

Guide to SchoolGrid



HOW TO SET UP YOUR SCHOOLGRID ACCOUNT

You do not need to do anything. Your school will add your child / children and your contact details to the system which will then activate your account. You will receive an email from SchoolGrid which includes your activation link. Please follow instructions carefully to fully activate your account. If you haven't received this email, please contact your school office or Dolce Customer Care.

FOBS

To purchase any food / drink at breaktime or lunchtimes, your child will need a fob. This will be issued to your child in school on the first day of term. You can add credit to your fob through SchoolGrid.

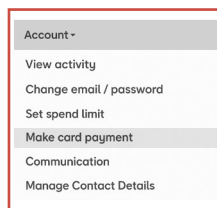
Without the fob, your child will be referred to the school office. Replacement fobs can be purchased at the lunchtime service tills for a fee of £1.00. This will be added to your SchoolGrid account and deducted from any credit you may have.

Children can check their balance via our balance checker machines on-site. They will only see the **amount available to spend** within their daily spend limit, not the full account balance. Example: If the daily limit is £5 and your child spends £1.50 at break time, they will have £3.50 left for lunch.

HOW TO ADD CREDIT TO YOUR CHILD'S SCHOOLGRID ACCOUNT:

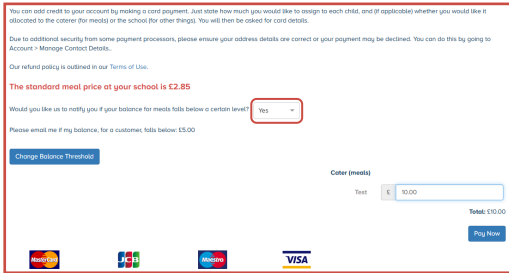
To add funds to your child's meal account:

1. Log in to <https://app.schoolgrid.co.uk> using your parent account details.
2. Select **Account** (if you are on a mobile device, click on the **three horizontal lines** in the top-right corner first).
3. Choose **Make a Card Payment** and follow the on-screen instructions.



This can be topped up as often as you like and for your chosen amount.

4. Select whether you would like to enable **top-up reminders**, to notify you when the account balance falls below a certain level. Set the level by clicking **Change Balance Threshold**.



5. Enter the amount you'd like to top up and click **Pay Now**.



Once your payment is complete, and as long as you've set a spend limit, funds can be used instantly. Accounts must be kept in credit at all times.

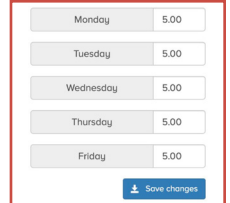
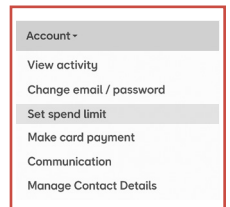
SPEND LIMIT

All schools will be set up with **default spend limits** of:
 Staff Paid - Unlimited
 Sixth Form - £10
 Paid Students - £5
 FSM Students - See below

All spend limits can be changed to suit individual needs.

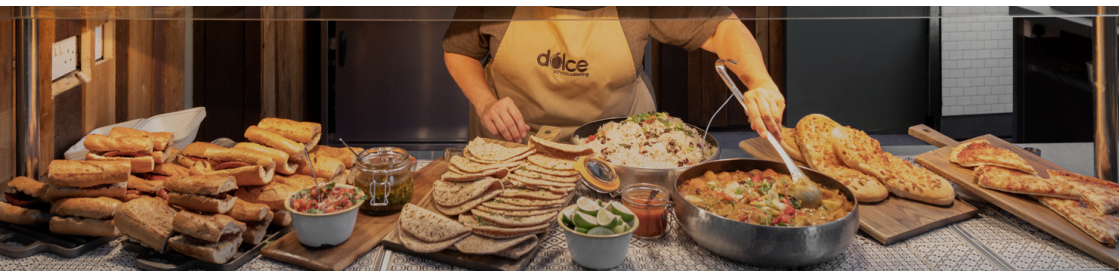
To set a spend limit:

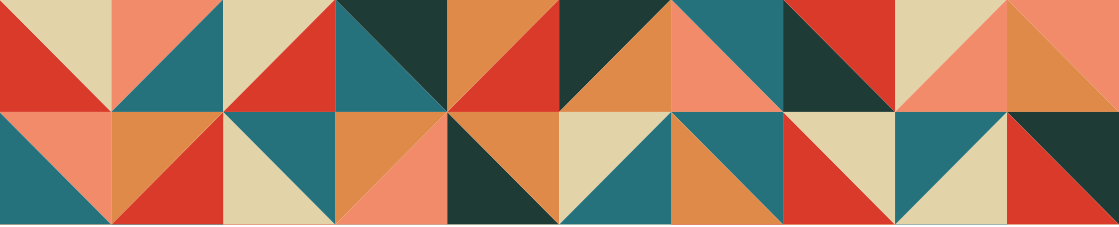
1. Log in to <https://app.schoolgrid.co.uk> using your parent account details.
2. Select **Account** (if you are using a mobile device, click on the **three horizontal lines** in the top-right corner first).
3. Choose **Set Spend Limit** and follow the on-screen instructions.
4. Set the spend limit per day, by typing in the amount in the corresponding field and click **Save Changes**.



If your child receives Free School Meals and you'd like them to spend beyond the subsidy, you must set a spend limit and ensure your account has enough credit to cover the extra cost.

FSM Students - This default limit will be the confirmed FSM price + a top up to equal £5
 Example: If the FSM price is £3.10, then the spend limit will be set at £1.90, bringing the available daily spend limit up to £5.





HOW TO VIEW MULTIPLE ACCOUNTS:

Move between your children's accounts on SchoolGrid by heading to the home page and select **[other accounts]**. You can also change your child's name on the drop-down box in the top right hand corner.

Please note: If you are using a mobile device you will need to select the three lines or three dots on the top-right-handside, then select the option you require.

FREE SCHOOL MEALS

If you are entitled to benefit-related free school meals, please ensure your school is aware, they will then update the SchoolGrid system. Once SchoolGrid has been updated, any purchased items will not be charged to your account up to the value of the free school meal allowance. If you would like your child to have the ability to purchase additional food or drink items, please see the 'Spend limit' section on page 2.

ALLERGENS

Allergens are displayed next to each dish and any pre-packed foods will have a full ingredients label attached to them.

HOW TO VIEW YOUR ACCOUNT HISTORY:

Once logged into your SchoolGrid account, please select **[account]** - **[view activity]**. This will show you all the meals that your child has purchased, charges applied and any payments you have made.

CHANGE OF ADDRESS OR PHONE NUMBER:

Go to **[Account]** - **[Manage Contact Details]** to add your correct details and then click **[Update]**

How to contact us:

Should you need any further assistance regarding the above information, please do not hesitate to contact Dolce Customer Care where a member of our friendly support team will be happy to help.

Email - customercare@dolce.co.uk
Phone - 01942 707709 (option 1)