose the child you wish to order for – see below
  2. Click on the Book Meal button to see the menu.
  3. Choose the main and dessert – see allergen info below
  4. Click on ‘confirm meal’. You will require a credit balance if your pay for a meal.





# School Meals



The meal transaction will appear on your wallet transaction page and the monies debited from your balance when you confirm the meal (if you pay for a meal).

## Edit or cancel meals

You can edit or cancel a meal by clicking back into the School Meals box and either clicking on edit or cancel meal. If you wish to re-order, follow the steps above.



The meal transaction will appear on your wallet transaction page and the monies credited to your balance when you cancel the meal (if you pay for a meal).

Allergen info – if your child has one of the 14 major allergens please contact School Admin to add this to their profile. Once added, if a meal has the same allergy you will be unable to order this meal. If your child has an other allergen/intolerance then please click on the information button next to the meal to see allergen/nutritional/ingredients of that meal. If you require a detailed spec of an ingredient please contact [schoolhubsupport@orian.co.uk](mailto:schoolhubsupport@orian.co.uk) with your name, school and the date of the meal.



# School Meals



You may order 2/ 3 weeks in advance by clicking on the arrow buttons under the child's name.

## View Menus



You can view the menus either on the school meals pages or by clicking the 'view menus' box on your dashboard.

1. Click on the down arrow next to the week to see the days
2. Click on the + sign next to the day to see the menu



Click on 'more info' to view allergens/nutrients/ingredients – see next page.



# School Meals



## Mains

Breaded Chicken Goujons served with (Oven Baked Potato Wedges, Baked Beans)

[Less info](#)

### Ingredients

- Breaded Chicken Goujons
- Italian Seasoning
- Jacket Potatoes
- Rapeseed oil
- Baked Beans

### Nutritional Info:

- calories: 273.6kcal
- energy: 1147.3kJ
- fat: 9g
- saturates: 3.8g
- sugars: 3.5g
- salt: 0.9g
- carbohydrate: 30g

### Other Allergens / Intolerances:

-  Gluten
-  Soya

Cheese & Bean Pasty served with (Oven Baked Potato Wedges, Baked Beans)

[More info](#)

Please note, the nutritional information should be used as a guide due to factors such as product substitutions etc. If you have any concerns, please contact your School.

If you require a detailed spec of an ingredient please contact [schoolhubsupport@orian.co.uk](mailto:schoolhubsupport@orian.co.uk) with your name, school and the date of the meal.

You can also click on the 'book meals' link from this page to book a meal – see ordering a meal section

If your child requires a medical diet or has complex allergens, you must contact the School who will provide you with our Allergen and Medical Diet Procedure and an application form.