## 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:

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MY EVOLVE HUB	Welcome to
email	My Evolve
password	Hub
Login	<b>%EVOLVE</b>
public computer?	
Create Account Forgot Password	
Pc/ Laptop View	Phone or Tablet View

Pc/ Laptop View

Fill out all the fields and •

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Create new account	
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donald@duck.com	
•••••	
Create	
Signin	Forgot password

click on Create.

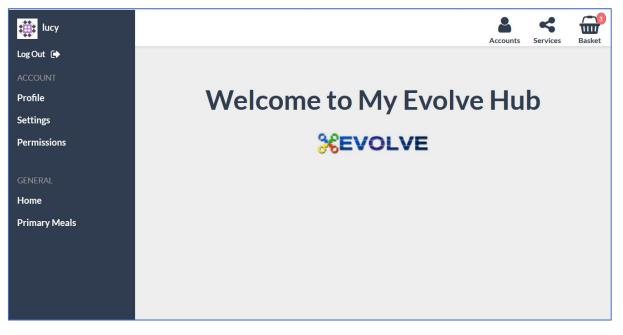
Note: Your password must be at least 8 characters and contain at least one uppercase (A-Z), one *lower case (a-z), and one number (0-9)* 

- 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.

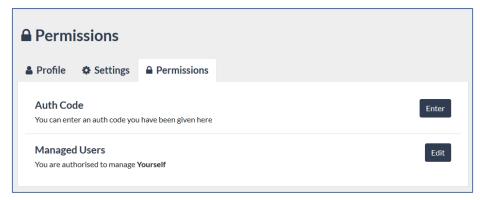
## Set Up

#### 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

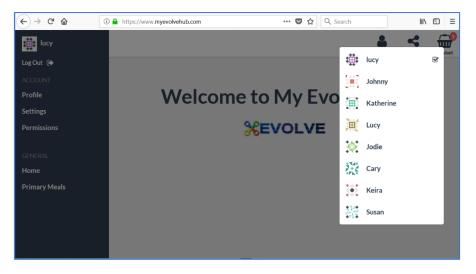


accounts:

- 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.

### **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)

Keira t 🕞	🌣 Settii	ngs			
	Profile	Settings	Permissions		
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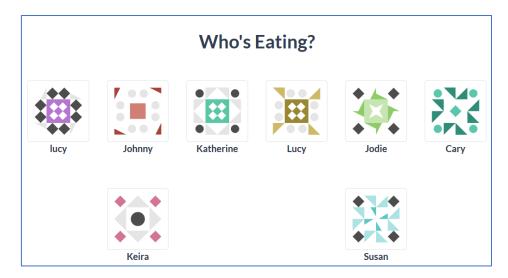
• To change any of these Settings click on Edit.

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 please adjust the calendar to the first day meals are being order from eg if start of school year, beginning of September etc\*

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Mala Voucher Mar Voucher allman settement a Mala and a Douert e	French Cheene A. Formato Pfizza Inclosure Linear formation © © © © © © 0	Mon Motin - None Desart - None Tae	Unit Quick Voucher
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Turkey (Darmacke with Vegetable sticks Torke Foreign and Vegetable sticks © ©	Lacket Postato with White Cheese Same Administration Cheese 0 ℃ 0	Malin - None Dissort - None Fri Malin - None Dissort - None	
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Freeh Freidt A. Mind Sharefferead Blacolit Prev Briefeldt Answer meintext	Field and Its Cream Priority Station		
Yogurt & mini shortbread bisoult Tractic and educational 0000	Freah Fruit		

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



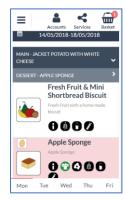
Phone or Tablet view, with the days of the week at the bottom of the screen like tabs.

• 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:

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	List	Grid	Quick	Voucher
Mon				
Main - Pasta Bolo	gnaise			
Dessert - Fruit an	d Ice Crear	n		

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101	Meal Voodher Heis Nache diese welcher die Metroeks Crawer O	C,	Freah Cheese & Termito Pitza Freah Cheese Tomo Pieze I I I I I I I I I I I I I I I I I I I
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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.



			@ Mar
101	Meal Voucher Meal Vouder at woodduiter of a Main acts Clavers	Fresh Cheese & Tomato Pizza Iran Cheese & Isreau Kos To C C C C C C C	Main Posta Bulognaise Dessert - Frait and tes Cleam Se Ine Main - Snathern Style chiefer militat Dessert - Lemon & Courgette Capcakes
	Pasta Bolognaise Instruction	chrese barmcake with Vegetable sticks dwws.barwski with Vegetable disk.*	Weet Moin-Recet Gommon Joint Desvert - Gregor Biocultu & Peans Pra Main- Chedren Hildcowth Name Desvert - Presh/spergol Acid
	Turkey Barmcake with Vegetable sticks Turkey formalesetty legetable moles O	Jacket Potato with White Cheese	Eri Mola-Cripy Chicken Hilet in a Winap <sup>1</sup> Desent Fruit in Killy Mol To Backet
	Beefburger on a Bun Baltarga un den	jacket potato with beans jude: jude:	2005526164 (0552616



Phone/ Tablet View

• Now click on the basket to make any payments and process your meal selections:

Items		Pri
Your shopping	basket contains 5 items	
Card Transact	ion case)	
$\square$	Southern Style chicken fillet served with Lemon & Courgette Cupcakes as dessert for Keira	£0.
	08-05-2018 Portion: Child	0
	Remove Save	1
	Pasta Bolognaise served with Fruit and Ice Cream as dessert for Keira	£0.
	07-05-2018 Portion: Child	0
	Remove Save	3
$\square$	Chicken Tikka with Rice served with Fresh Sponge Iced as dessert for Keira	£0.
5925	10-05-2018 Portion: Child	0
	Remove Save	1
	Crispy Chicken Fillet in a Wrap* served with Fruit in Jelly as dessert for Keira	£0.
$ \langle \rangle $	11-05-2018 Portion: Child	0
	Remove Save	j.
	Roast Gammon joint served with Ginger Biscuits & Pears as dessert for Keira	£0.
<b>IO</b>	09-05-2018 Portion: Child	<b>C</b> A
	Remove Save	j.
Administration Fe		ÉC
Total Card	Payment	£0.0
	d refunds are processed separately. Items to be refunded will be refunded to the payment method used for the original charg le directly to the supplier. Removing an item will permantly remove an order. Saving an item will temporarily stop an item bei	

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, then you will immediately receive the following message:



• If you do pay for school meals you will be taken to the payment page. After entering your card details you can choose for your card to be remembered. If you choose this option you will be asked to enter your phone number for security details.



### **Meal History**

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#### 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

MANAGE ORDERS							
Date	Meal Taker	Meal	Status	Cost			
28-05-2018 View	Johnny	Jacket Potato with Fresh Tuna served with Fruit and Ice Cream as dessert	Created Paid	£0.00			
11-05-2018 View	Keira	Crispy Chicken Fillet in a Wrap* served with Fruit in Jelly as dessert	Created Paid	£0.00			
10-05-2018 View	Keira	Chicken Tikka with Rice served with Fresh Sponge Iced as dessert	Created Paid	£0.00			
09-05-2018 View	Keira	Roast Gammon joint served with Ginger Biscuits & Pears as dessert	Created Paid	£0.00			
08-05-2018 View	Keira	Southern Style chicken fillet served with Lemon & Courgette Cupcakes as dessert	Created Paid	£0.00			
Last 5 Orders Sum	imary						

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

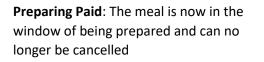


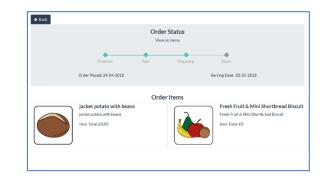
The Manage Orders screen allows you to view your orders in more detail, and also look at specific types, such as all orders that have been cancelled, or taken.

	My Orders				
	All Pald Taken	Cancelled			
	03-02-2018	keira	<b>o</b> Q		
	Date Meal Take	r Meal	Status Cost		
	02-05-2018 Keira View	Cheese Wrap with Vegetable Sticks served with flapjack as dessert	Fulfilled Paid £0.00		
	03-05-2018 Keira View	jacket potato with beans served with Fresh Pruit & Mini Shortbread Biscuit as dessert	Preparing Paid £0.00		
	04-05-2018 Keira View	jacket potato with beans served with Fruit, Jelly & Ice cream* as dessert	Created Paid £0.00		
	01-05-2018 Keira View	Theo's Chicken Tikka Wrap served with Yogurt & mini shortbread biscuit as dessert	Fulfilled Paid £0.00		
	30-04-2018 Keira View	Vegetarian pizza served with Chocolate & Manderin Sponge as dessert	Preparing Paid £0.00		
	08-05-2018 Keira View	Southern Style chicken fillet served with Lemon & Courgette Cupcakes as dessert	Created Paid £0.00		
Clicking on	07-05-2018 Keira View	Pasta Bolognaise served with Fruit and Jon Conson as dessert	Created Raid 60.00		the
	10-05-2018 Keira View	Chicken Tikka with Rice served with Pn	Order Status View on menu		uie
		Ordered	Pald Preparing	Taken	
		Order Placed: 24-04	2018	Serving Date: 02-05-2018	
			Order Items		
		Cheese Wrap w Cheese Wrap with V Cheese Wrap with V Them Total: 0.00	ith Vegetable Sticks egetable Sticks	flapjack flapjack Item Total: £0	

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

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





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

	Order View o		
Ordered	Paid	Preparing	Taken
Order Placed: 24-04-2018	CANCEL	ORDER	Serving Date: 04-05-2018
	Order	Items	
jacket potato with beans jacket potato with beans Item Total: £0.00			Fruit, Jelly & Ice cream* Fruit, Jelly & Ice cream* Item Total: £0

#### **Frequently Asked Questions**

#### I have forgotten my password. What can I do?

If you have forgotten your password click/ press on the Forgot Password on the main login screen. You will then see the Forgot Password screen, where you will need to enter your email address (the one you registered with, and log in with).

You will then be emailed a link to reset your password. This link is only valid for 1 hour. If it is not clicked within this time you will need to use the forgotten password option again.

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

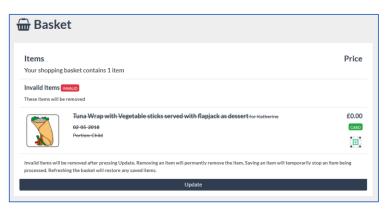
Yes you can have all of your children on the one single account, even if the children attend different schools (the schools must use the myevolvehub online system though). Just request an auth code from the schools offices for them all.

## 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.

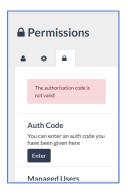
	EVOLVE	
Forgot password		
email		
	Email Me	
Create Account		Signin

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?

The most likely reason is 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.



# IF YOU NEED ANY HELP/ASSISTANCE – PLEASE CONTACT IN THE FIRST INSTANCE:

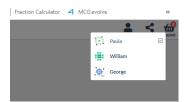
#### help@evolve4.net

You can leave your telephone number on the mail if you would prefer to speak to somebody and they will call you back. Before you e-mail, please check through our 'Common Problems' section below as they may answer your query...

#### **COMMON PROBLEMS**

**Make sure that you are using an up to date browser.** For example IE (Internet Explorer) is no longer supported by Microsoft, so if using this browser you will experience problems on most sites, since this ceased during 2019. Often menu options will not be visible if using an out of date browser like IE. Try changing to a more up to date browser like Chrome.

Make sure you are in your Child's account and not your own. See screenshot below, click on Accounts (under the little man) and it will always have your account on top and any children's accounts underneath. Sometimes parents cannot see a menu as they are in their own account rather than their child's account.



When Registering for the first time – don't forget to add your child's account. Your child should come home with a letter, containing a code unique to them, follow the guidance to add an account for each child. If you don't see the Account Icon on the top right hand side menu, then you haven't added your child. Please refer to the guidance and letter containing the code (if you have more than one child, you will need to enter each individual code for each child – this is a one off exercise to set up). If you have lost the letter and/or the time to use your code has run out, you can contact the school to ask that they generate a new letter with a new code if necessary.



**Don't forget to process the Basket.** Occasionally, parents place an order but then forget to click on the Basket and click Process. Your order will not be complete until you have clicked on the Process button within the Basket (even if your child is on Free School Meals, you still need to process the basket – there will be no charge).