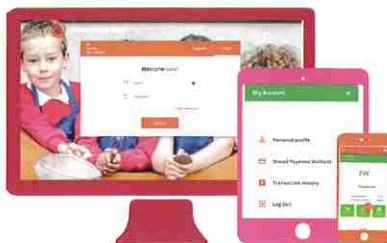


SCHOOL LUNCH PAYMENTS

Your 'How To' Guide

ISS Education has recently upgraded our school meals payments website. The time has come for your school to move over to the new system - hurray! We just need you to please spare a few minutes to register your account.



Start by accessing our website Parents.feedinghungryminds.co.uk

Register Your Account for the First Time

As an existing customer, your account and balance will automatically be transferred to our new website. However, the first time you login, you'll need to follow the instructions below:

1. On the login page select **Forgot Password**
2. Enter your email address and select **Reset Password**
3. You will then receive an email from **noreply@bluerunnersolutions.com**
Check your junk folder if you can't find the email
4. Open the email and click **Reset Password**
5. This will open the new website and you will be prompted to input your new password and confirm it

You will now be able to login to your account.



Select forgot password



Click reset password in the email

Login to Your Account

1. Enter the same **email address** and **password** as the ones you registered with
2. Click on **Login** which will take you to your account homepage



Topping Up Your Balance

1. Select the **Top Up Balance** icon and proceed to choose the amount you would like to put on your child's account (you can either top up with the suggested amounts or add your own amount)
2. Click **Next** and select **Proceed** to add your payment card (before proceeding, you have the option to save your card details for future transactions, however this is not mandatory)
3. Fill out your card details in the secure payment gateway and select **Pay**
4. If payment is successful, you will receive an email confirming your payment transaction

If payment is not successful, you will be prompted to enter your details again. If the issue continues, please contact our support team, whose details can be found on the back page of this guide. If there is still an issue, please contact your bank provider.

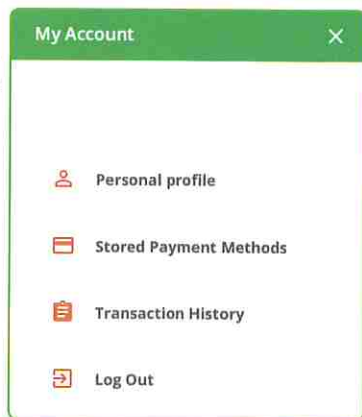


All children in Reception and years 1 and 2 are eligible for free school meals, as are children whose families are in receipt of certain benefits. If this applies to your child/children, you don't need to register for an account.

Updating Your Account Information & Logging Out

To change your account information:

1. Click on the **My Account** button which will allow you to edit your personal profile, review your stored payment methods and see your transaction history. It will also give you the option to log out.
 - a. **Personal Profile:** Here you can edit your personal details and change your password
 - b. **Stored Payment Methods:** This allows saved credit/debit cards to be edited or replaced
 - c. **Transaction History:** Shows the history of the ordering of each individual child's meal by the date and time of the order placement
 - d. **Log Out:** This will log you out of your account



If you are still unclear about anything, please take a look at our "how to" videos on our website available in the **help** section, or take a look at our frequently asked questions (FAQs).

Should you have any further questions, please contact our online support team by emailing feedinghungryminds@uk.issworld.com or calling us on 01924 792334



Feeding Hungry Minds