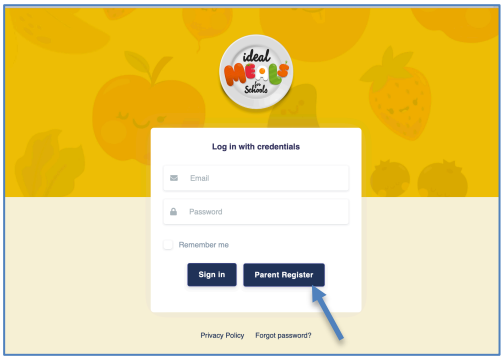
Ordering School Meals Online

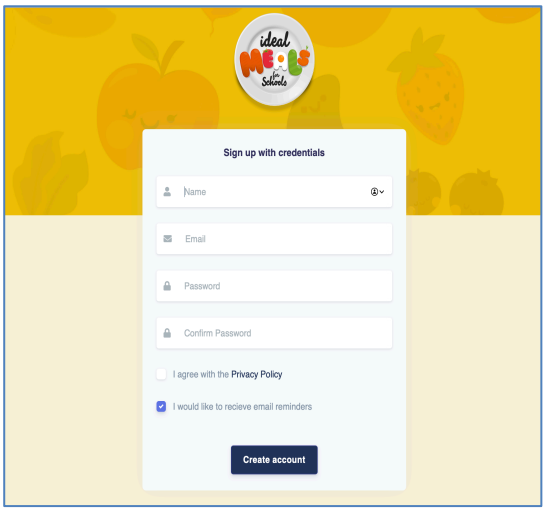
Registering for an Account



You will need to register for an account, before ordering school meals. To register, please type either one of following into the Internet address bar www.schoolmealsonline.co.uk or www.schoolmealsonline.com

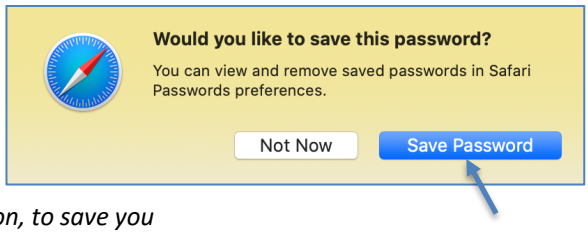
Click on the 'Parent Register' button to begin creating your account

If you have more than one child they can be added to the same account, even if they attend different schools. You will not need to register twice. You can add an additional child later in the process.



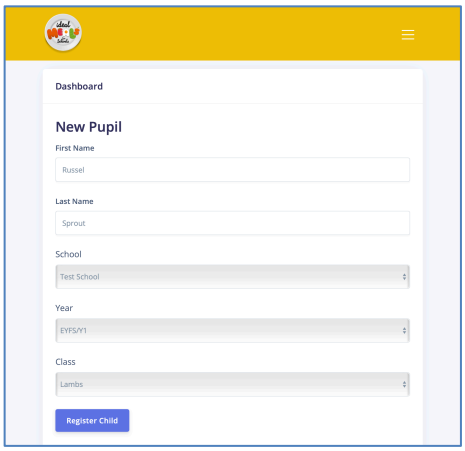
Complete the form with your name (not your child's), email address and a password of your choice.

Check the box to confirm that you agree with our Privacy Policy, before clicking the 'Create account' button.

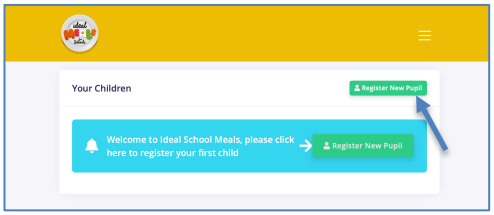


Handy tip – If you're using your own computer you can click on the 'Save Password' button, to save you remembering your chosen password.

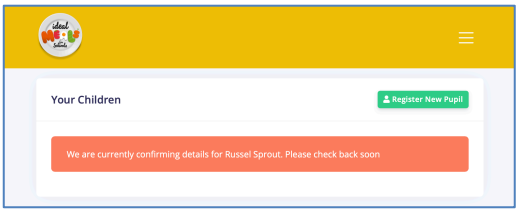
After registering your details, you will need to register your child. Click on the 'Register New Pupil' button, to enter your child's details.



Complete the form with your child's first and last name and select the school, year and class from the dropdown options. Click the 'Register Child' button to continue.



Your registration will now be submitted to our team, who aim to approve all applications within 1 working day.



If we are missing some of your child's details from our system, we may need to contact the school. We aim to confirm all applications as quickly as possible. You can contact us to check the status of your application at any time by email on enquiries@idealschoolmeals.co.uk or by telephone on 01522 246424.

You can add an additional child to your account by repeating the process above. You only need one account, even if your children attend different schools.

You will receive an automatic email confirmation when your account details have been confirmed by our team. Please check your junk mail folder and if found, mark the email as 'not junk', to ensure you receive order confirmations and reminders.

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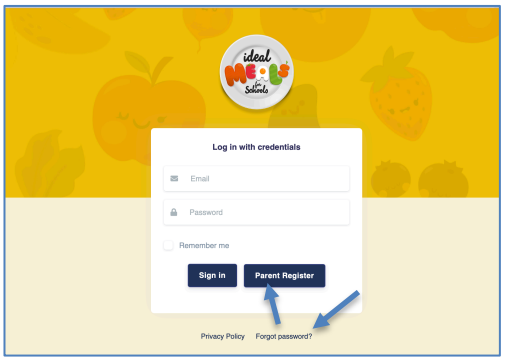
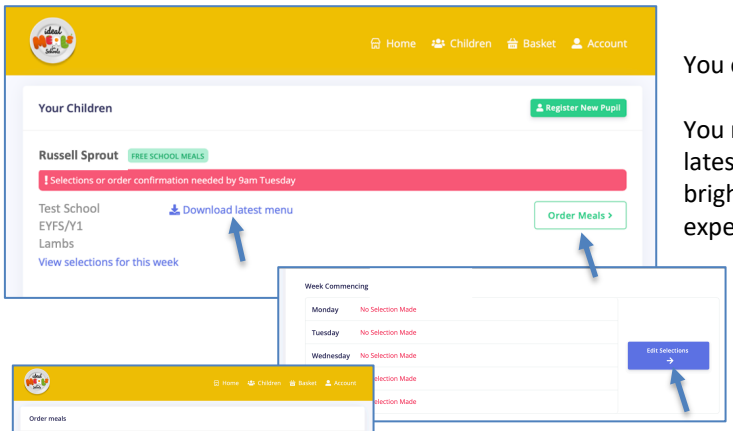
Ordering School Meals

Menus are available for the full school term, and you are free to order meals for a week, or the entire term at a time. The deadline for placing orders falls on a Tuesday at 9.00am, for the following week. After this time, the system cannot accept any further orders. We try to remain flexible but ask that parents contact us by email or telephone, at the earliest opportunity, should you miss the deadline.

You can either click the link in your confirmation email or enter the www.schoolmealsonline.com / www.schoolsmealsonline.co.uk address in to your internet address bar. Enter the email address and password you chose during registration.



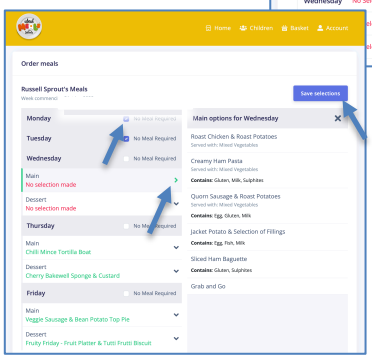
If you have forgotten your password, you can select the 'Forgot password?' link to reset via your email address.



You can now proceed to 'Order Meals' for your child.

You might like to download our PDF menu by clicking 'Download latest menu'. Involving your child in meal selections, using our bright and colorful menus, can really enhance their school meal experience.

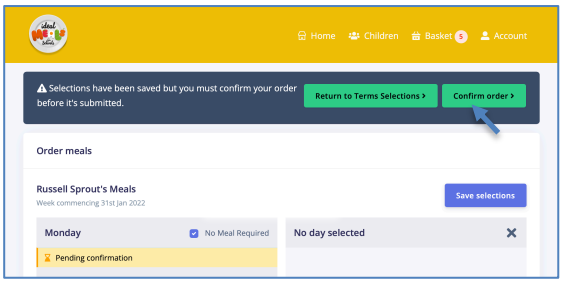
Click 'Edit Selections' for each week you would like to select meals.



Click on the arrow to expand the screen to display the meal options for each day. Select a main course and a dessert, or if you don't require a meal on a certain day, check the 'No meal required' box.

Once complete 'Save selections'.

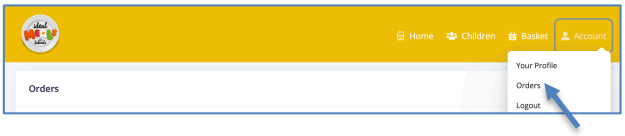
Click on 'Confirm order' to submit.



You will now be transferred to the final page, to complete your order. If your child is entitled to Universal Infant Free School Meals, or Free School Meals, no payment is required. If you pay for meals, you will need to enter your card details.

Click on 'Complete Order' to submit. You will receive confirmation of your order by email. Please check the contents. If you cannot see the email, check your junk mail folder and if found, mark the email as 'not junk'.

You can also view your orders through the 'Account' option on the top toolbar.



Ordering School Meals Online

Editing/Cancelling Meals

You can **edit** existing days meal choices at any time, up until the deadline. You can also add in days where you had previously selected 'No meal required'. Simply log on, select 'Order Meals', followed by 'Edit Selections' next to the week you'd like to make changes. Amend or add on meals for each day, as required, and follow the steps to compete your order.

For parents/guardians that pay for school meals - if your child is poorly on the morning of delivery, you may cancel meals up until 8.00am on the first morning of absence, and on each subsequent day. Please contact us by telephone or email using the details provided below. For school closures, trips, or covid isolation periods, we require 48 hours' notice for a credit to be issued.

If you require any assistance with setting up your account, ordering meals or making payment please contact us on 01522 246424 or alternatively via email enquiries@idealschoolmeals.co.uk Our team will be very happy to assist.

FAQ's

How do I know if my child is entitled to free school meals?
All children in Reception, Year 1 & Year 2 are entitled to Universal Infant Free School Meals. You do not need to apply; this will automatically be actioned on your account.

If you receive any benefits, we encourage you to discuss with the school. An application for the benefits related Pupil Premium grant, could attract extra funding for your child's school, along with other benefits, such as help with uniform costs. Your school will help you with your application, or alternatively you can apply directly, here https://www.lincolnshire.gov.uk/school-pupil-support/apply-free-school-meals

I cannot access my account, what do I do?
In the first instance, please try resetting your password, using the 'Forgot password' button on our home page https://schoolmealsonline.com/password/reset Please check your junk mail folder if you do not see an email to reset your password.

If you continue to have difficulty, please contact us, and a member of the team will be happy to help.

I share parental care with an ex-partner, can we both have an account for my child?
Unfortunately, we can only hold one account per child. This is to ensure there is only one meal order in place, at any one time. It may be that you can use a separate, shared email address and password. If not, we would be happy to take one parent/guardian's orders online, and the other via email or telephone. Please contact us for more information.

I have missed the deadline; can I still order meals?
We try to remain as flexible as possible on processing late orders. Please contact us at the earliest opportunity and a member of the team will be happy to help. If our supplier orders have already been submitted, we may need to limit the meal choices that we can offer, however, there should always be something available to offer.

My child loves your lunches, can you deliver our evening meal too?
Not currently, unfortunately ;-)

We love to talk about school meals – please don't hesitate to contact us for advice, at any time. You can contact us by telephone on 01522 246424 between the hours of 9.00am-4.00pm on Monday-Tuesday, and 9.00am-2.45pm on Wednesday-Friday. Alternatively, please email us on enquiries@idealschoolmeals.co.uk and a member of the team will get back to you in a flash.