



ISS

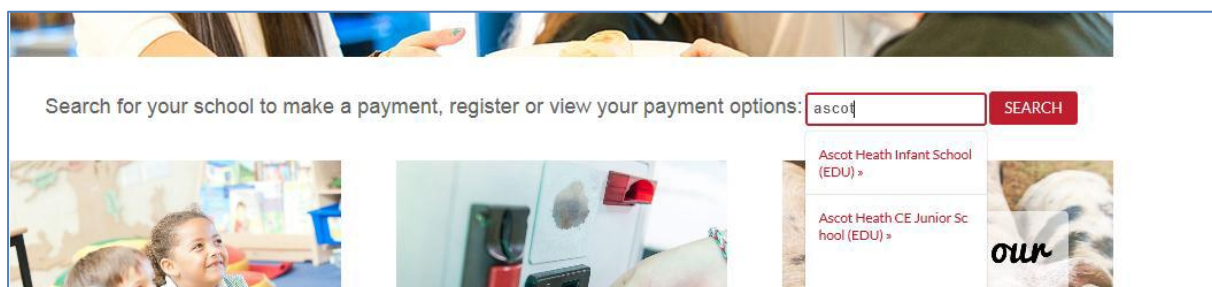
# UIFSM Parents Guide to Onlinepayments

---

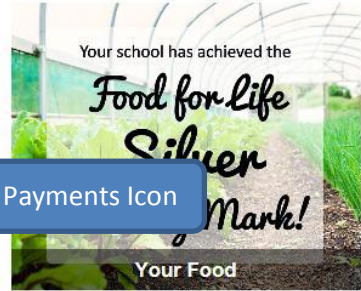
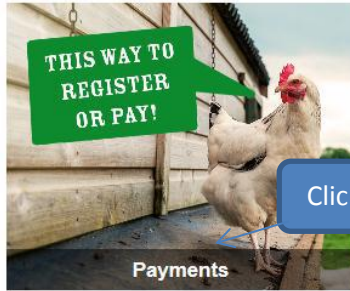
[www.feedinghungryminds.co.uk](http://www.feedinghungryminds.co.uk)

## 1. How do I register?

Log onto our website [www.feedinghungryminds.co.uk](http://www.feedinghungryminds.co.uk)



# Ascot Heath Infant School



Click on Payments Icon



## Home

Register or log in to make payments or amend details

## Instructions

A quick guide to paying for meals online

## Our Menus

This is a generic menu. Please contact your school website for specifics (PDF document)

## Healthy Eating

Read how ISS is providing healthy eating options

## FAQs

Frequently asked questions about buying meals online

## Welcome to the School Meals payment system for ISS

This website allows parents to make secure online payments for school meals specifically for each child.

You can pay for school meals on this site using a debit card or credit card.

Log in or Register  
CLICK HERE

You can now log in  
or Register



1. Complete 'Personal details' with parent details (your email address will be your username to login with & the password is one of your choice). *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'.

**ISS FACILITY SERVICES EDUCATION**

**Edit my details**

Name: Nikki Baxter

**Personal details**

Name: Nikki Baxter \*

Address 1: 78 Testing Street \*

Address 2:

Postcode: YO7 4DW \*

Mobile: 07777 777777 \* Landline:

Email: nikki.baxter@uk.issworld.com \*

**Login details**

Username: nikki.baxter@uk.issworld.com

Password: \*

Re-enter Password: \*

**New pupil details \***

School	Child's Name	Year	Class
Demo	Test Junior	1	
Demo	Test two	2	

☒ I would like advance notice of new menus and related news

**Update Details** **Update Details** **Close**

\* Required information

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](mailto:isseducation.onlinepayments@uk.issworld.com)

## 2. How do I log in once registered?

Follow the above steps to login to Feeding Hungry Minds, Enter School Name then..

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).

The screenshot shows the login interface for ISS Facility Services Education. The header includes the ISS logo and the text 'FACILITY SERVICES EDUCATION'. A 'Feeding Hungry Minds' logo is in the top right. The left sidebar has links for Home, Instructions, Our Menus, Healthy Eating, and FAQs. The main 'Sign in' section has input fields for Username / Email and Password, a Remember me checkbox, and Sign In and New User buttons. A blue callout box with arrows pointing to the input fields contains the text: 'Enter user name (email address) & Password you registered with.'

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



**Please note : If your Child is in Year Reception to Year 2 you will see the below with a zero showing in the Rate column.**

**However if you do have another child Year 3 onwards there will be an option to make payments on this account and an amount in the Rate column.**

The screenshot shows the ISS Facility Services Education parent portal. Annotations include:

- Parent Name:** A blue box pointing to the 'Name: Demo' field.
- Rate (see above note):** A blue box pointing to the 'Rate' column in the table.
- Child/Children's name:** A blue box pointing to the 'Name' column in the table.
- All available options on account:** A blue box with arrows pointing to 'Sign Out', 'Edit My Details', 'Select Meals', 'Transactions', 'Request Refund', and 'Email Us'.
- All amounts in red will be cleared at the time of buying meals:** A red text annotation pointing to the red 'Amount' column header.

The table shows advance payments for each child:

Name	Year	Rate	Balance	Ordered	Amount
Test 1	1	£0.00	£0.00		£0.00
Test 2	2	£0.00	£0.00		£0.00

Balance on child's account after payments: £ 0.00  
Total to Pay: £ 0.00  
Make Payment

© 2015 Cypad Ltd. All rights reserved. [Privacy Policy](#) | [Terms of Use](#) | [FAQ's](#) | [Contact Us](#)

### 3. 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 in some schools children can still order in the classroom each morning if preferred, unless the school insists on all parents ordering from home.

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 the night before.

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 (this will not apply if your child has a special diet menu).

- ☐ 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 make a payment under the payments section.



**Meal Selection**

27 Aug    03 Sep    10 Sep    17 Sep    24 Sep    01 Oct

Test Two			✓			
Test Junior		✓				

Monday	Tuesday	Wednesday	Thursday	Friday
<b>Main</b>	<b>Main</b>	<b>Main</b>	<b>Main</b>	<b>Main</b>
Chicken Curry served with Rice	Square Beef Burger in a Bun	Roast Chicken, Roast Potatoes	Beef Chilli served with Rice	Fish Fingers served with Chips
Sweet Potato & Vegetable Curry	Vegetable Burger in a Bun	Tomato Lentil & Veg Pasta Bake	Margheritta Pizza, Garlic Brd	Vegetable & Chickpea Jambalaya
Jacket Potato Tuna/Cheese/Bean	Jacket Potato, Bolognaise	Jacket Potato Tuna/Cheese/Bean	Vegetable Pasta Bake	Jacket Potato Tuna/Cheese/Bean
<b>Dessert</b>	<b>Dessert</b>	<b>Dessert</b>	<b>Dessert</b>	<b>Dessert</b>
Chocolate & Banana Loaf	Ginger Sponge, Custard	Courgette Cake, Yoghurt Top	Fruity Flapjack	Carrot Cake, Fondant Topping
Low Fat Yoghurt	Low Fat Yoghurt	Low Fat Yoghurt	Low Fat Yoghurt	Low Fat Yoghurt
Seasonal Fresh Fruit	Seasonal Fresh Fruit	Seasonal Fresh Fruit	Seasonal Fresh Fruit	Seasonal Fresh Fruit

#### 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.



ISS FACILITY SERVICES EDUCATION

Feeding Hungry Minds food for life

Transactions - Windows Internet Explorer

https://host.cypad.net/ISSEducationBracknell/CyPMTTransactions.aspx Cypad Ltd [GB]

Name: Demo

Current Balance: £0.00 Name: Test 1

Date	Trans Type	Amount (£)	Meal Type	Item	Spent (£)	Balance (£)
08May15	Meals Consumed		Lunch Dessert	Cheese & Biscuits	0.00	0.00
08May15	Meals Consumed		Lunch Main	Vegetarian Burger with Chips	0.00	0.00
13May15	Meals Consumed		Lunch Main	Jacket Potato with Cheese/Tuna Mayo/Coleslaw	0.00	0.00
13May15	Meals Consumed		Lunch Dessert	Fruit Salad & Yoghurt	0.00	0.00

Current Balance: £0.00 Name: Test 2

Date	Trans Type	Amount (£)	Meal Type	Item	Spent (£)	Balance (£)
04May15	Meals Consumed		Lunch Dessert	Marble Cake & Custard	0.00	0.00
04May15	Meals Consumed		Lunch Main	Pork Sausages & Gravy with Mashed Potato	0.00	0.00
05May15	Meals Consumed		Lunch Main	Ham & Cheese Wrap	0.00	0.00
05May15	Meals Consumed		Lunch Dessert	Pineapple & Coconut Crumble & Custard	0.00	0.00
07May15	Meals Consumed		Lunch Dessert	Seasonal Fresh Fruit	0.00	0.00
07May15	Meals Consumed		Lunch Main	Jacket Potato with Cheese/Tuna Mayo/Coleslaw	0.00	0.00
13May15	Meals Consumed		Lunch Dessert	Yeo Valley Yoghurt	0.00	0.00
13May15	Meals Consumed		Lunch Main	Roast Turkey & Gravy with Roast Potatoes	0.00	0.00
14May15	Meals Consumed		Lunch Main	Jacket Potato with Cheese/Tuna Mayo/Coleslaw	0.00	0.00
14May15	Meals Consumed		Lunch Dessert	Banana Split Cake	0.00	0.00
18May15	Meals Consumed		Lunch Main	Tuna Mayo & Salad Wrap	0.00	0.00
18May15	Meals Consumed		Lunch Dessert	Chocolate Cake & Chocolate Sauce	0.00	0.00

Transaction button

If you have any further queries please contact the Cypad Support team on 0844 583 5754 or email them at [isseducation.onlinepayments@uk.issworld.com](mailto:isseducation.onlinepayments@uk.issworld.com).