

A Parent's guide to online payments

www.feedinghungryminds.co.uk

1. How do I register?

Log onto our website www.feedinghungryminds.com.uk

1. Select Payments
2. Ensure the correct area is selected
3. Select Log in or register

The screenshot shows the homepage of the Feeding Hungry Minds website. A red box labeled '1. Payments tab' points to the 'Payments' link in the top navigation menu. Another red box labeled '2. Ensure the correct area is selected' points to the 'West Berkshire' link under the 'Online Payments with Cypad' section. A third red box labeled '3. Select Log in or register' points to the 'Log In / Register' button on the 'Welcome to the School Meals payment system for ISS' page.

4. To register for the first time, click on 'new user'

The screenshot shows the 'Sign in' page of the ISS Facility Services Education website. A red box labeled '4. Click on new user' points to the 'New User' button, which is located below the 'Forgotten password?' link.

5. Complete 'Personal details' with parent details. *Please note, all boxes marked with an asterisk * are mandatory and must be completed.*
6. Complete new pupil details by selecting the school from the drop down box then entering the child name, year and class.
7. Click 'update details'.

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Edit my details

Name: Nikki Baxter

Personal details

Name: Nikki Baxter

Address 1: 78 Testling Street

Address 2:

Postcode: YO7 4DW

Mobile: 07777 777777 * Landline:

Email: nikki.baxter@uk.issworld.com

Login details

Username: nikki.baxter@uk.issworld.com

Password: *****

Re-enter Password: ***** *

New pupil details *

School	Child's Name	Year	Class
Demo	Test Junior	1	
Demo	Test two	2	

Update Details Close

6. Click update details

4 complete personal details

5 complete new pupil details

You will now receive an email confirming that we have your details and are processing your account.

The second email you receive will be an activation email, usually within 2 working days of registering, to advise your account is now active.

If in the unlikely event that you do not receive a confirmation email, please contact Nikki Baxter on 0844 583 5754 or isseducation.onlinepayments@uk.issworld.com

2. How do I log in once registered?

1. Select Payments
2. Ensure the correct area is selected
3. Select Log in or register

Enter email address (user name) and password (this is the password that you created when first registering).

The screenshot shows the ISS Facility Services Education website. The 'Sign in' section is highlighted with a red box containing the text '2. Enter email and password'. Red arrows point from this box to the 'Username / Email' and 'Password' input fields. The page also includes a 'Remember me' checkbox, a 'Sign in' button, a 'Forgotten password?' link, and a 'New User' button. On the left, there are links for Home, Instructions, Our Menus, Healthy Eating, and FAQs.

You will now be taken into your child's account. From here you will be able to view your balance, add payment, view transactions and select meals (as long as the school your child attends participates with the pre ordering option).

The screenshot shows the account page for Nikki Baxter. The 'Name' field is highlighted with a red box labeled 'Parent Name'. The table below shows meal orders with columns for Name, Year, Rate, Balance, Ordered, and Amount. The 'Balance' column is highlighted with a red box labeled 'The cost of a meal'. The 'Total to Pay' amount is highlighted with a red box labeled 'The balance on the account'. The 'Notes' section is highlighted with a red box labeled 'All debts will be shown as a negative value and highlighted red'. Red arrows point from these boxes to the corresponding elements on the page.

Name	Year	Rate	Balance	Ordered	Amount
Test Two	Duty	£ 2.58	-£ 5.16		£ 0.00
Test Junior	2	£ 2.05	-£ 4.10		£ 0.00

Debiting: £ 9.26
Balance on child's account after payments: £ 0.00
Total to Pay: £ 9.26

Notes:
• All amounts in red must be cleared at the time of buying meals.
• A minimum payment of £10.00 is required for payments to be processed.

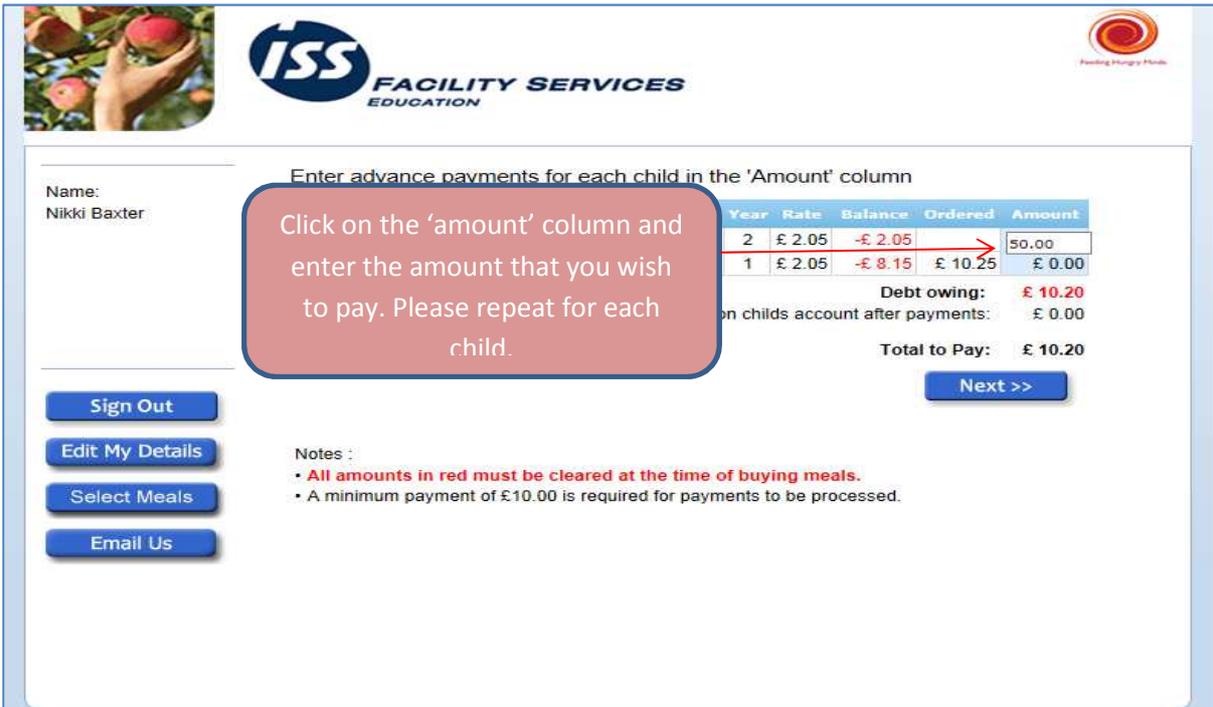
3. How do I make a payment?

The online payment system is a pre-payment system and does require the account to be in credit before meals are consumed.

We will only deduct money from your account as and when your child has a meal. If he/she only has a meal once a week, we will only deduct the cost of a meal on this day and your account will remain unchanged on the days he/she does not eat a school meal.

Please note, there is a minimum payment of £10.00 required to use this system. This can be split across two or more children and can be any combination as long as the payment made is £10.00

To make an advance payment, Click on the amount column and enter the amount that you wish to pay (please do not enter a £ sign).



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Feeding Hungry Minds

Name: Nikki Baxter

Enter advance payments for each child in the 'Amount' column

Year	Rate	Balance	Ordered	Amount
2	£ 2.05	-£ 2.05		50.00
1	£ 2.05	-£ 8.15	£ 10.25	£ 0.00

Debt owing: £ 10.20
on childs account after payments: £ 0.00
Total to Pay: £ 10.20

Next >>

Sign Out
Edit My Details
Select Meals
Email Us

Notes :
• All amounts in red must be cleared at the time of buying meals.
• A minimum payment of £10.00 is required for payments to be processed.

Once you have entered the amount you wish to pay, please click the 'next' button where you will be taken to the payment page.

Please note, any outstanding amount will automatically be added to the amount that you have entered in the amount column. Please check the 'Total to pay' before clicking next

Complete the boxes below with your card details and click 'Authorise'.

Please do not click Authorise more than once.

Please note, we do not store card details therefore you will need to enter these every time you make a payment.

The screenshot shows the ISS Facility Services Education payment interface. On the left, there is a user profile for 'Nikki Baxter' with buttons for 'Sign Out', 'Edit My Details', 'Select Meals', and 'Email Us'. The main form area contains fields for 'Name of Cardholder*', 'Card Type*' (set to 'Master Card'), 'Card Number*', 'Expiry Date (MM/YY)*', 'Issue No. (Switch use 0 if not known)', 'Last 3 digits on signature strip (security code)*', 'Start Date (MM/YY)', and 'Amount' (60.20 GBP). A blue 'Authorise' button is at the bottom right of the form. A red arrow points from a callout box 'Complete card details' to the 'Card Number*' field. Another red arrow points from a callout box 'Once complete, click authorise' to the 'Authorise' button. Below the form, there is a warning: 'Please do not press Authorise more than once. Please wait while your card details are authorised. This transaction is encrypted for your privacy. Do not exit or press back until confirmation received.' At the bottom, there are logos for 'Powered by SECPay' and 'THAWTE AUTHENTIC SITE Secured by SSL'.

Once your payment has been authorised, your account will be updated and a confirmation email will be sent to you confirming the payment.

There is no need to contact the school to advise payment has been made as the school system will also be updated automatically.

If you have any queries with regard to payments, please contact Nikki Baxter on 0844 583 5754 or isseducation.onlinepayments@uk.issworld.com

4. How do I select meals?

Please note, this option is only available if your school uses the whiteboards in the classroom.

This option is for parents who wish to order on behalf of their child/children however this is not compulsory and children can still order in the classroom each morning if preferred.

You will be unable to pre order on the morning of the day your child wishes to have a meal, the cut off point for ordering and/or making changes up until 00.00 hrs.

If you decide to pre order on behalf of your child/children, they will be unable to change their choice of menu on the morning of the meal however, if you have already pre ordered and your child decides they no longer want to have the meal, simply advise the teacher in class on the morning of the meal. You will not be charged for the meal if your child/children do not consume the meal.

- Click 'select meals' from the option on the left hand side
- The menu displayed is the current menu. To select a different week, simply click the arrow to move on a week.
- To select, click on the main meal and dessert of choice. This will then turn orange (to de select, click on the meal again).
- Once you have made your choices, click 'done'.

Meal Selection 27 Aug 03 Sep 10 Sep 17 Sep 24 Sep 01 Oct

Test Two			✓			
Test Junior		✓				

Monday	Tuesday	Wednesday	Thursday	Friday
Main	Main	Main	Main	Main
Chicken Curry served with Rice	Square Beef Burger in a Bun	Roast Chicken, Roast Potatoes	Beef Chilli served with Rice	Fish Fingers served with Chips
Sweet Potato & Vegetable Curry	Vegetable Burger in a Bun	Tomato Lentil & Veg Pasta Bake	Margheritta Pizza, Garlic Brd	Vegetable & Chickpea Jambalaya
Jacket Potato Tuna/Cheese/Bean	Jacket Potato, Bolognaise	Jacket Potato Tuna/Cheese/Bean	Vegetable Pasta Bake	Jacket Potato Tuna/Cheese/Bean
Dessert	Dessert	Dessert	Dessert	Dessert
Chocolate & Banana Loaf	Ginger Sponge, Custard	Courgette Cake, Yoghurt Top	Fruity Flapjack	Carrot Cake, Fondant Topping
Low Fat Yoghurt	Low Fat Yoghurt	Low Fat Yoghurt	Low Fat Yoghurt	Low Fat Yoghurt
Seasonal Fresh Fruit	Seasonal Fresh Fruit	Seasonal Fresh Fruit	Seasonal Fresh Fruit	Seasonal Fresh Fruit

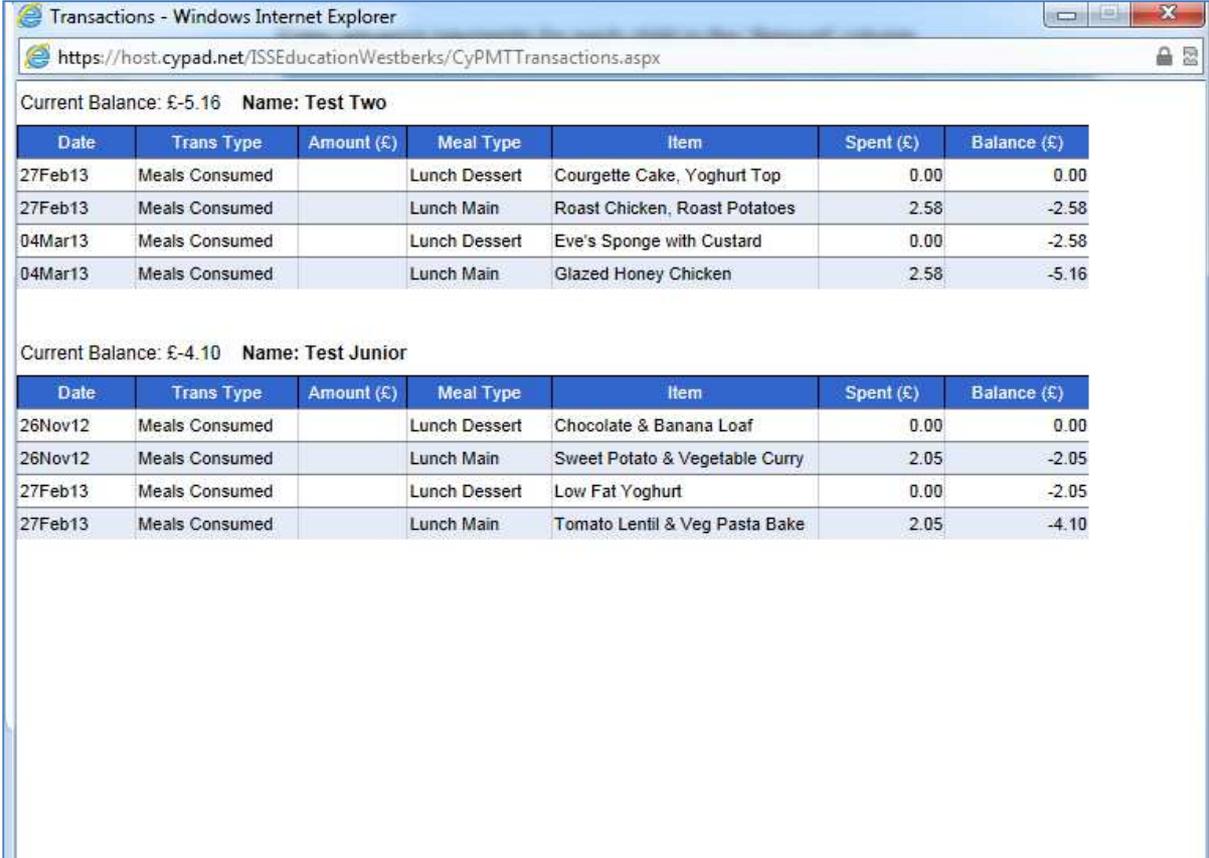
If you then click on “meals chosen” on the payment page it will show your choices, you can also unselect meal choices from this tab if needed and reselect.

5. How do I check my transactions?

A handy way for you to check your payments or see what you child/children have had for lunch.

Please note, you will only be able to see what you child/children have had for lunch if the school uses the whiteboard option, otherwise this will just show as main meal

- Click on the transaction button on the left hand side of your screen.
- You will then see a breakdown of when your child/children consumes a meal.
- If you have more than one child, all children will be displayed. To view all meals for each child, just use the scroll bar at the side.



The screenshot shows a web browser window titled "Transactions - Windows Internet Explorer" with the URL <https://host.cypad.net/ISSEducationWestberks/CyPMTTtransactions.aspx>. The page displays two sections of transaction data.

Current Balance: £-5.16 Name: Test Two

Date	Trans Type	Amount (£)	Meal Type	Item	Spent (£)	Balance (£)
27Feb13	Meals Consumed		Lunch Dessert	Courgette Cake, Yoghurt Top	0.00	0.00
27Feb13	Meals Consumed		Lunch Main	Roast Chicken, Roast Potatoes	2.58	-2.58
04Mar13	Meals Consumed		Lunch Dessert	Eve's Sponge with Custard	0.00	-2.58
04Mar13	Meals Consumed		Lunch Main	Glazed Honey Chicken	2.58	-5.16

Current Balance: £-4.10 Name: Test Junior

Date	Trans Type	Amount (£)	Meal Type	Item	Spent (£)	Balance (£)
26Nov12	Meals Consumed		Lunch Dessert	Chocolate & Banana Loaf	0.00	0.00
26Nov12	Meals Consumed		Lunch Main	Sweet Potato & Vegetable Curry	2.05	-2.05
27Feb13	Meals Consumed		Lunch Dessert	Low Fat Yoghurt	0.00	-2.05
27Feb13	Meals Consumed		Lunch Main	Tomato Lentil & Veg Pasta Bake	2.05	-4.10