



IFG ONLINE ORDERING

1. Open the web page: ifg-psm.co.uk (this page can be translated by selecting an alternative language from the drop down menu).

IFG	Not logged in Innovate Cucina Primary	ONLINE MEAL ORDERING Select Language ~ Powered by Goode TRANSLATE
HOME GETTING STARTED FAQ FREE SCHOOL MEALS CONTACT US WHY ORDER SCHOOL LUNCHES QUICK LOGIN	Impact Food Group provides delicious hot meals and packed lunches for you to pre-order online. We believe in creating healthy meals which inspire pupils and height hem concentrate at schools to get the very best from their education. This portal allows you to order hot meals and packed lunches for your children for them to have at school. The register on the system, click <u>"Getting Started"</u> in the menu.	VIEW YOUR SCHOOL'S MENU HERE
Mobile Login USERNAME PASSWORD: SIGN IN Erroot your password? IF O NEWS If your child will be attending school, please continue to order and pay via the website as usual. Thank you for your help. If you wish to		Please select.

2. Select 'Getting Started' and you will be directed to this screen:

	Primary ORDERIN
	POWERED BY Google TRANS
IOME	GETTING STARTED
SETTING STARTED	REGISTERING FOR THE SERVICE To begin ordering, you will need to register yourself and your child or children.
REE SCHOOL MEALS	Before going any further, click the 'Free School Meals' link, to check if your child is eligible for a free meal each day.
ONTACT US	Please read carefully the steps in registering as both a parent / guardian, as well as registering your childre
WHY ORDER SCHOOL UNCHES WICK LOGIN Mobile Login SERNAME:	REGISTRATION IS FAST AND SIMPLE. 1. Click here to open our Online Registration Form 2. Jeate your own user name and password 3. Atter your name and email address Enter your full address b. Enter a contact mobile phone number 6. Click 'register'
ASSWORD:	DONE. NOW IT'S TIME TO REGISTER YOUR CHILD OR CHILDREN.
SIGN IN Forgot your password?	REGISTERING YOUR CHILD In order to begin selecting meals you will first need to register your child or children who will be using the service. Again, this is guidk and simple.
C NEWS your child will be ttending school lease continue to rder and pays a the	1. Click 'register your child' 2. Your name should automatically be displayed as the parent, so you just need to select your child's sch 3. Fill in your child's frist name, sumame and class 4. If your child is eligible for free school meals, tick the box at the bottom 5. Click confirm
ebsite as uppal. hank you für your elp. If you wish to	You can now either register more children by repeating the above steps, or begin selecting meals for your registered child.

3. Select the 'Click here' to open the Registration Form option.

4. When directed to this page a username and password need to be created by you, and name of parent, email address, mobile phone number and home address need to be entered. You must also tick the 'I agree to the Terms and Conditions' box. When this is completed click 'Register'.

	ovate cina imary	ONLIN MEA ORDERING Select Languago Powered By Gougle TEAMELA
HOME	RE	GISTRATION FORM
GETTING STARTED	Please complete the following	form to register for an online account.
FAQ FREE SCHOOL MEALS	Please only register once. If ye contact us.	ou have forgotten your username or password please
CONTACT US	We will only use these details meals.	; if we need to contact you about your child's school
LUNCHES	Login Username	for logging into your new account (eq. "hsmith")
QUICK LOGIN	Login Password	for logging into your new account (eg. "hsmith34")
Mobile Login USERNAME:	Please remember your chosen Use	emame and Password, you will need these to login to your account
PASSWORD:	Name of Parent/Guardian	full name (including surname)
	Contact E-Mail Address	
SIGN IN	Mobile Phone Number	+447700987987
Forgot your password?	Number & Street	
	Town	
FG NEWS	Postal Code	
f your child will be		
attending school.	I have read understood	and accept the Terms and Conditions of use
please continue to		
order and pay via the		
website as usual.		Register
Thank you for your		

5. You have now created your account and will be asked to save a credit or debit card to make payments to IFG. The full card details are held securely by our banking merchant, Worldpay, not by IFG. If your child is entitled to Free School Meals (this may be due to low income or if your child is in Reception, Year 1 or Year 2) you do not need to enter any card details.

	VISA 🌒 💶
	ard number * X
	nter a valid card number
	ardholder's name * 🗙
	nter a valid cardholder's name
	xpiry date *
	ecurity code
	3 digits on the back of
	ecurity code



There may be times when you have meals ordered for next week, but you have insufficient balance to pay for them. If you fail to top-up by the deadline, and would be happy for us to automatically bill your card to cover next weeks meals please put a tick in the "Auto" column.

- This card is not subscribed to Auto-Topups
- This card is being subscribed for Auto-Topups
- This card is subscribed to Auto-Topups

We offer an auto top-up facility to allow us to automatically bill your card for the amount required to pay for the following week's meals. If you wish to select this option please tick the "Auto Top-up" box which will appear. Full details can be found on the web page.

CVC 12	2			
VISA 🌒 🔜	SAVE CARD			
		Test Expires End: 2022- 11	≫worldr	pay
There may be times whe them. If you fail to top-up next weeks meals please	en you have meals ordered b by the deadline, and wou e put a tick in the "Auto" of	d for next week, but you uld be happy for us to a olumn (Note: you need to	h ve insufficient balan iomatically bill your ca b tick then make a man	ce to pay rd to cov nual paym
in order to enable this fui resubscribe it, you will th This card is not subsc To authorise the card We may attempt to ta	nctionality). If you unsubs en need to make another pribed to Auto-Topups for Auto-Topups you nee ke money from this card	scribe a card from Acto t manual topup to activat d to make a pranual topu in order to avoid meal ca	opups and later decide the facility. up below using the carc ancellations	e to
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in order to enable this fur resubscribe it, you will th This card is not subsc To authorise the card We may attempt to ta REGISTERED PEOPLE Click on a person below to p "Account balance" is your ba "Total" is the amount to pay	nctionality). If you unsubs teen need to make another pribed to Auto-Topups for Auto-Topups you need ike money from this card place orders / change selection alance today (it can take up to to to cover any debt and all fut	scribe a card from Afto t manual topup to activat d to make a granual topu in order to avoid meal ca is. scrinutes to change following eitems ordered.	opups and later decide e the facility. up below using the card ancellations a payment).	d
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in order to enable this fur resubscribe it, you will th This card is not subsc To authorise the card We may attempt to ta REGISTERED PEOPLE Click on a person below to p "Account balance" is your bi "Total" is the amount to pay The minimum credit/debit of Nar	netionality). If you unsubs teen need to make another pribed to Auto-Topups for Auto-Topups you need ke money from this card place orders / change selection alance today (it can take up to to cover any debt and all fut card transaction value is 9.00 ne	scribe a card from Afto t manual topup to activat d to make a granual topu in order to void meal ca is. 5 minutes to change following e items ordered.	opups and later decide te the facility. up below using the card ancellations a payment). tot Counter	to d

6. Scroll down past the payment card section and click on "Register new child".

Now enter the name of school from the dropdown box, child's first and surname and class. Tick the box if your child is eligible for free meals (this includes all children in Reception, Year 1 or Year 2) and click 'Register'.

REGI	STRATION FORM	
Please complete the following fo	rm to add a child to your accou	ć.
Name of Parent/Guardian	A Person	
Name of School	Abbey View School	
Childs First Name	John	
Childs Surname	Smith	
Class	Year 1	
Eligible for free school meals or		
Universal Infant free school		
meals (all pupils in Reception,		
Year 1 or Year 2)		



8. If you need to add another child, return to the Summary/Checkout page and the option is here. Follow the same process as the first child.

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subscribe it, you will then need to This cord is not subscribed to	to make another manu: Auto-Topuns	al topup to activate the fa	icility.	
To authorise the card for Auto-	Topups you need to ma	ake a manual topup belov	v using the card	
We may atempt to take mone	y from this card in orde	er to avoid meal cancellat	ions	
REGISTERED FEOPLE				
Click on a nerson below to place order	s / change selections			
"Account halance" is year halance toda	v (it can take up to 5 minute	e to obongo following o pouros	nt)	
"Account balance" is your balance toda	iy (it can take up to 5 minute	s to change following a payme	nt).	
"Account balance" is your balance toda "Total" is the amount to pay to cover an	y (it can take up to 5 minute y debt and all future items c	s to change following a payme ordered.	nt).	
"Account balance" is your balance toda "Total" is the amount to pay to cover an The minimum credit/debit cald transa	y (it can take up to 5 minute ny debt and all future items o ction value is £2.00	is to change following a payme ordered.	nt).	
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"Account balance" is your balance toda "Account balance" is your balance toda "Total" is the amount to pal to cover a The minimum credit/debit call transa Nalle John Snith Class: Year 1 Regis	y (it can take up to 5 minute ny debt and all future items o ction value is £2.00	s to change following a payme ordered. Account balance: I want to topup:	Hot Counter £0.00 ΩΔa I want to topup	Tota £0.0 £0.0

9. You are now fully registered. To order please log-in and click on the name of your child.

IFG	Innovate Cucina Primary				POWI	ONLINE MEAL ORDERING Select Language ERED BY Gougle TRANSLATE
LOGOUT			SUMMARY /	CHECKOUT		
CHANGE PASSWORD						
	Name:	Person				
A PERSON	Address:	1 The Street				
ITEMS FOR JOHN	Town:	Anytown				
SUMMARY / CHECKOUT	Postcode:	ZX33XZ				
	Mobile:	+447711123879		Get SMS Reminders: 🗹 a	15:00	~
IFG NEWS	E-Mail:	email@hotmail.com		Get Email Reminders: 🗹		
If your child will be attending school, please continue to						SAVE CHANGES
website as usual. Thank you for your help. If you wish to	STORED CREDIT If your child is eligible We do not store or s	T/DEBIT CARDS le to receive free school meal ee your card details. Please '	s you are not requ Remove" cards so	ired to enter any payment that each card is listed on Your seved cards	card details. ly once.	Cateway Demove
contact us please email primary@impactfood.co.uk	Label this card	eg. current account			Auto Topap	Gateway Reniore
	Name on Card	CUSTOMER NAME				
	Card Number	1111 2222 3333 444	4			
	Expiration	MM / YYYY		1	lo stored car	ds



10. Before you can order meals you will need to complete an Allergen Questionnaire for your child (this is required even if your child does not have any food allergies/intolerances). Click on "Allergen Questionnaire" to proceed. If your child does have a food allergy/intolerance you will be required to upload an item of medical evidence and a photo of your child.



Once you have completed the Allergen Questionnaire you will see the "Hot Counter" tab.

11. Click the 'Hot Counter' tab near the top of the next screen and start ordering by clicking the small circle immediately below the meal of choice. Once a meal order has been placed the date at the top of the page will turn from orange to green. We do not automatically issue an order confirmation email but details of all future orders can be obtained by clicking the envelope icon.

The order details can be printed by clicking the printer icon.

							N	leal	sel	ecti	on	for	Jo	nn S	mith	1								
MARCH	1	2	3	1 5	6	7 8	9 10	0 11	12	13	14	15	16	17 1	8 19	20	21	22	23 2	25	26	7 28	29	30
APRIL	1	2	3	4 5	6	78	9 1	0 11	1 12	13	14	15	16	17 1	8 19	20	21	22	23 24	25	26	7 28	29	30
MAY	1	2	3	4 5	6	7 8	9 1	0 11	1 12	13	14	15	16	17 1	8 19	20	21	22	23 24	25	26	7 28	29	30
JUNE	1	2	3	1 5	6	7 8	9 10	0 11	1 12	13	14	15	16	17 1	8 19	20	21	22	23 24	25	26	7 28	29	30
<u>↓ click to</u>	ex	<u>par</u>	<u>nd</u> -	Mea	al hig	hligh	ting																	
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If you wish to order the same type of dish (e.g. Main Meal) every day for your child click on 'Bulk ordering' and select the type of dish required from the drop down menu.



12. If you have ordered and need to pay for your child's meals your home page will look like below. In this example meals for a full week (totalling £11.50) have been ordered. If you have ordered for the full term the greater amount will show. If you do not want to pay for the full term and would like to pay in instalments, then please amend the 'I want to top up' box with the amount you would like to pay.

		Click her	e to pay £11.50	
	Using card:	Please add a card above ${\color{black} \!$	CVC:	
Register a	nother chi	ld	I want to topup	£11.5
Class: Yr R-Panda Bears	~	I want to topup:	£ 11.50	£11.
John Smith		Account balance:	£0.00	
Name			Hot Counter	Tota
"he minimum credit/debit card transaction v	alue is £2.00			
Total" is the amount to pay to cover any deb	t and all future if	tems ordered.		
Account balance" is your balance today (it c	an take up to 5 r	minutes to change following a paym	ent).	
Click on a person below to place orders / cha	ange selections.			
REGISTERED PEOPLE				

Please note: Your IFG account only gets debited on the day that the child eats.

13. To make a payment select the credit/debit card required and click on the 'Click here to pay' box.

s to change following a paym	ent).	
rdered.		
	Hot Counter	Total
Account balance:	£0.00	
I want to topup:	£ 11.50	£11.50
	I want to topup	£11 50
	to change following a paym rdered. Account balance: I want to topup:	to change following a payment) rdered. Account balance: £0.00 I want to topup: £ 11.50

Additional Information

Orders for the following week must be placed and paid for by midnight of the previous Saturday. For example, to order for the week commencing 03/07/2023 orders must be placed and paid for by midnight on Saturday 01/07/23.

You can order one week at a time or for the whole term, just keep scrolling down the Hot Counter page.

Once you have created your account a mobile-friendly version of the website is available for use on mobile devices. Simply click the "Mobile Login" link on the Home Page.

IFG	Not logged in Cucina Primary	ONLINE MEAL ORDERING Select Language ~ Powered by Goode TRANSLATE
HOME GETTING STARTED FAQ FREE SCHOOL MEALS CONTACT US WHY ORDER SCHOOL LUNCHES	Impact Food Group provides delicious hot meals and packed lunches for you to preventer online. We believe in creating healthy meals which septime pupils and heights them concentrate at schools to get be very best from their education. This portal starway you to order hot meals and packed lunches for your charter for them to have at school. To receiver on the system, click "Getting Started" in the me	VIEW YOUR SCHOOLS MENU HERE
Mobile Log USERNAME PASSWORD: SIGN IN Forgot your password?		(Please select v)
IFC NEWS If your child will be attending school, please continue to order and pay via the website as usual. Thank you for your help. If you wish to		HE T

If you are having difficulties setting up your account or ordering food please feel free to contact us on: <u>primary@impactfood.co.uk</u> or: 0204 542 7211 (office hours - Monday to Friday 8.30am to 5.00pm).

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