

Welcome to West Kent's On-line Ordering System!

Getting Started/System Reset

Parents wishing to use the on-line hot lunch program must register at the beginning of each school year.

To access the system, please visit the following site: <https://westkent.hotlunches.net/>

To use the system, you will be required to register and provide your name and email address. This site has a SSL Certificate to provide full security of your personal information, and only the information needed to manage the lunch program is required.

To register, please click on "**Click Here to Register**" below the Login button.

Type **Kent** as the access code, and type your First and Last Name, Email, and a password of your choice, then click on "**Register Now**".

You are now registered and ready to use the system. The next time you want to access the system, simply login with your email address and password.

Managing Students

Once you have logged into the system, please add your child (ren) to the system so you can place orders for them.

To add your child (ren) to the system click on "**Students**", and then click on "**Add New**".

Type their First and Last Name, and select their class from the dropdown menu, then click on "**Insert**".

If your child(ren) lives in two homes, both parents can register and place orders by appending Mom or Dad to the child(ren)'s last name, as the system does not accept the same student name twice.

Placing Lunch Orders

Once your child (ren) have been added to the system you can immediately place lunch orders for your child (ren).

To see the name(s) of your child (ren), click on the "**HOME**" tab, and then on "**Students**".

Below your child (ren)'s name, you will see the Schedule currently available to order.

To place your order, click on the "**Order**" button beside the Schedule of interest.

By clicking "**Order**" you will be able to place or edit an order for your child (ren). The order form will indicate the date range during which orders will be accepted.

Lunch Order Form

The lunch order form is organized by dates and each menu item available on each date is listed with the price and a box for you to enter the quantity you wish to order or a checkbox to click to order one. Milk is included in the order form. When you enter a quantity or check an item the line price is automatically calculated and the total for the date is displayed at the bottom of the form.

Enter the quantity or check the items you would like to order, and once done, click on "**Update Order and Proceed**" at the bottom of the form.

Lunch Order Payment via Bambora (not PayPal)

Once you have completed the order and clicked on the "**Update Order**" button you will be taken to a screen where all the orders for all of the current schedules are summarized.

The Order Balance Owing will be displayed at the bottom of the summary.

Payment should be made only after all student orders have been completed for all desired schedules.

We have switched our payment gateway to Bambora (we are no longer using PayPal). When you have updated your order you will be prompted to "**pay with credit card**". Enter your card information as prompted and **click "submit"**.

Under the order link, at the top of the page, you can click on "**Account Transactions**" to confirm your Bambora payment.

Email Notifications and Profile

The system will send you a confirmation email after you have placed an order.

It will also send you a weekly reminder with what you ordered for the upcoming week.

If you need to change your email address or want to change your password, please move your mouse over the "**Profile**" tab and once the menu drops down click on "**Edit Account Profile**".

Additional Information and Help

Please follow the instructions in this guide, and read the Frequently Asked Questions document which is posted on our school website and on the HotLunches.net website.

If you need help registering or using the online ordering system, please send an email with your question to Shannon Bruyneel at hotlunch.westkent@gmail.com

If you are logged in to the system, you may select "**Support Request**" under the "**Help**" tab and send your question from there.

Start Date/Supplier Information

West Kent's on-line lunch program will be open for registration and orders beginning Saturday, Sept. 6. **Deadline to place orders is Sunday at 9:00 p.m. Orders must be placed and paid for on-line by that time.** We will not be accepting any late or telephone orders.

Suppliers remain the same for the 2019/20 school year: PureKitchen (Monday to Thursday); Papa Johns (Wednesday and Friday). If there is a school closure, orders are **NOT** carried forward to the next week. If there is a school closure you will be credited for items ordered on that day. Credits will be put back in to your child's hot lunch account. However, you will still need to order that food item for the following week.