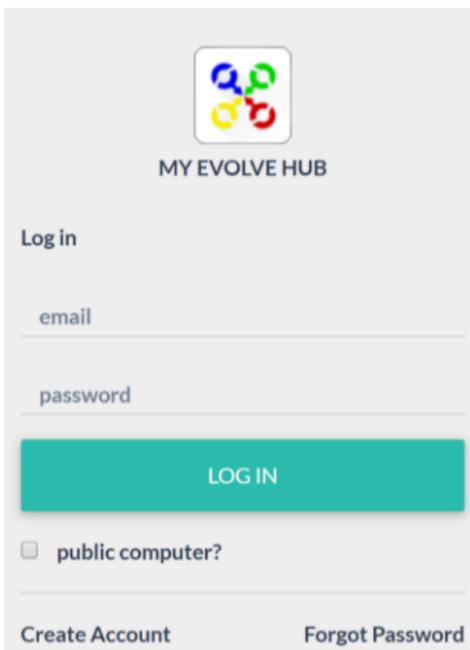


# 1

## Registration

Log on to: [www.myevolvehub.com](http://www.myevolvehub.com)

- ❖ Create your Account in your name (**not your child's**)
- ❖ A confirmation email will be sent to your email address.
- ❖ You must click on the link in the email to activate your online account.
- ❖ Once you click on the link you will be automatically redirected to [www.myevolvehub.com](http://www.myevolvehub.com), and logged in.

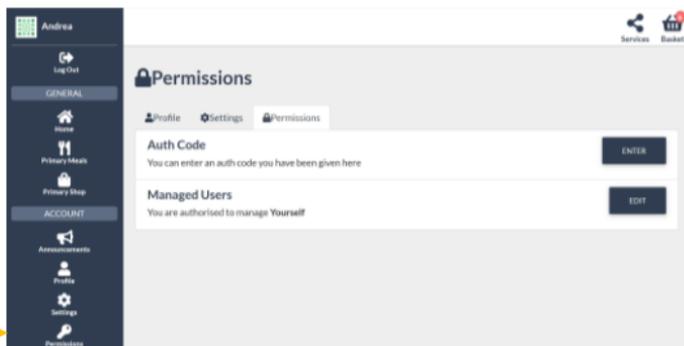


The image shows a screenshot of the My Evolve Hub login interface. At the top center is the My Evolve Hub logo, which consists of four interlocking circles in blue, green, yellow, and red. Below the logo is the text "MY EVOLVE HUB". Underneath is the "Log in" label. There are two input fields: one for "email" and one for "password". Below these fields is a teal "LOG IN" button. At the bottom left, there is a checkbox labeled "public computer?". At the bottom right, there are two links: "Create Account" and "Forgot Password".

- ❖ Once logged in select Permissions on the left hand side of the screen: (If using a Phone or Tablet click on the 3 black lines in the top left to open your menu options up)
- ❖ The Permissions section allows you to see who you are currently authorised to manage, and add new accounts
- ❖ To add your child, click on the Enter button next to Auth Code
- ❖ Enter the code that is on your activation letter and click on Authorise.
- ❖ A message will appear on screen that says: The auth code was applied successfully.

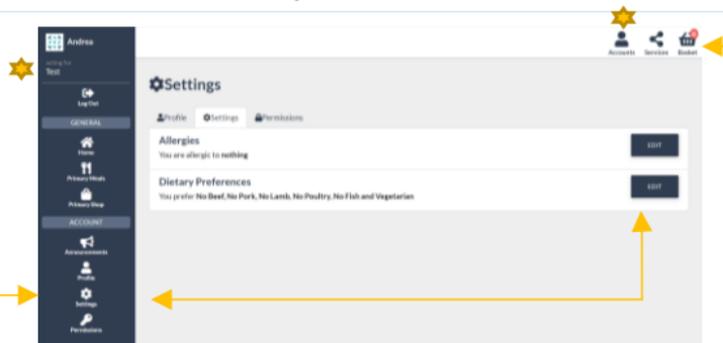
In Managed Users you will now see the child's name.

**Do NOT change your name into your child's name.**



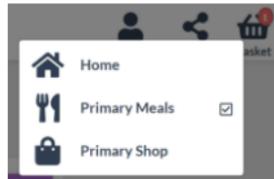
## Reviewing Allergies and Dietary Preferences

- ❖ The school letter will tell you if there are any food allergies or dietary preferences recorded against your child.
- ❖ If these are wrong or incomplete you need to change these in the system so that your child only sees meals that are applicable to them.
- ❖ To change click on Accounts in the top right of your screen and choose your child's name.
- ❖ You will notice once you have chosen a different Account name the name shown in the top left of the screen will change also.
- ❖ Now go to Settings on the menu on the right hand side of your screen. (If using a Phone or Tablet click on the 3 black lines in the top left to open your menu options up)
- ❖ To change any of these Settings click on Edit.
  - You can change these allergens and Dietary Preferences at any time if needed.



# Ordering Meals

To order meals for your child you will need to click on Services in the top right of your screen, and from the drop down list choose Primary meals:



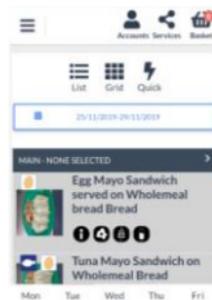
- ❖ If you are not already in your child's account the screen will ask Who's Eating, allowing you to click on a name



- ❖ The school menu will open and defaults to the current day (If you cannot see a menu your child is **NOT** set as a diner, please contact the school)

*PC/ Laptop View – with the days of the week down the right hand side of the screen*

*Phone or Tablet view – with the days of the week at the bottom*

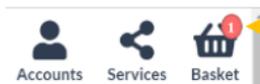


- ❖ To select a meal (or meal voucher if your school offers this option) click on the picture. The meal choice will turn red on the main screen:



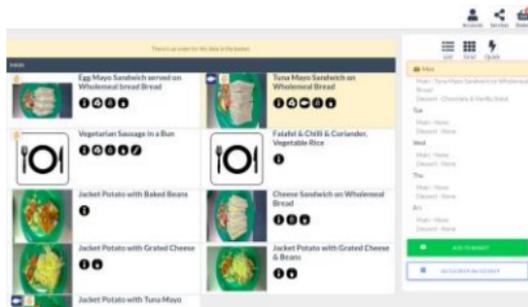
Note: All meals have allergen and dietary information next to their picture, to see what the icons stand for just click/ press on them.

- ❖ Once all meals have been chosen click/ press on Add to Basket



Number of meals added

- ❖ Once you have added to the basket all your meal choices will be highlighted in yellow. This is to show they have been selected but not yet processed.



- ❖ Before Processing your basket, you can remove any items that you no longer want, or Save an item that you do not want to process yet (which will not be included in the current order).

## Split Orders:

For those of you with multiple children, we have split all your items in the basket under your child's name, making it easier to see what you have ordered.

Each basket will have a header showing what Payments are due, what Refunds may be owed and Other (displaying costs for trips & clubs etc)

## Processing the Basket:

Please click on the blue Process Basket button located at the top and bottom of your basket to pay/process your order.

The screenshot displays a 'Basket' interface with the following details:

- Summary:** Total Refund: £0.00, Total Cash: £0.00, Total Card: £20.00. A blue 'Process Basket' button is located at the top right.
- Items:**
  - Julia Text:**
    - Vegetarian Sausage Roll served with Vanilla Muffin as dessert (02-12-2019) for £5.00.
    - Chicken Sandwich served with Yogurt as dessert (02-12-2019) for £5.00.
  - Janet Text:**
    - School Trip (Location: Class Year 5, Years 5, Payment Number: 3) for £30.00.
  - Julian Text:**
    - Egg Sandwich served with Fresh Fruit as dessert (02-12-2019) for £5.00.
    - School Trip (Location: Class: All School, Year: 2019, Payment Number: 3) for £30.00.
    - Egg Mayo/curry Sandwich served with Shur the rad as dessert (02-12-2019) for £5.00.
- Bottom Summary:** Total Refund: £0.00, Total Cash: £0.00, Total Card: £20.00. A blue 'Process Basket' button is located at the bottom right, with a yellow arrow pointing to it from the text below.

## Do not pay for School meals

If you do not pay for your school meals or you pay by cash at the school, you will see a message after processing thanking you for your order.

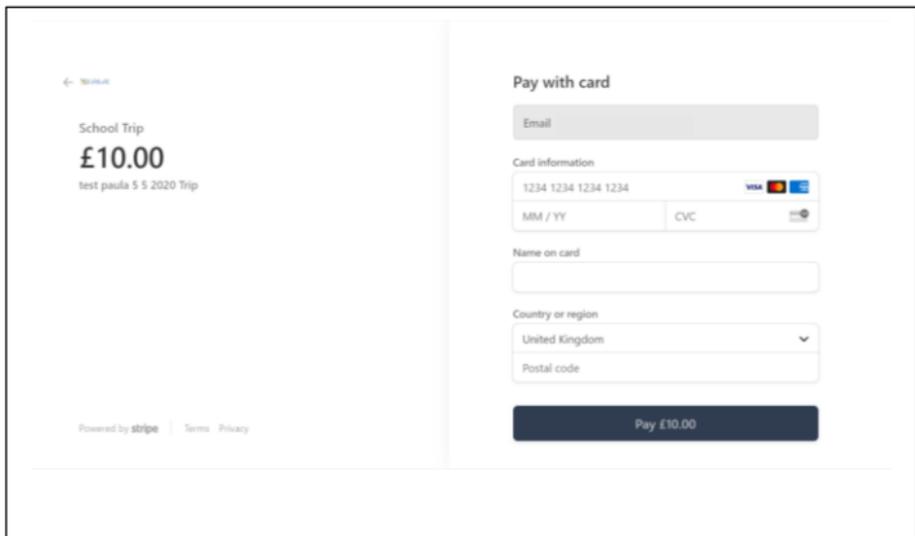
## Pay for School meals

If you do pay for school meals you will be taken to the payment page.

On the left hand side, it will display what you are due to pay for.

On the right hand side, is where you enter your card details for payment.

Once your payment is made you will receive email confirmation.



The screenshot shows a payment interface. On the left, there is a summary section with a back arrow, the text 'School Trip', a large price of '£10.00', and a smaller line 'test paula 5 5 2020 Trip'. At the bottom left, it says 'Powered by stripe' with links for 'Terms' and 'Privacy'. On the right, the 'Pay with card' section includes an 'Email' input field, 'Card information' with a card number '1234 1234 1234 1234', expiration date 'MM / YY', and CVC. Below this are fields for 'Name on card', 'Country or region' (set to 'United Kingdom'), and 'Postal code'. A dark blue 'Pay £10.00' button is at the bottom right.

## Meal Order History

To view the meal orders that you have made, go to Primary Meals, then click Orders. Meals Order section allows you to look at specific types, paid, taken or cancelled.

Date	Meal Taken	Meal	Status	Cost
22/11/2019 12:30	Test	Ham Sandwich with Vegetable Sticks served with Yoghurt	Fulfilled Paid	£2.30
21/11/2019 12:30	Test	Jacket Potato with White Cheese served with Fresh Fruit	Fulfilled Paid	£2.30
20/11/2019 12:30	Test	Ham Sandwich with Vegetable Sticks served with Decorated Muffin	Fulfilled Paid	£2.30
20/11/2019 12:30	Test	Meal Voucher served with Meal Voucher as dessert	Cancelled Unpaid	£0.00
19/11/2019 12:30	Test	Jacket Potato with White Cheese served with Fresh Fruit	Fulfilled Paid	£2.30
19/11/2019 12:30	Test	Meal Voucher served with Meal Voucher as dessert	Cancelled Unpaid	£0.00

**Fulfilled Paid:** This means that the meal order has been served.

**Preparing Paid:** The meal is now in the window of being prepared and can no longer be cancelled

**Created paid:** the meal is outside of the school cut off time, so you can cancel the meal and get a refund (if applicable)

**Can I have a single account/ login for all of my children?**

Yes, you can have all of your children on the one single account, even if the children attend different schools (the schools must use the myevolvehub online system though). Just request an auth code from the schools offices for them all.

**Can another payer, such as partner, ex-partner, grandparent, order and pay for meals for my child?**

Yes, you can have additional payers with their own accounts linked to your child's meal orders. Please contact the school to arrange for another auth code for them.

**There are items in my basket with a line through saying invalid, what does this mean?**

If an item is saying that it's invalid it is usually because you have missed the cut off time for ordering this meal. Please check with your school what the cut off times are for ordering meals.

## **I want to cancel a meal but I cannot see the cancel button.**

If the cancel button is not visible then you have missed the cut off time for cancelling the meal. Please check with your school what the cut off times are for cancelling meals.

## **It says my Auth code is not valid. Why?**

Please ONLY use numbers 0 to 9, and letter A to F  
Or it may be that your code has expired.

Check the expiration on your auth letter, if it has gone past this date you will need to request a new code from your school office.

## **I cannot see a menu for my child**

If you cannot see a menu then it is likely that your child has not been set on dinners in the school system. Please contact your school to have them set.

## **There's an item in the basket that I have not ordered, why?**

This happens if you do not order your child a meal, but the school allows them to have one. The cost will be passed back to your account (if you pay for meals), and will need to be paid next time you process your basket.