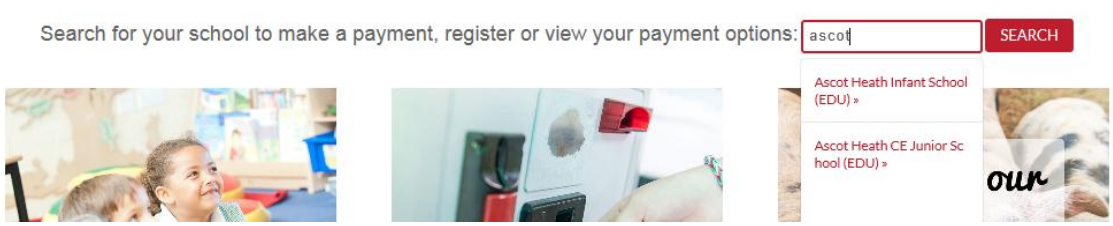
A Parent's guide to online payments

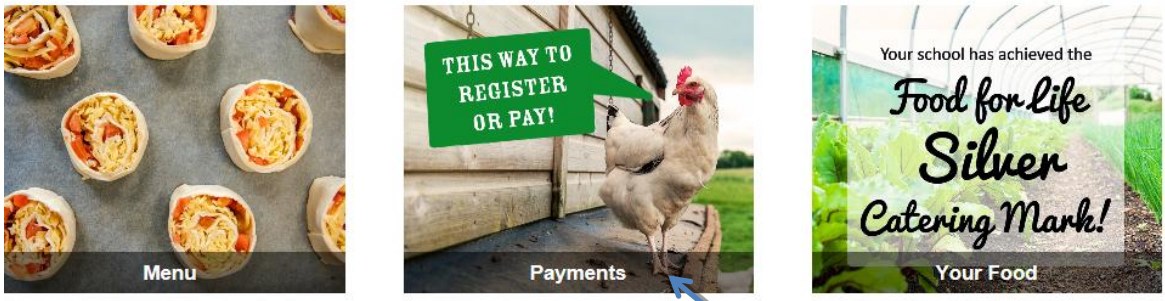
www.feedinghungryminds.co.uk

A handy guide for parents using the feeding hungry minds website.

1. How do I register?

Log onto our website www.feedinghungryminds.co.uk

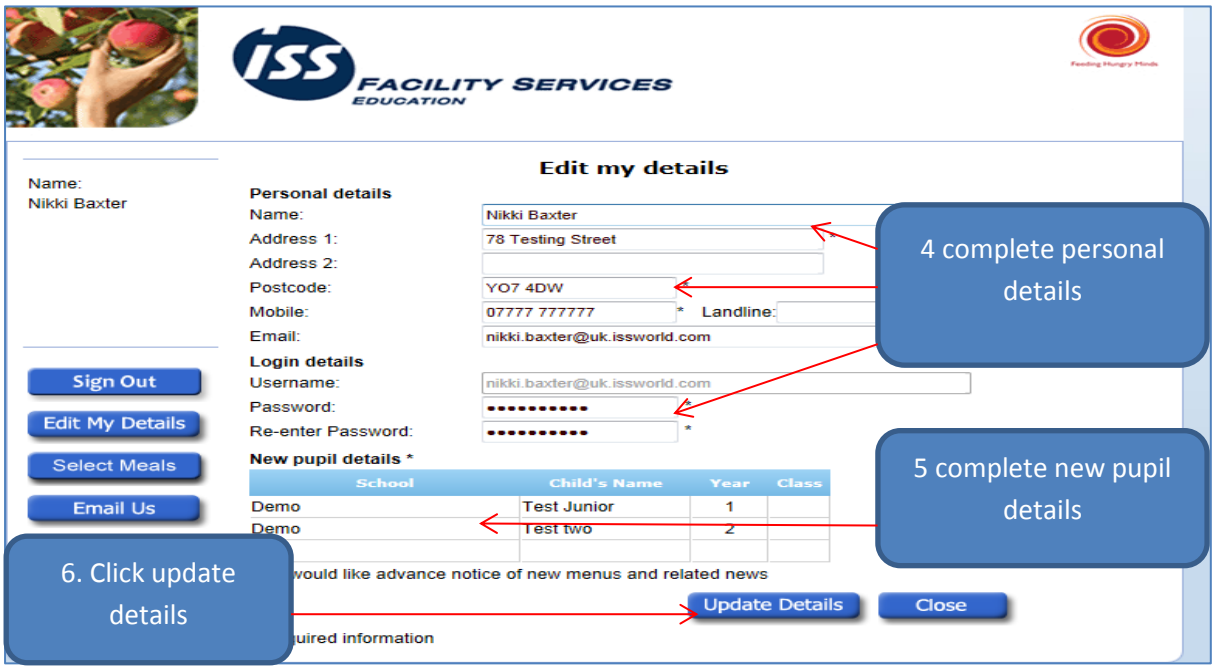




Click on payments

You can now log in or register

1. Complete ‘Personal details’ with parent details. *Please note, all boxes marked with an asterisk * are mandatory and must be completed*.
2. Complete new pupil details by selecting the school from the drop down box then entering the child name, year and class.
3. Click ‘update details’.



You will now receive an email confirming that we have your details and are processing your account.

The second email you receive will be an activation email, usually within 2 working days of registering, to advise your account is now active.

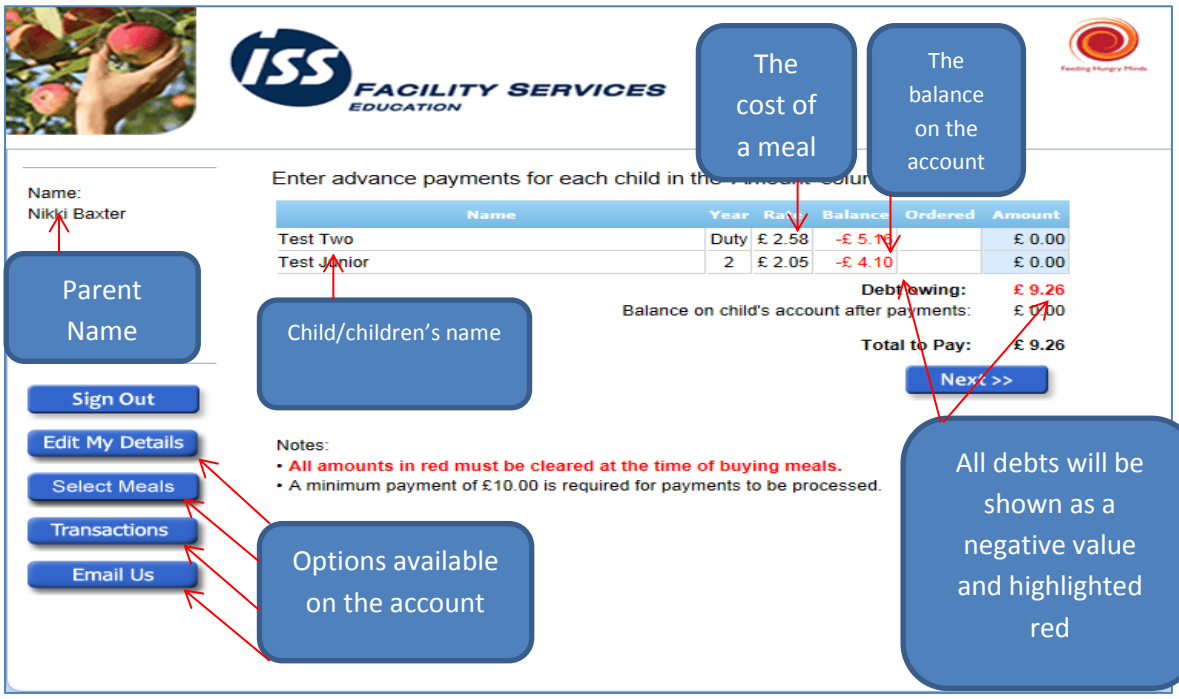
In the unlikely event that you do not receive a confirmation email, please contact the Cypad support team 08445835754 Or alternatively you can email, isseducation.onlinepayments@uk.issworld.com

2. How do I log in once registered?

1. Select Payments
2. Ensure the correct area is selected
3. Select Log in or register

Enter email address (user name) and password (this is the password that you created when first registering).

You will now be taken into your child's account. From here you will be able to view your balance, add payment, view transactions and select meals (as long as the school your child attends participates with the pre ordering option).



3. How do I make a payment?

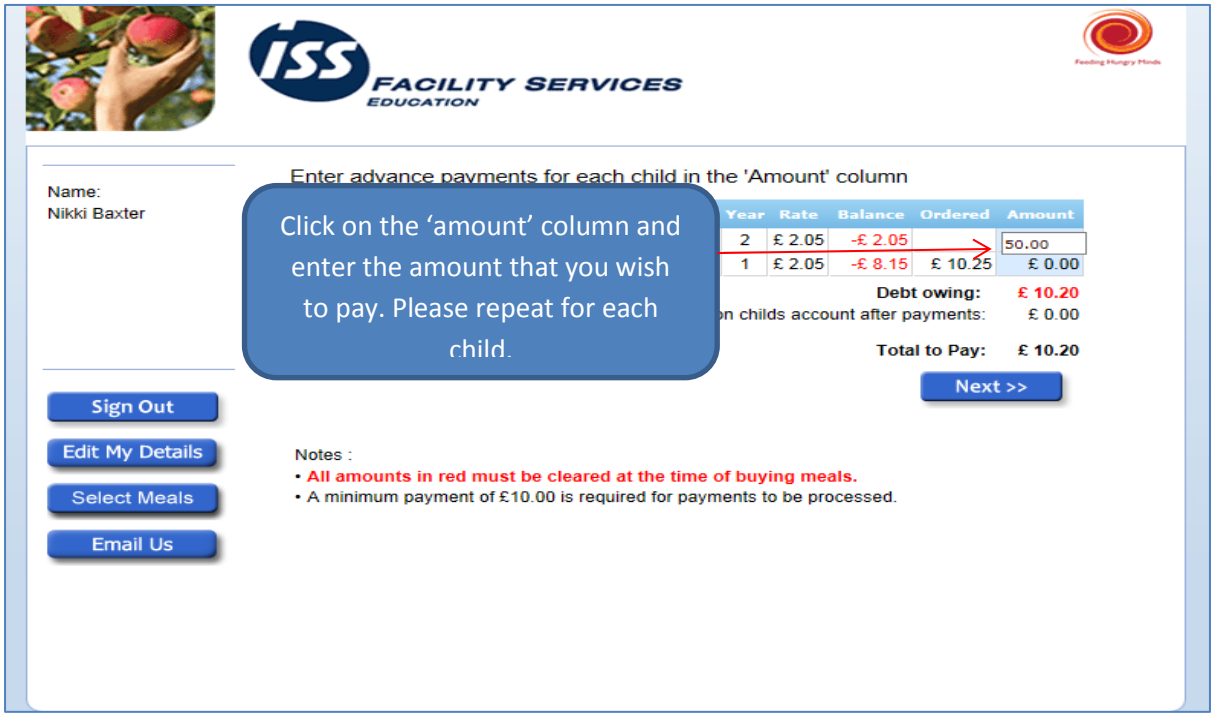
The online payment system is a pre-payment system and does require the account to be in credit before meals are consumed.

We will only deduct money from your account as and when your child has a meal. If he/she only has a meal once a week, we will only deduct the cost of a meal on this day and your account will remain unchanged on the days he/she does not eat a school meal.

If your child is entitled to free meals under the new government scheme for Universal free school meals you DO NOT need to make payments.

Please note, there is a minimum payment of £10.00 required to use this system. This can be split across two or more children and can be any combination as long as the payment made is £10.00

To make an advance payment, Click on the amount column and enter the amount that you wish to pay (please do not enter a £ sign).



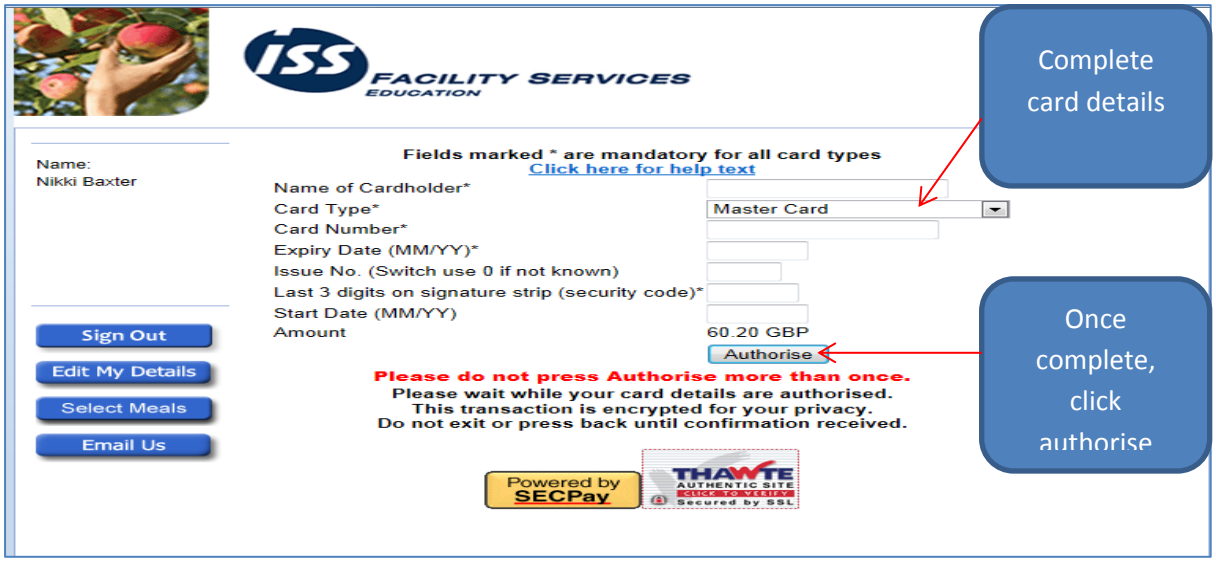
Once you have entered the amount you wish to pay, please click the 'next' button where you will be taken to the payment page.

Please note, any outstanding amount will automatically be added to the amount that you have entered in the amount column. Please check the 'Total to pay' before clicking next

Complete the boxes below with your card details and click 'Authorise'.

Please do not click Authorise more than once.

Please note, we do not store card details therefore you will need to enter these every time you make a payment.



Once your payment has been authorised, your account will be updated and a confirmation email will be sent to you confirming the payment.

There is no need to contact the school to advise payment has been made as the school system will also be updated automatically.

If you have any queries with regard to payments, please contact Gemma Holland on 08445835754 Or Ann Farish 08445835757 or alternatively you can email the Cypad team at, isseducation.onlinepayments@uk.issworld.com

4. How do I select meals?

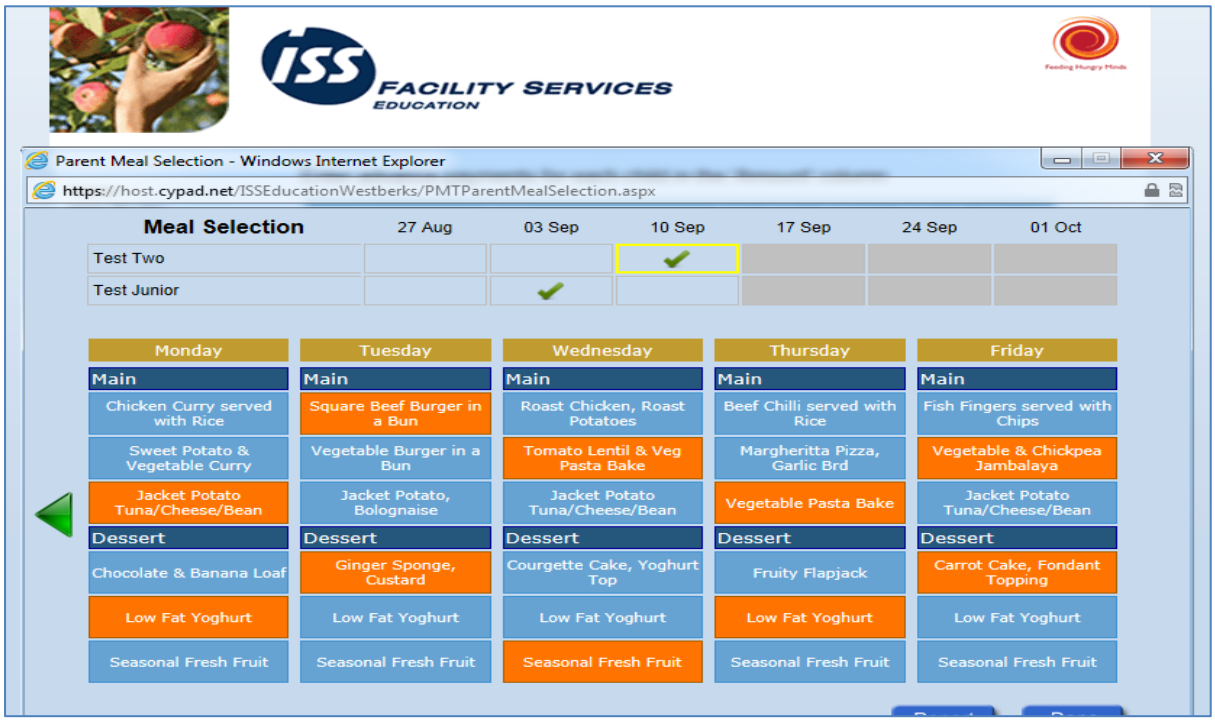
Please note, this option is only available if your school uses the whiteboards in the classroom.

This option is for parents who wish to order on behalf of their child/children however this is not compulsory and children can still order in the classroom each morning if preferred.

You will be unable to pre order on the morning of the day your child wishes to have a meal, the cut off point for ordering and/or making changes up until 00.00 hrs.

If you decide to pre order on behalf of your child/children, they will be unable to change their choice of menu on the morning of the meal however, if you have already pre ordered and your child decides they no longer want to have the meal, simply advise the teacher in class on the morning of the meal. You will not be charged for the meal if your child/children do not consume the meal.

- Click 'select meals' from the option on the left hand side
- The menu displayed is the current menu. To select a different week, simply click the arrow to move on a week.
- To select, click on the main meal and dessert of choice. This will then turn orange (to de select, click on the meal again).
- Once you have made your choices, click 'done'.
- Please note if your child is currently receiving Universal free school meals on returning to the main screen you DO NOT need to click next under the payments section.

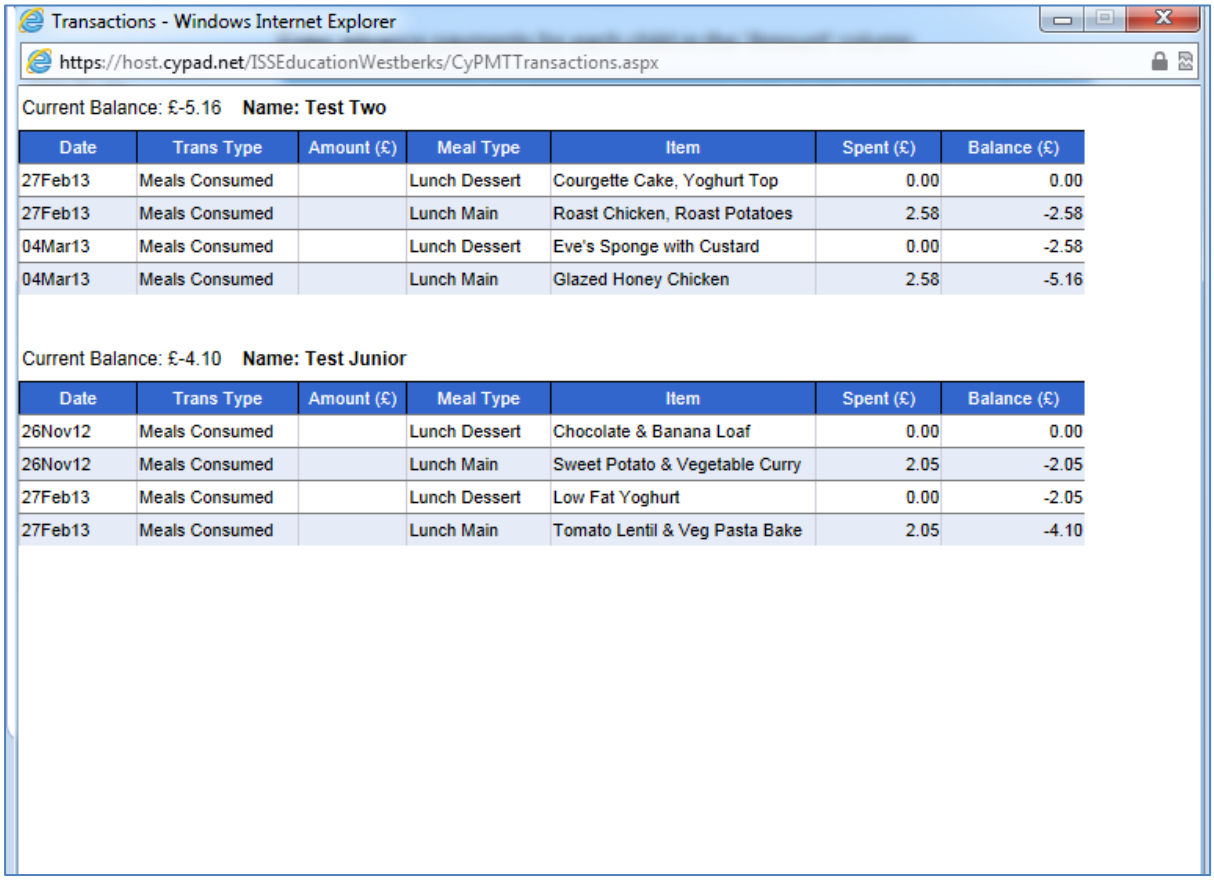


4. How do I check my transactions?

A handy way for you to check your payments or see what you child/children have had for lunch.

Please note, you will only be able to see what you child/children have had for lunch if the school uses the whiteboard option, otherwise this will just show as main meal

- Click on the transaction button on the left hand side of your screen.
- You will then see a breakdown of when your child/children consumes a meal.
- If you have more than one child, all children will be displayed. To view all meals for each child, just use the scroll bar at the side.



Current Balance: £-5.16 **Name: Test Two**

Date	Trans Type	Amount (£)	Meal Type	Item	Spent (£)	Balance (£)
27Feb13	Meals Consumed		Lunch Dessert	Courgette Cake, Yoghurt Top	0.00	0.00
27Feb13	Meals Consumed		Lunch Main	Roast Chicken, Roast Potatoes	2.58	-2.58
04Mar13	Meals Consumed		Lunch Dessert	Eve's Sponge with Custard	0.00	-2.58
04Mar13	Meals Consumed		Lunch Main	Glazed Honey Chicken	2.58	-5.16

Current Balance: £-4.10 **Name: Test Junior**

Date	Trans Type	Amount (£)	Meal Type	Item	Spent (£)	Balance (£)
26Nov12	Meals Consumed		Lunch Dessert	Chocolate & Banana Loaf	0.00	0.00
26Nov12	Meals Consumed		Lunch Main	Sweet Potato & Vegetable Curry	2.05	-2.05
27Feb13	Meals Consumed		Lunch Dessert	Low Fat Yoghurt	0.00	-2.05
27Feb13	Meals Consumed		Lunch Main	Tomato Lentil & Veg Pasta Bake	2.05	-4.10