

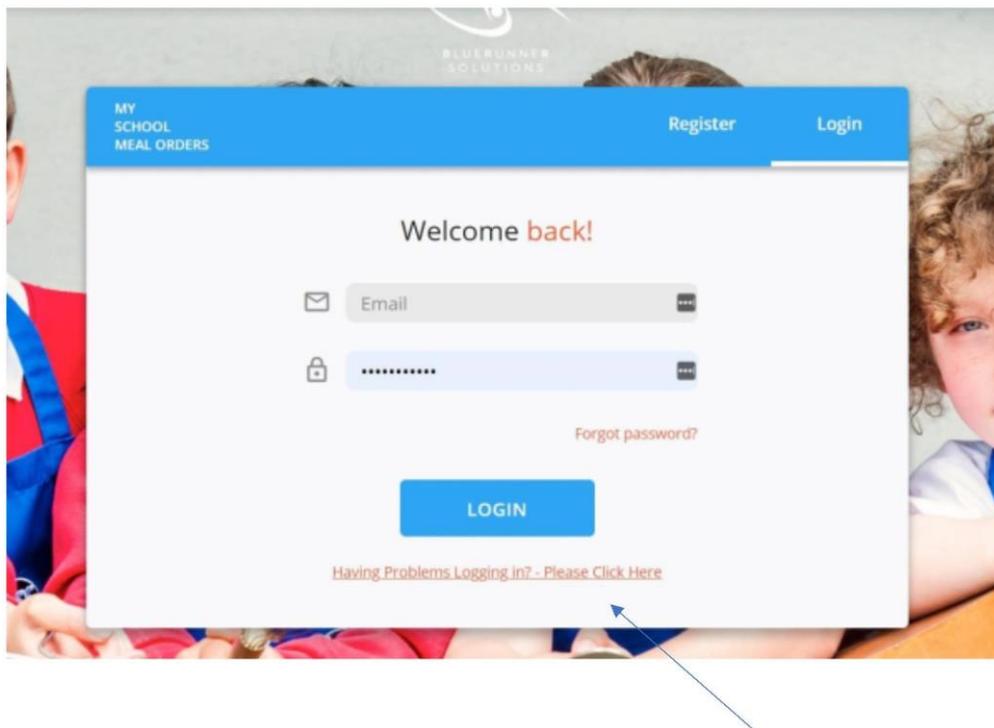
Access the System

Parent Guide for Ordering Meals

Registration guide separate



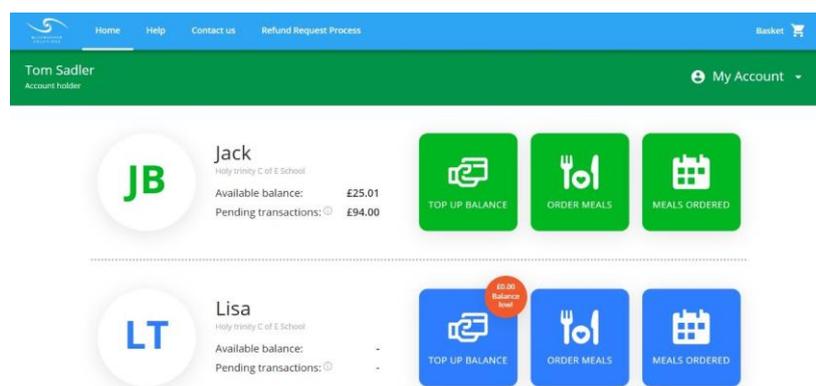
Access the URL and input the email used to register along with the chosen password



Should you have any issues logging in, please click on the link as shown above, which will provide further information

Home Page

Once logged in, the below homepage will appear



Click home - this will divert back to this page wherever you are to proceed through the order process or access another page on the system

This page will have your child's name, school, available balance and pending transactions

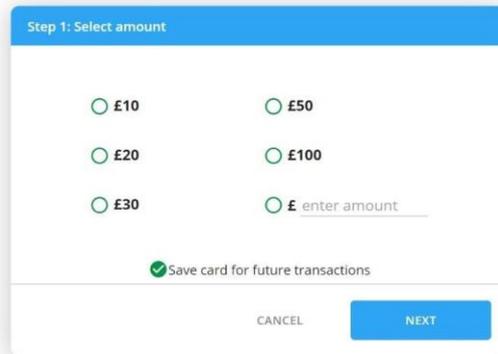
**Pending transactions are based on orders that have been placed, but not yet received by the child. Once that date occurs the relevant amount for that meal will be deducted*

The buttons - Top up balance, order meals and meals ordered are explained below.

Top up Balance

 Top up for Jack

Need help?
Watch video tutorial
FAQ
Contacts



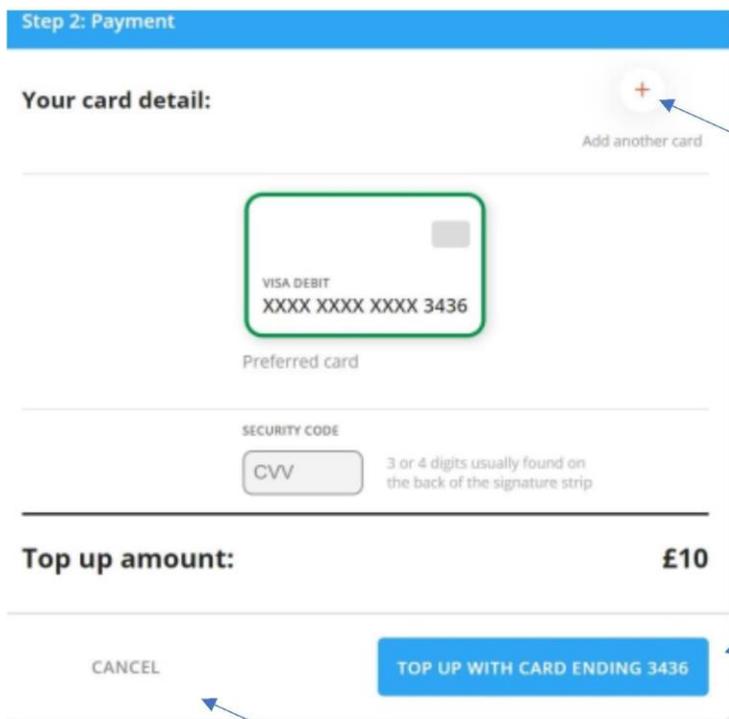
Step 1: Select amount

£10 £50
 £20 £100
 £30 £ enter amount

Save card for future transactions

CANCEL NEXT

This option allows you to add a pre-set amount, or input the required amount within the '£ enter amount' free text box. You can also save the card information by ticking the box 'save card for future transactions'



Step 2: Payment

Your card detail:

Add another card

VISA DEBIT
XXXX XXXX XXXX 3436
Preferred card

SECURITY CODE
CVV 3 or 4 digits usually found on the back of the signature strip

Top up amount: £10

CANCEL TOP UP WITH CARD ENDING 3436

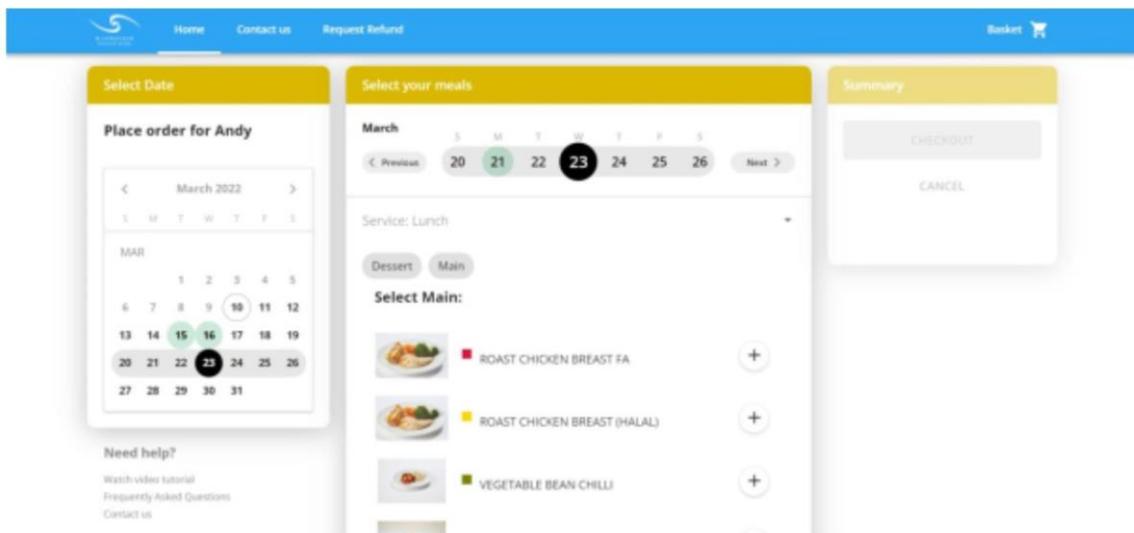
You have the ability to use the card saved by entering the CVV number as shown, alternatively you can add another card as shown here

Once you are happy with the payment method, please select the 'Top up with card ending xxxx'

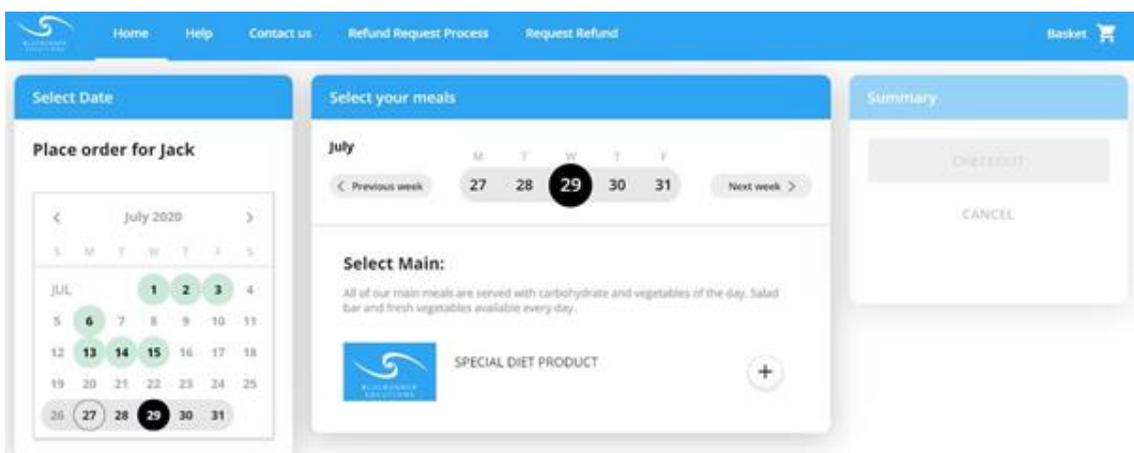
Should you wish to cancel the top up, simply select 'cancel'

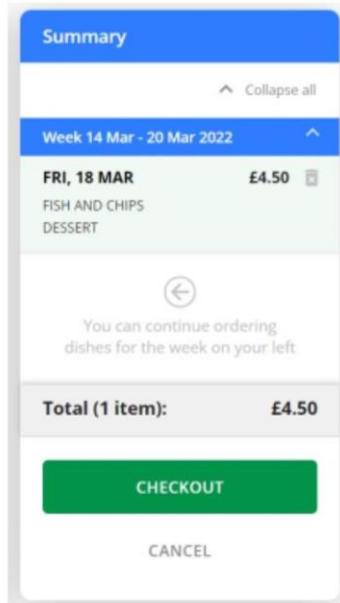
Order Meals

After clicking on the 'ORDER MEALS' button, you will be diverted to the screen below – where you will have the option to select appropriate days, browse the menu and add to your basket. Please note, if there is no menu available for an individual day, please try another day of the week to browse the configured menu.



Please note that if your child has a special diet the below screen will appear

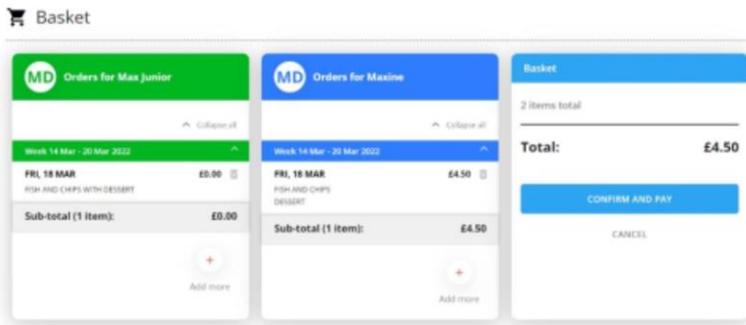




Once you have selected the meals, your basket will show the summary before you can proceed to the checkout page.

Please note that if you have prepaid then the basket total will show £0.00 indicating no charge is required.

When you have added all required meals to the basket, click on check out



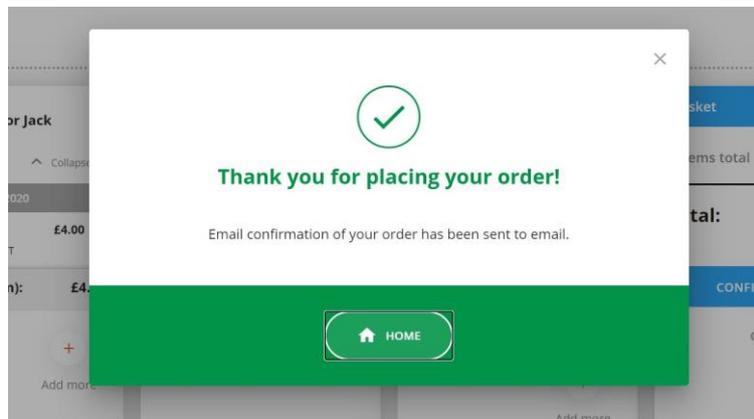
you have



The basket will indicate how many items added.

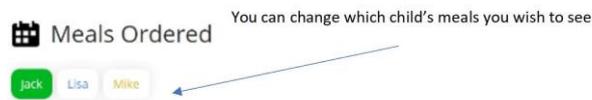
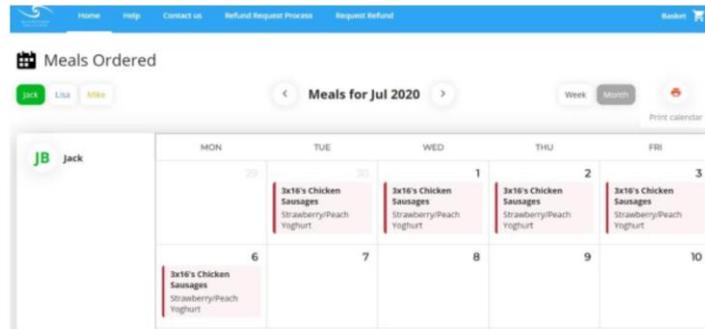
The checkout page will show all children linked to your account. This will also show if any child has a low balance

As soon as you are happy with the order, simply click 'confirm and pay'. Once successful the screen below will appear and you will receive an email confirmation.



Meals Ordered

If you wish to see the overview of meals ordered for the coming week/month, please click on the 'MEALS ORDERED' button on the home page. This will show the screen below:



You can also change this to show a weekly view

The print option will open a print pop-up, allowing you to print the meals and display this within your house



Contact us

**QUESTIONS, IDEAS,
SUGGESTIONS -**

**If there is something in your mind,
we want to hear it!**

To get in touch with us, simply enter your details in the form and we'll get back to you as soon as we can.

Should you wish to get in touch to mention any suggestions or feedback, or you have any questions please click on 'Contact us'



This will allow you to populate the below form which will be sent to the relevant parties

Contact us

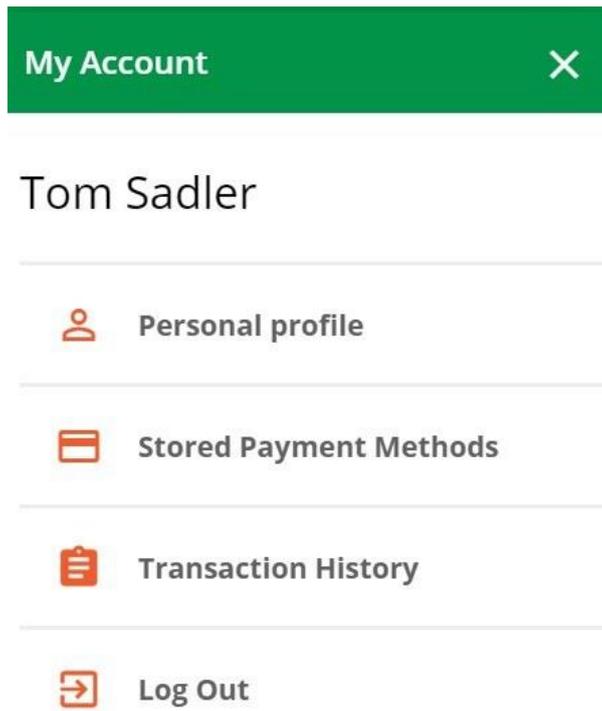
Pop your details in here...

SUBMIT

My Account

On the home page you will be able to access 'My Account' as shown below

The screenshot shows the 'My Account' page with a navigation bar at the top containing links for Home, Help, Contact us, Refund Request Process, Request Refund, and a Basket icon. The user's name, Tom Sadler, and account holder status are displayed. Below this, there are two user profiles: Jack (Holy Trinity C of E School) with an available balance of £21.01 and pending transactions of £98.00, and Lisa (Holy Trinity C of E School) with an available balance of - and pending transactions of -. Action buttons for 'TOP UP BALANCE' and 'ORDER MEALS' are visible for each profile. A 'My Account' dropdown menu is open, showing options for Personal profile, Stored Payment Methods, Transaction History, and Log Out.



From here you can access the options:

- **Personal Profile**

Allows you to change your password

- **Stored Payment Methods**

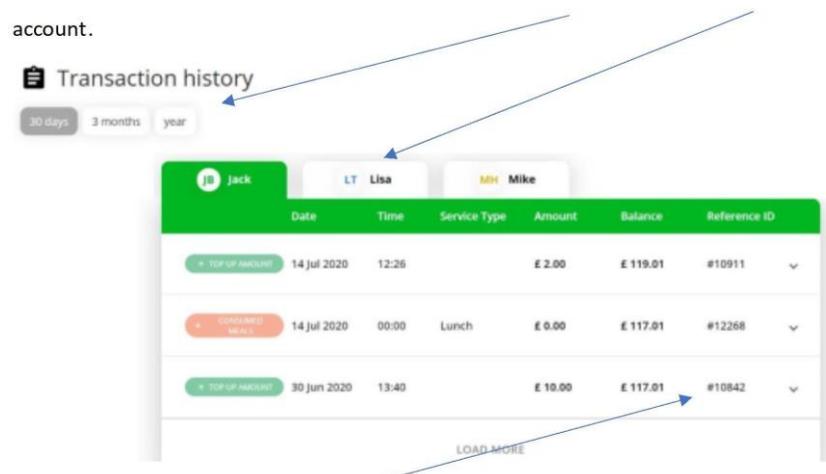
This is where you can delete any previously saved payment methods

- **Transaction History**

Overview of all transactions, this is shown below

This is also where you will log out of the platform Transaction history allows you to view based on days/month/years, for each child linked to your

account.



Each transaction has a unique reference ID

Useful Posters and FAQ ...



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 your School Office to send you a password reset link to your email.

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 child has a special dietary requirement, what do I do?

Please notify your school directly and they will then update your Caterer.

My meals have changed on the system, why is this?

Your meal may change if we have changed the menu for a theme day or special event, for example, you are then able to amend your order once the updated menu has been added.

Why do I have to top up first on ParentPay?

Your child's meals must first be paid for before you can order them. You will NOT be able to your order any meals unless you have credit, or until you have cleared any debt, on your ParentPay account.

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.

Topping-up on ParentPay account

Please only use the ParentPay to check and top-up balances as this is live data.

Where do I find my transaction history?

In the 'My Account' tab on the top bar, your transactions can be found here

What do I do if my child has Free School Meals?

You will still need to order your child's meals on Blue Runner, but you do not have to pay on ParentPay.

How do I register for an account?

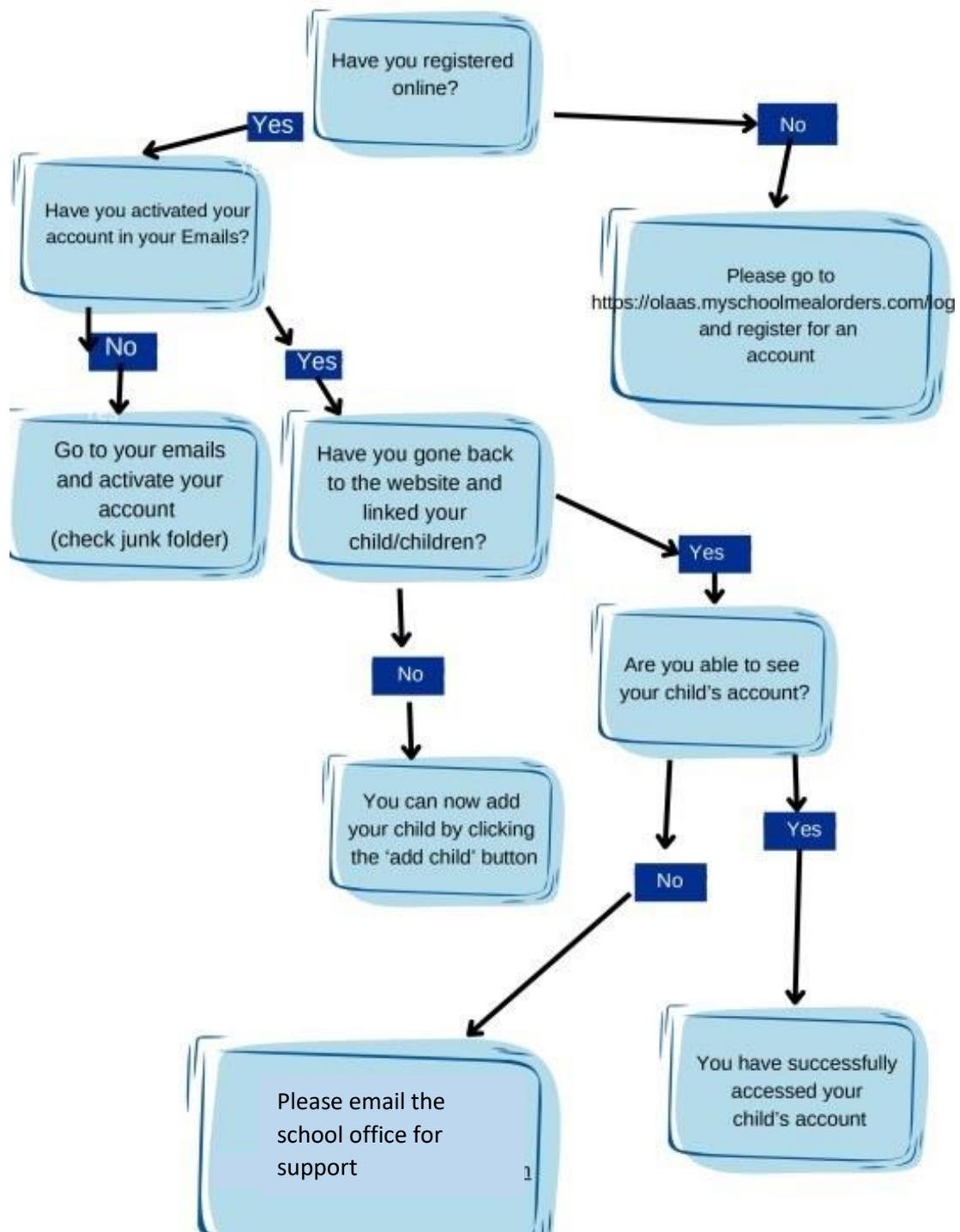
To register please go to <https://olaas.myschoolmealorders.com/login>

Can I use 1 account if I have more than 1 child?

Yes, you can link all your children into the same account on Blue Runner for ease.

Why can't I find my child's school?

You will find your child's school if you start typing it in the School search box.





Our Lady and All Saints
Catholic Multi Academy Company
Strong in Faith

Guide for Parents How to set up a Blue Runner Account

Register an Account using the link provided
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.

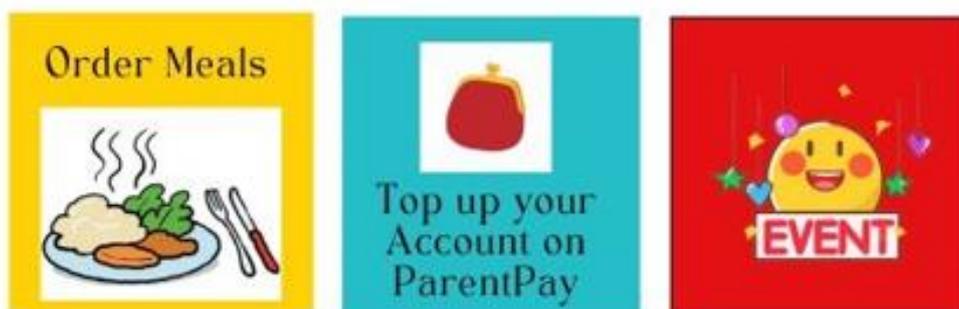
Once you have verified your account, you need to add your child. You must use the same name the school uses, no nicknames as the system will not recognise this.

Once you have linked your child, you can then access your ParentPay account to first top up your balance and then use Blue Runner to order child's meals and see your transaction history.



**A new way to order your child's lunch called
Blue Runner is coming soon!**

This will ensure pupils get their first and favourite choice of meal, reducing waste and making it easier and safer for everyone. This new system will send your orders straight to our kitchen. Once we go live, you will be able to:



Allergens

Please ensure you let the School Office know about your child's allergens. You will be asked to complete a form that will be passed onto our new caterer Aspens.

Free School Meals

If your child is entitled to a free school meal, you can choose their meal on Blue Runner
<https://olaas.myschoolmealorders.com/login>

Please note to apply for free school meals please visit the following link:

[Free School Meal Application](#)