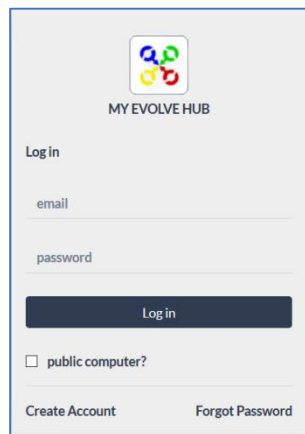# Start Guide for My Evolve Hub: Primary Meals

Registering

To register for online meal ordering go to:

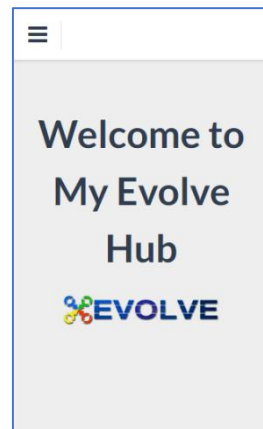www.myevolvehub.com

- 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:

Pc/ Laptop View   Phone or Tablet View

- Fill out all the fields and   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)
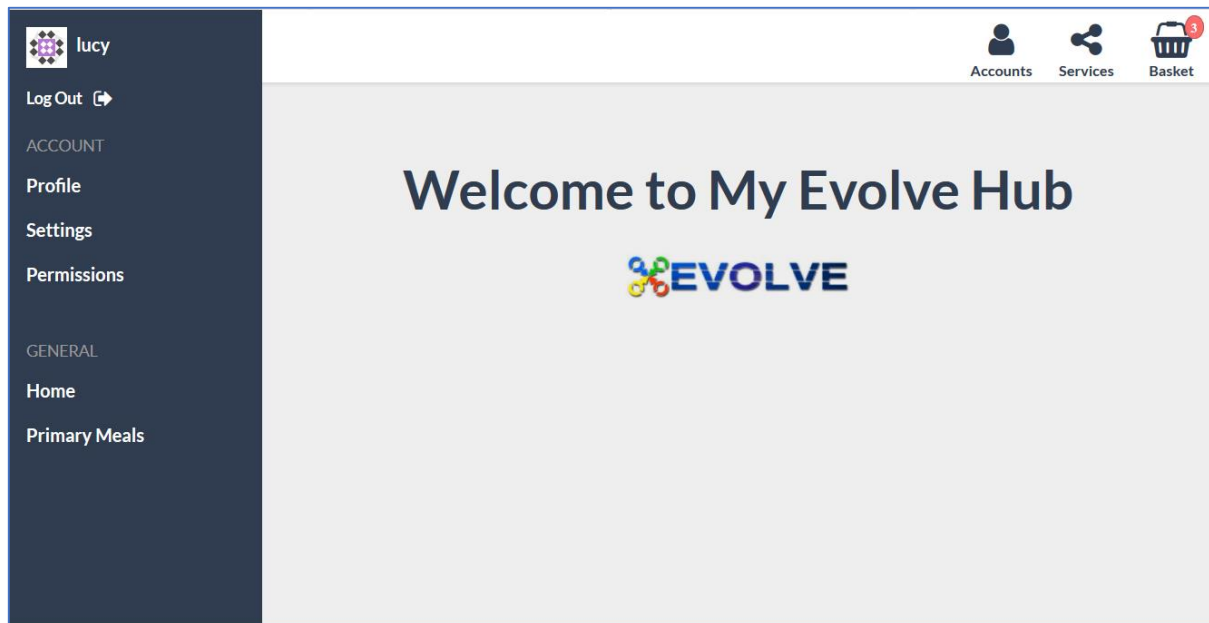
- The Permissions section allows you to see who you are currently authorised to manage, and add new
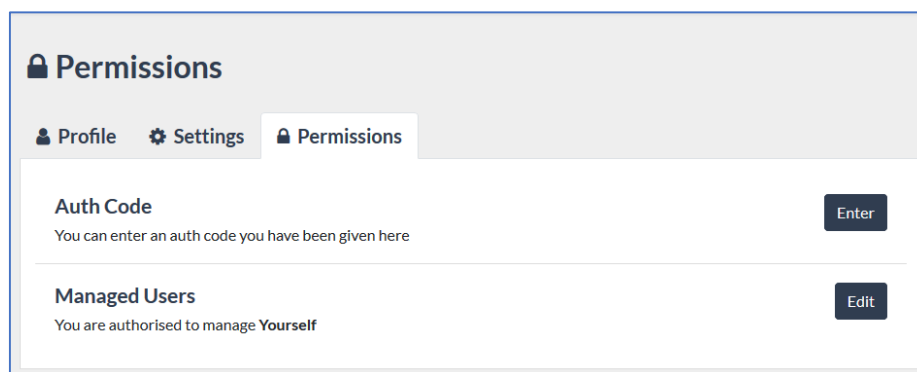
accounts:

- 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.
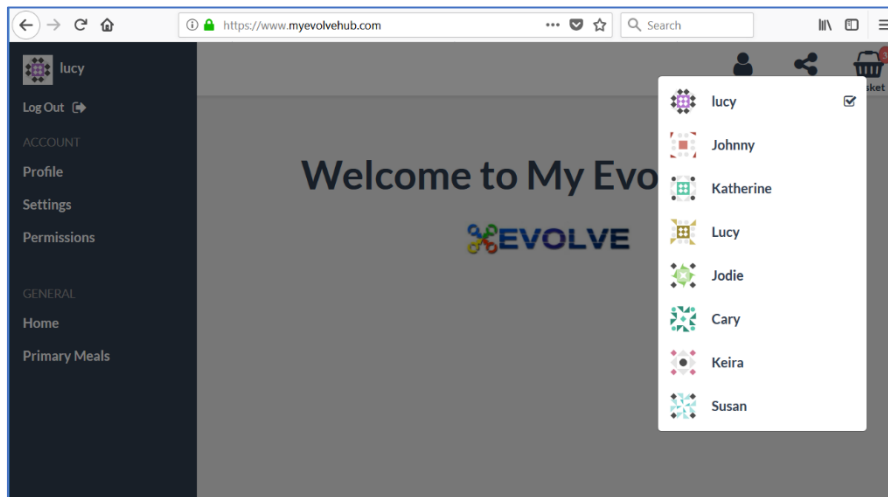- If these are wrong or incomplete you need to change these in the system so that your child only sees meals that are applicable to them.
- To change these you will need to click on Accounts in the top right of your screen and choose your child's name.

- 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)
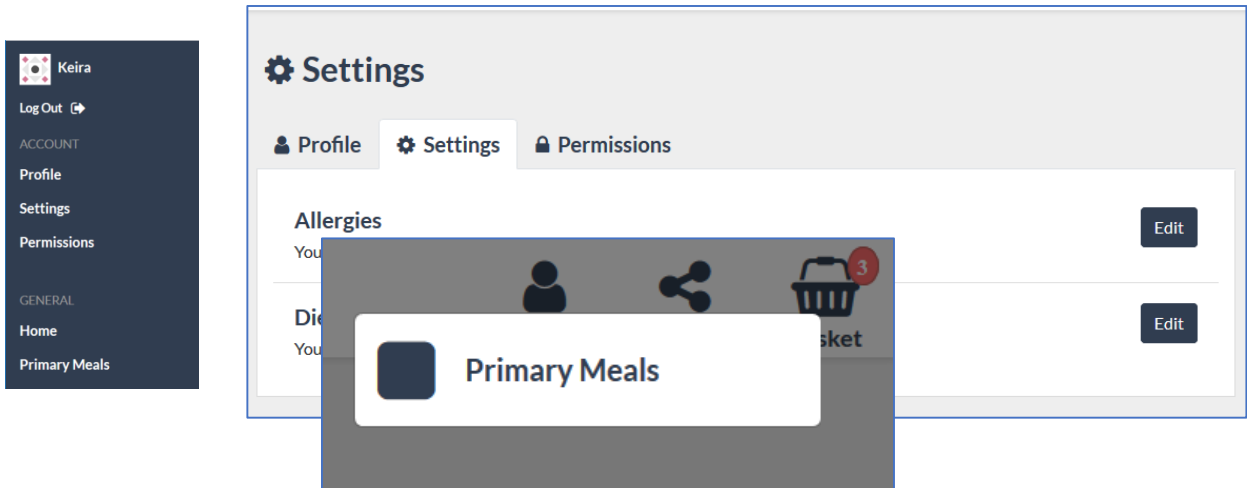
- To change any of these Settings click on Edit.

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:
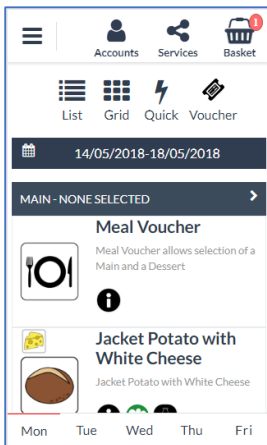
- If you are not already in your child's account the screen will ask Who's Eating, allowing you to click on a name:

- 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*
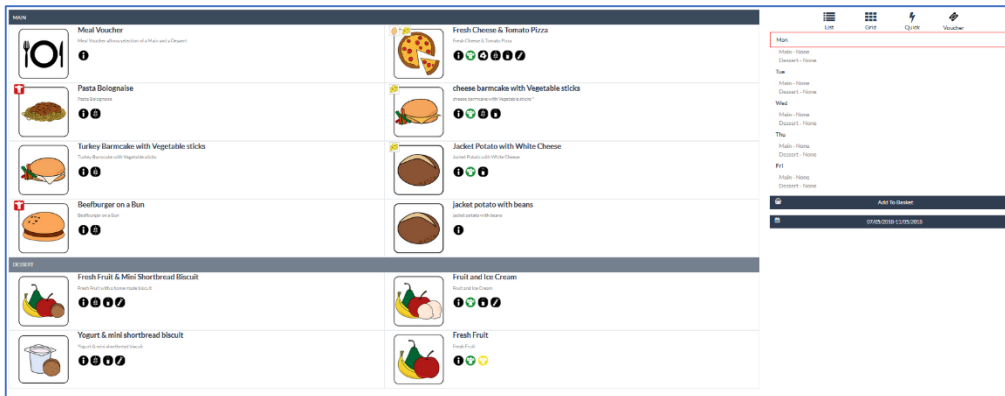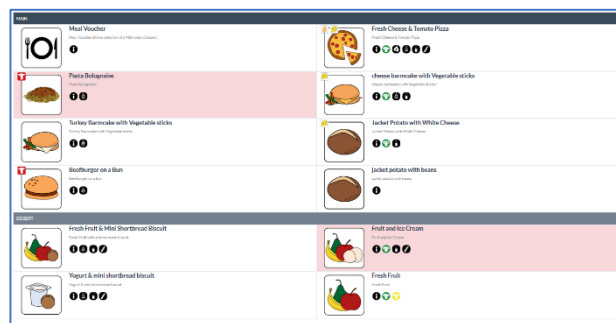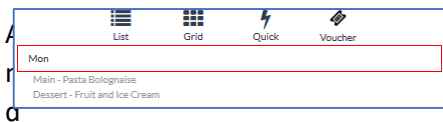

PC/ Laptop View – with the days of the week down the right hand side of the screen

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:

will be added to your meal list on the left PC/ Laptop view
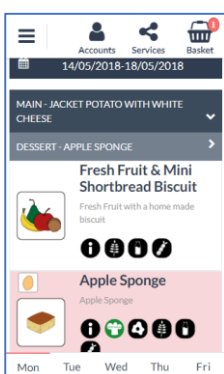
Phone and Tablet View: You can see the meals selected on the course headers. These headers also open and close up when you press on the arrows.

Note: All meals have allergen and dietary information next to their picture, to see what the icons stand for just click/ press on them.

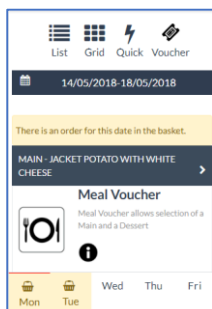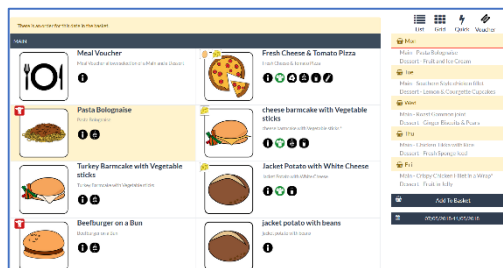- Once all meals have been chosen click/ press on Add to Basket

The number next to the basket tells you how many meals you have added.
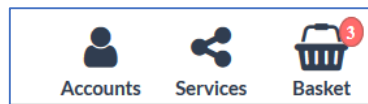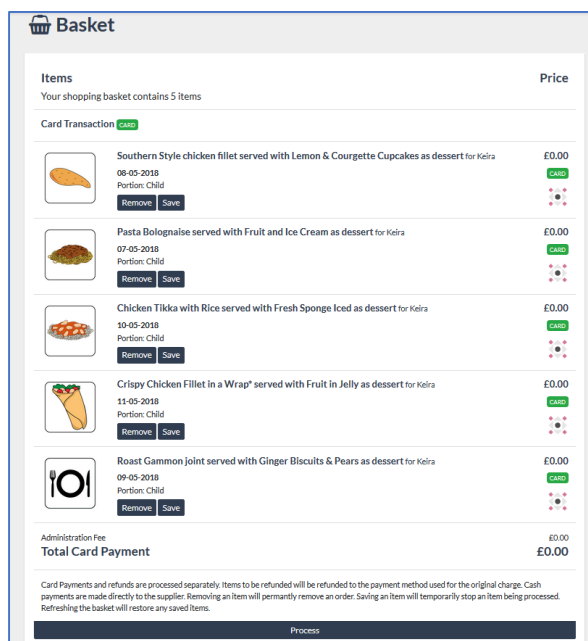

- Once you have added to the basket all your meal choices will be highlighted in yellow. This is to show they have been selected but not yet processed.

PC/ Laptop view

  Phone/ Tablet View

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

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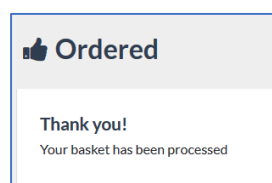
- If you do pay for school meals you will be taken to the payment page.
  After entering your card details you can choose for your card to be remembered. If you choose this option you will be asked to enter your phone number for security details.
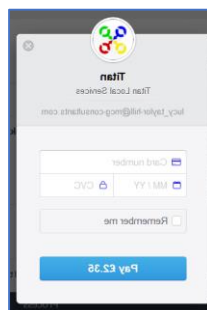
Meal History

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
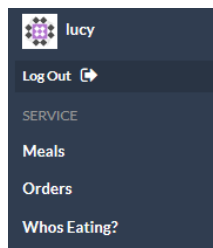

- To see your orders in more detail click on Manage orders either through this screen or from your menu on the left hand side:

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.

- Clicking on   the

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

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

Preparing Paid: The meal is now in the window of being prepared and can no longer be cancelled

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

Frequently Asked Questions

I have forgotten my password. What can I do?

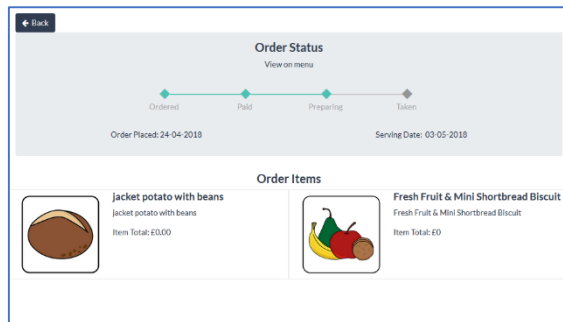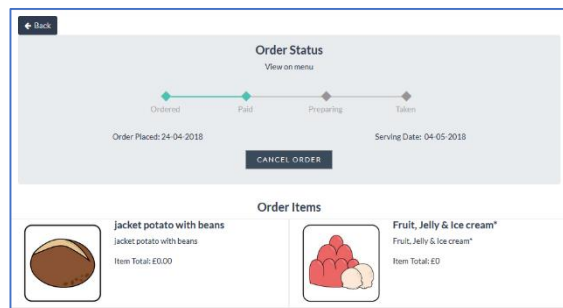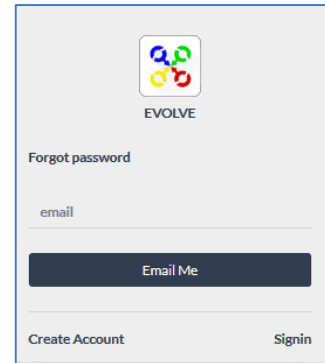If you have forgotten your password click/ press on the Forgot Password on the main login screen. You will then see the Forgot Password screen, where you will need to enter your email address (the one you registered with, and log in with).
You will then be emailed a link to reset your password. This 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?
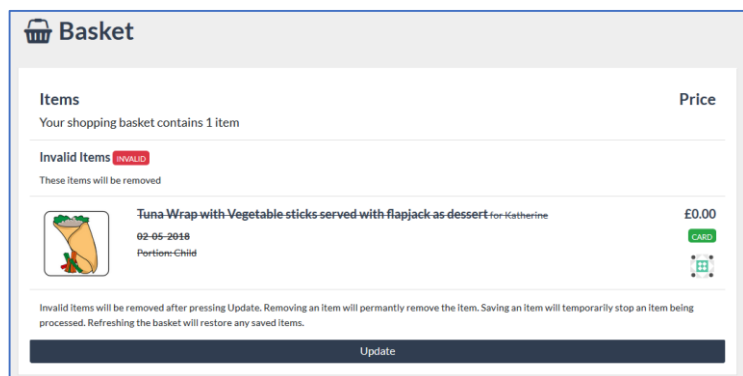
Yes you can have all of your children on the one single account, even if the children attend different schools (the schools must use the myevolvehub online system though). Just request an auth code from the schools offices for them all.

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.

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.

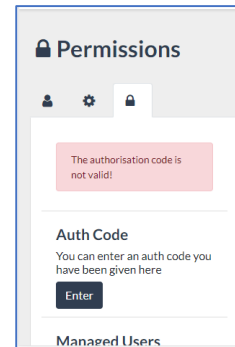Check the expiration on your auth letter, if it has gone past this date you will need to request a new code from your school office.

**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. Similarly – use an up to date browser on your phone - do not use your phone's own browser, as these are often unreliable.

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.
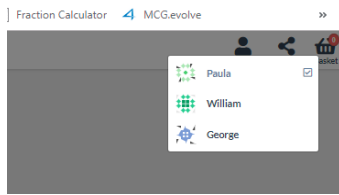
When Registering for the first time – don't forget to add your child's account. Your child should come home with a letter, containing a code unique to them, follow the guidance to add an account for each child. If you don't see the Account Icon on the top right hand side menu, then you haven't added 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).