Quick Start Guide for My Evolve Hub: Primary Meals

Registering

To register for online meal ordering go to:

www.myevolvehub.com

- Using a Laptop or PC click on Create Account in the bottom left of the screen.
- Using a Phone or Tablet, touch the 3 black lines in the top left to open the menu and choose Log In
- Fill out all the fields and click on Create.

Note: Your password must be at least 8 characters and contain at least one uppercase (A-Z), one lower case (a-z), and one number (0-9)

- 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, and logged in.

Set Up

Adding your child/ children

- To add your child/ children to the account you will need to have the activation letter provided by your school to hand.
- Once you have logged in you need to 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. You should always be on the account as you are acting on behalf of your child**

Reviewing Allergies and Dietary Preferences

- The letter that you received from the school 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 these you will need to 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.

Please note that under Allergies only the 14 legally required allergens are listed, if you need to be more specific please speak to your school.

- 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 if you wish your child to have school meals.

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 of the screen on tabs.

- 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:

And will be added to your meal list on the left PC/ Laptop view

Phone and Tablet View: You can see the meals selected on the course headers. These headers also open and close up when you press on the arrows.

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

The number next to the basket tells you how many meals you have 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.
- Now click on the basket to make any payments and process your meal selections:

Before you click on Process you can Remove any items that you no longer want, or Save an item that you do not want to process yet.

- Once you are ready to order click on Process, if you do not pay for your school meals or you pay by cash at the school for them, you will see a message thanking you for your order
- 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.

Meal History

Viewing orders made

To view the meal orders that you have made go to Primary Meals. The main screen will show you the last 5 orders that have been made, and you also have a Manage Orders button

- To see your orders in more detail click on Manage orders either through this screen or from your menu on the left hand side:

The Manage Orders screen allows you to view your orders in more detail, and also look at specific types, such as all orders that have been cancelled, or taken.

- Clicking on the View button allows you to see the order in more detail.

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)

Frequently Asked Questions

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.