

SCHOOL FOOD UNITED

Guide for Parents on how
to Setup an Account

schools
by sodexo



AiP
GROUP OF
COMPANIES

Consumer Experience

Go to [Sodexo | Parent Portal](https://schoolfoodunited.com)
(schoolfoodunited.com)



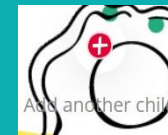
Register an Account - Your Password must contain at least 1 special character for example @,%,#



Once your account is created, you will receive a verification email. Remember to check your junk mail. You must verify before you can use the account



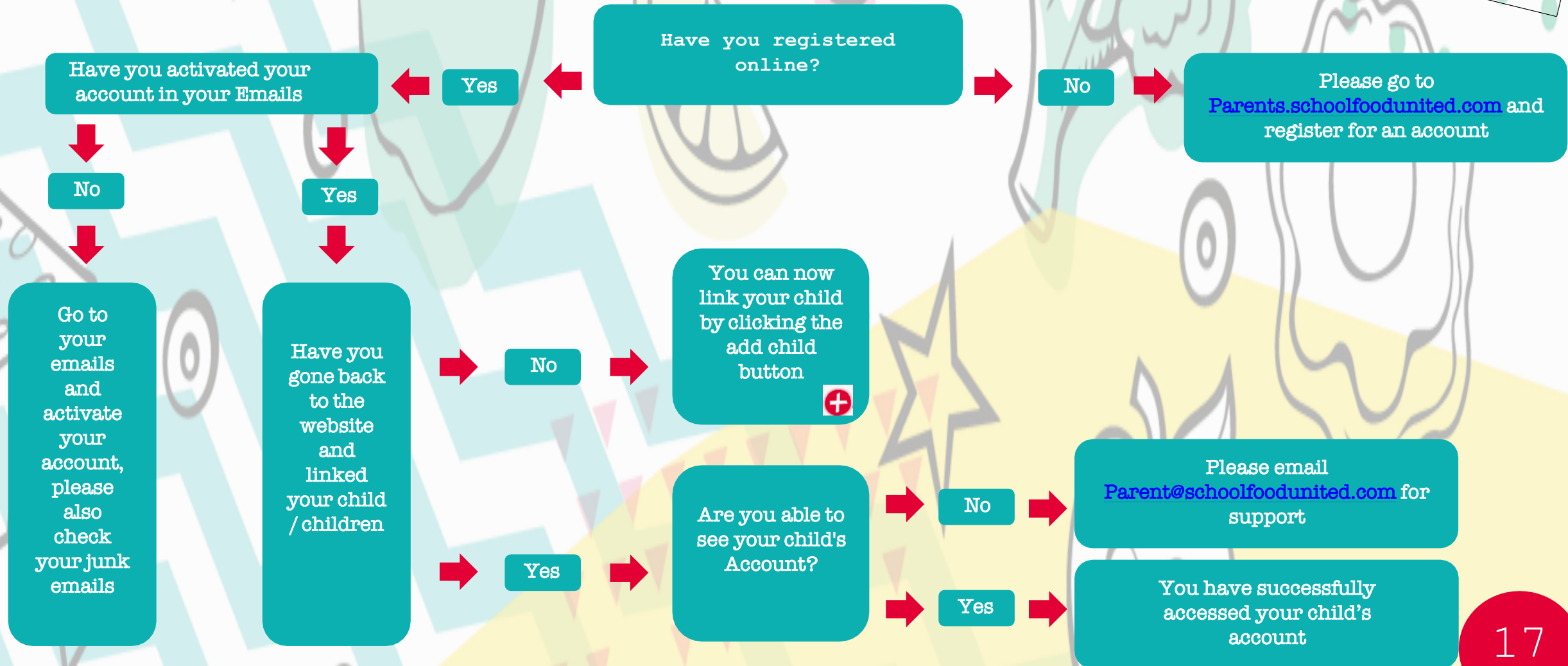
Once you have verified your account, you need to add your child. You must use the same name the school uses, no nicknames as the system will not recognise this



Once you have linked your child, you can now access your account to top up, order meals and see your transaction history

 My Account ▾

Consumer Experience

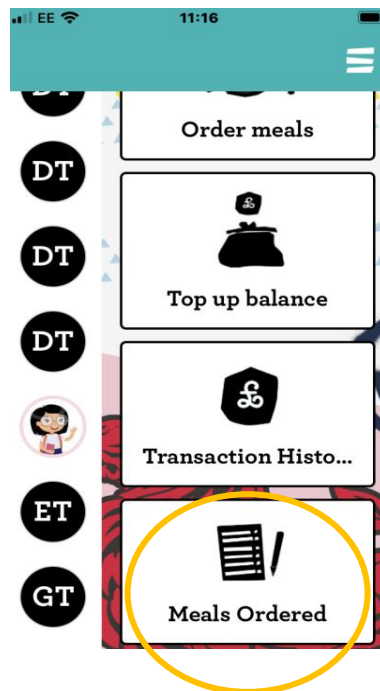


Parent FAQ's

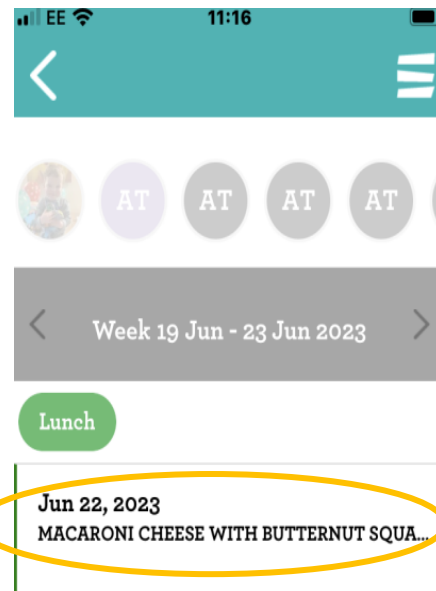
- **I am trying to login but its saying my account is not recognised?** If you have not used your account for some time as a safety measure we sometimes lock the account, please contact parent@schoolfoodunited.com to send you a password reset link to your email.
- **I have registered my account but it wont allow me to login?** Have you verified your account by clicking the link in your emails, please also check your spam mail.
- **The system does not recognise my child?** Please make sure you are not using any other names than what the school has or we have been given as the system is sensitive to this. Make sure full names are used
- **My ParentPay account is saying I have more money than the School Food United App?** Our system is live and updates all of the time, balances may differ so please only use the School Food United system to check balances and transactions
- **My child has a special dietary requirement, what do I do?** Please notify your school directly and they will then update us. You can also email us at parent@schoolfoodunited.com
- **Where do I find my transaction history?** In the 'My Account' tab on the top bar, your transactions are in here
- **Why can I not see my child's meals, its saying special diet?** We have been notified your child has a special diet and the system will prevent ordering as a safety measure. If correct this remains, if incorrect please put in writing to remove this, we will then update the school.
- **My meals have changed on the system, why is this?** Your meal may change if we have changed the menu for a theme day for example, you are able to then amend your order now there is an updated menu
- **How do I register for an account?** To register please go to www.parent.schoolfoodunited.com

How to Cancel your Child's Meal on the App

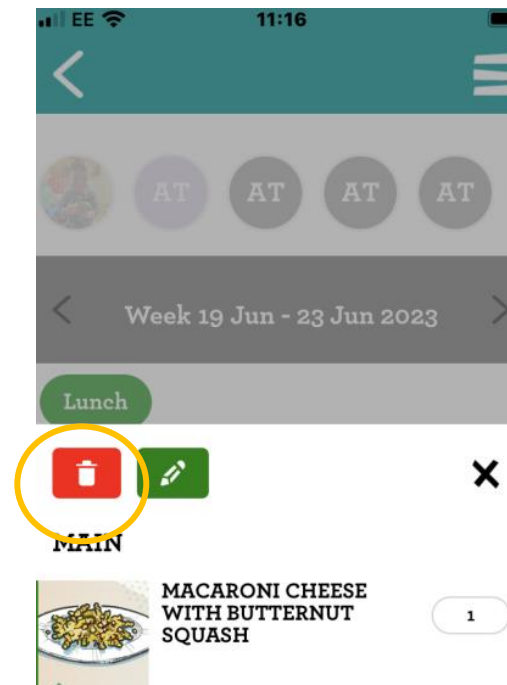
1. On your child's account click
'Meals Ordered'



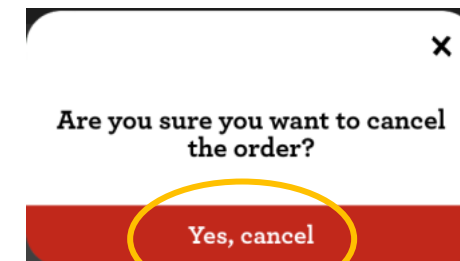
2. On the calendar, click on the
Date and Meal you would like
to cancel



3. Click on **Cancel Order**



4. Click **Yes, cancel**
to Cancel



You have
now
cancelled
your order

Login to your account and follow the below steps on how to cancel a meal

1. On your child's account click '**Meals Ordered**'

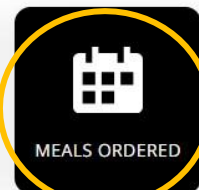


Delores

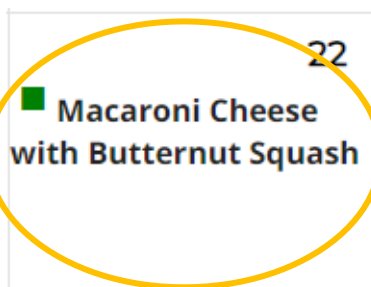
Sodexo Test School

Available balance: £28.90

Pending transactions: £0.00



2. On the calendar, click on the **Date** you would like to cancel your meal.

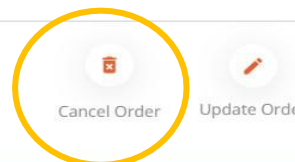
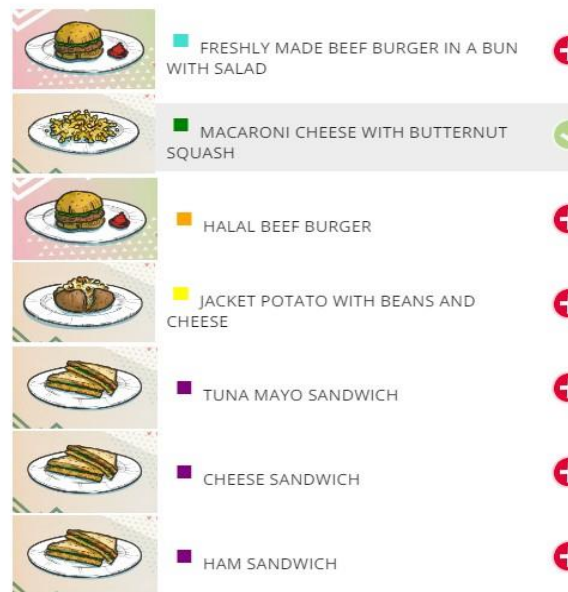


3. Click on **Cancel Order**

Thursday ×

Main

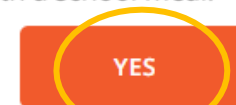
Select Main:



4. Click **Yes** to Cancel

Are you sure you want to cancel this order? If you proceed your child will not be served with a school meal.

NO



You have
now
cancelled
your order

Contact Us



0330 123 1851



parent@schoolfoodunited.com



Or use our contact form by [Clicking Here](#)

