



360 School Lunches Online Ordering System Guide

Welcome to the **360 School Lunches Online Ordering System**! This guide will walk you through each step of using the system to make menu selections and request changes for your child's hot school lunches.

Overview

The ordering system is designed to be simple and user-friendly. Parents and guardians can easily:

1. Obtain a unique **StudentID** for students.
2. Select or change meal options using the **StudentID**.
3. Indicate any special dietary requirements.

For purposes of this guide, we have prepared a mock version of our system to get you familiar with the process. If you wish to use it along with this guide to have a better understanding of the system, go to <https://www.jitterbeans.ie/360schoolmeals-demo-order>. **Please note this is just a demonstration of the system and you will not receive any confirmation emails when you submit any requests.**

To get started, follow the instructions below.



Step 1: Accessing the System

1. **Open the Link:** Go to the link provided by the school to access the ordering system or use the link above to test the system.
2. **Enter Required Information:** Fill out the required details to get started with the ordering system.

360 School Lunches

This system enables parents/guardians to easily obtain their child's StudentID and place or request changes to the menu selection for their children's in-school nutrition under the Government's Hot School Meals Scheme.

* Required

Parent/Guardian Identification

Name *

E-mail: *

Please enter your e-mail address. Please note:

- If this is the first time accessing this system, the e-mail address you use here will be linked to the StudentID generated for your child. Orders can only be amended by requests from this e-mail address.
- If you already have your child's StudentID, use the same e-mail address you used when you obtained your child's StudentID.

[Next](#)

Page 1 of 7

Please ensure the details above are accurate so that we can contact you if we need any clarifications.



Step 2: Obtaining a StudentID

The **StudentID** is a unique identifier for each student, which you will need to make menu selections. If you don't have a **StudentID** yet, follow these steps:

1. **Check for Existing StudentID:** The system will ask if you already have a **StudentID**. If this is your first time accessing the system, click **No**, then click "Next" to start the **StudentID** request process.

360 School Lunches

* Required

Verification

StudentID check: *

Do you have a StudentID for your child?

The StudentID is your child's unique identifier with 360 School Lunches and is used to make sure they receive the meals you ordered for them.

If you're unsure, or this is your first time seeing this form, you might not have or not remember the StudentID for your child. In that case, please select "No" and we will either provide you with a StudentID or send you your child's StudentID.

In the event that you don't remember your child's StudentID, please note that we can only provide it again to the e-mail address that was used when you requested the StudentID the first time.

Yes

No

[Back](#) [Next](#)

Page 2 of 7



2. Provide Student Details:

- You will be prompted to enter you're the student's school name, teacher's name, class, and full name.
- Make sure the information is accurate, as this will help us verify the student's details.

360 School Lunches

* Required

Requesting a StudentID

Please answer the questions below to obtain a StudentID and be able to change your order.

All students are assigned the regular dish of the day meal when the term starts. To change the menu, you will use your child's StudentID.
For reference only, this term's Daily Special meals are:
Monday: Pasta Carbonara | Tuesday: Mild Curry | Wednesday: Beef Stew | Thursday: Pasta Bolognese | Friday: Shepherd's Pie

School *
What School does your child go to?

Select your answer

Teacher *
Who is your child's teacher?

Select your answer

Class: *
Select your child's class.

Select your answer

[Back](#) [Next](#)

Page 3 of 7

3. Agree to Terms of Use:



- Review and accept the terms of use to complete the request.
- Once submitted, you will receive a confirmation email. If you haven't received a confirmation email after 30 minutes, please resubmit your request.
- A **StudentID** will be emailed to you within 2 business days. If you have not received a **StudentID** in 2 business days, please contact us through school_lunches@360dungarvan.ie.

360 School Lunches

* Required

Submitting your StudentID request

You are submitting a StudentID request. After submitting the request, you will receive an e-mail with the confirmation of your request and information on processing times.

Terms: *

When submitting this request, you confirm you are aware of the following conditions:

- We might contact you via e-mail regarding your submission.
- We will use information submitted to the exclusive purpose of delivering daily meals for your child to their school.
- We will eventually send customer satisfaction surveys aiming at improving the quality of our service.
- If this is a change request to a menu selection placed previously, the changes are processed every Friday and will be implemented on the second Monday, 8 days after processing.
- If you opted out for any or all days, you can always change that selection by submitting a new order request.

Select your answer

Page 6 of 7



Step 3: Using the StudentID to Make Menu Selections

Once you receive the **StudentID**, you're ready to make menu selections.

1. Identify the Student with the StudentID:

- Return to the ordering system and select "Yes" when asked if you have a **StudentID**.
- Enter the **StudentID** exactly as it appears in the email (no spaces or extra characters) and click "Next."

A screenshot of the 360 School Lunches website interface. The page has a light blue background. At the top left, the text "360 School Lunches" is displayed in a bold, dark font. Below this, there is a section titled "Child Identification" in blue. Underneath, the label "StudentID *" is shown, followed by a small note: "Please enter your child's StudentID below. Please note that for security reasons if the key provided does not match our records the request will not be processed." Below the note is a white text input field with the placeholder text "Enter your answer". At the bottom left, there are two buttons: a white "Back" button and a blue "Next" button. At the bottom right, there is a page indicator "Page 4 of 7" next to a progress bar.



2. Review Current Menu:

- After identifying the student with the **StudentID**, you'll see the current menu options available. Review the options before proceeding.

3. Select Meal Choices:

- Choose meals for each day based on the available options.

Monday *

Enter your child's menu selection for Mondays.

Select your answer

Tuesday *

Enter your child's menu selection for Tuesdays.

Select your answer

Wednesday *

Enter your child's menu selection for Wednesdays.

Select your answer

Thursday *

Enter your child's menu selection for Thursdays.

Select your answer

Friday *

Enter your child's menu selection for Fridays.

Select your answer



Step 4: Indicating Dietary Requirements

If the student has specific dietary needs, please let us know in this section.

1. Specify Allergies:

- Select "Yes" if the student has allergies, then choose from the list of common allergens.

2. Comments:

- Leave a comment or a suggestion if you wish.

Step 5: Submitting the Menu Selection

1. Review and Confirm:

- Double-check your menu selections, dietary information, and any comments. Ensure everything is correct before proceeding.

2. Accept Terms and Submit:

- Agree to the terms of use by checking the box and click "Submit" to finalize the menu selection.
- You will receive an email confirmation shortly, with details about processing times.



Troubleshooting and Support

If you encounter any issues or have questions, please refer to the common troubleshooting tips below:

- **No StudentID Received:** If you haven't received a **StudentID** after 2 business days, check your email's spam/junk folder. If it's still missing, contact support.
- **Input Errors:** Ensure there are no extra spaces or characters in the **StudentID**, and that all required fields are completed accurately.

For further assistance, reach out to us at school_lunches@360dungarvan.ie. We're here to help!

Thank you for using the 360 School Lunches Online Ordering System!