

How To Register & Order Meals on Meal Selector



To order meals for your child/children you must register on our website: wiltshireandswindon.mealselector.co.uk
You only have to register once; thereafter please use your log in details that are set up during the registration process. You can place your order online at any time up until cut off time of **midnight on Sunday – 7 days before the full week in which the meal is to be served.**

Web Site Example – Click on “Register” to start the process

The screenshot shows the homepage of the Meal Selector website. At the top, there is a navigation menu with links for HOME, MENUS, FOOD, FREE SCHOOL MEALS, MARY'S MEALS, PROMOTIONS, FAQs, and CONTACT US. The main banner features the text "health & wellbeing SIDE by SIDE THE CHARTWELLS WAY" and a sub-header "We aim to help give every single pupil and student we can the best possible start in life. Side by side with them throughout their critical early years, we'll help them to shape successful futures." Below the banner, there is a "Welcome To Wiltshire and Swindon Meal Selector" section. This section includes a "Please note that this website is for schools in Wiltshire and Swindon only. [Click here](#) for links to other Meal Selector sites." and a "Note - If your child is going on a school trip or has a school event - please remember to cancel in sufficient time to gain a credit for that meal - A full 48 hours in advance - please see [Terms & Conditions](#)". There are two buttons: "REGISTER" (circled in blue) and "LOGIN". To the right, there are social media links for "SIGN UP TO OUR eNEWSLETTER", "like us on facebook", and "follow us on twitter". A "latest TWEETS" section shows a tweet from @loveschoolmeals: "Don't forget: children in reception, year 1 and 2 are entitled to a delicious school meal every day for £0!".

Example of Registration Screen

Complete the required information to register - It really is as simple as that!

REGISTER

Please fill out the simple form below to register.

Your Details

Title
Please select

First name

Surname

Your contact information

House number / name

Postcode

Address 1

Address 2

Address 3

Tel

Does your child qualify for free school meals?

If your child qualifies for free school meals, please tick the below box this will inform a site administrator of your entitlement. You will be notified by e-mail when you are able to order your free meals online.

My child qualifies for free school meals.

Please note: by ticking the Free School Meals box you grant your consent for us to check the eligibility for Free Meals & notify your registered school of your status.

Login and e-mail information

E-mail address

Confirm e-mail address

Enter a password

Tip: a strong password is recommended. Minimum number of characters is 8. A password is required please enter a password of at least 8 characters.

Confirm your password

How did you hear about us?
Please select an option

Receive information / communications regarding School Meals.

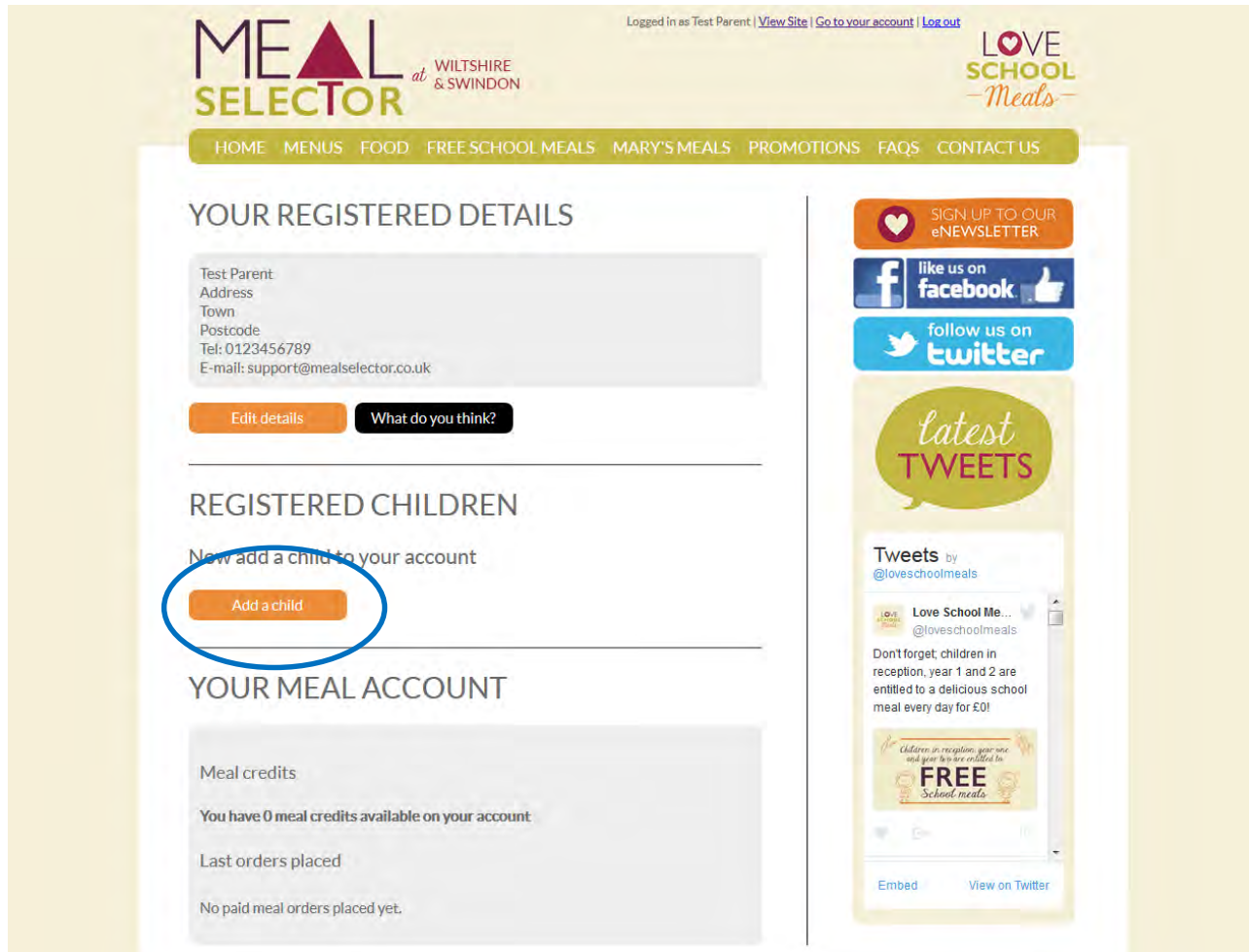
Register

PLEASE NOTE: If you select that your child is entitled to Free School Meals when you register, we will have to verify that they are entitled with their school **before** you can order a meal for your child. You will receive a confirmation email to say that you can order meals, once we have confirmed the entitlement.

If your child/children are in Reception, Year 1 and Year 2 you will need to tick the Free School Meal box as above.

IF YOU REGISTER OUT OF NORMAL OFFICE HOURS YOU WILL NOT RECEIVE A CONFIRMATION EMAIL UNTIL THE NEXT NORMAL WORKING DAY.

Once you have registered yourself you need to register your child/children. To add a child please click the “Add a child” button. Please see examples Below:



Please complete your child's details and select School attended. To select the school attended begin to type the name of the school and then click on the relevant school when it appears in the list. Then type the class into "Class name".

The screenshot shows the 'MEAL SELECTOR' website interface. At the top, it says 'Logged in as Test Parent | View Site | Go to your account | Log out'. The logo for 'MEAL SELECTOR at WILTSHIRE & SWINDON' is on the left, and 'LOVE SCHOOL Meals' is on the right. A navigation bar contains links for HOME, MENUS, FOOD, FREE SCHOOL MEALS, MARY'S MEALS, PROMOTIONS, FAQs, and CONTACT US. The main content area is divided into two columns. The left column is titled 'Childs information' and contains fields for First name, Surname, Date of birth (DD/MM/YYYY), and Gender (Male/Female). Below this is the 'School details' section with fields for School attended, Class name, and School year (Nursery, Reception, 1-8). A 'Register child' button is at the bottom of this section. The right column features a 'SIGN UP TO OUR eNEWSLETTER' button, social media links for Facebook and Twitter, and a 'latest TWEETS' section with a link to 'Tweets by @loveschoolmeals'. The footer includes 'Privacy Policy | Terms and Conditions', '© Chartwells 2016. A part of Compass Group UK & Ireland', and the Chartwells logo with the tagline 'EAT. LEARN. LIVE.'

MEAL SELECTOR at WILTSHIRE & SWINDON

LOVE SCHOOL Meals

Logged in as Test Parent | [View Site](#) | [Go to your account](#) | [Log out](#)

HOME MENUS FOOD FREE SCHOOL MEALS MARY'S MEALS PROMOTIONS FAQs CONTACT US

Childs information

First name

Surname

Date of birth (DD/MM/YYYY)

Gender
 Male Female

School details

School attended

Class name

School year
 Nursery Reception 1 2 3 4 5 6 7 8

Register child

SIGN UP TO OUR eNEWSLETTER

like us on facebook

follow us on twitter

latest TWEETS

[Tweets by @loveschoolmeals](#)

Privacy Policy | [Terms and Conditions](#)

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Example of Registered Child Screen

To order meals for your child/children; click on the “Select Meals” button.

To edit child/children details, click on the “Edit Details” button.

The screenshot shows the MEAL SELECTOR website interface. At the top, the logo reads "MEAL SELECTOR at WILTSHIRE & SWINDON" and "LOVE SCHOOL Meals". A navigation bar includes links for HOME, MENUS, FOOD, FREE SCHOOL MEALS, MARY'S MEALS, PROMOTIONS, FAQs, and CONTACT US. The user is logged in as "Test Parent" with links to "View Site", "Go to your account", and "Log out".

The main content area is titled "YOUR REGISTERED DETAILS" and contains a form with the following information:
Test Parent
Address
Town
Postcode
Tel: 0123456789
E-mail: support@mealselector.co.uk

Below the form are two buttons: "Edit details" and "What do you think?".

The section below is titled "REGISTERED CHILDREN" and features a child profile card for "Test Child". The card includes a cartoon illustration of a child and three buttons: "Select meals" (circled in blue), "Edit details", and "Remove Child". At the bottom of this section is an "Add a child" button.

On the right sidebar, there are three promotional boxes:
1. "SIGN UP TO OUR eNEWSLETTER" with a heart icon.
2. "like us on facebook" with the Facebook logo and a thumbs-up icon.
3. "follow us on twitter" with the Twitter logo.

Below these is a "latest TWEETS" section featuring a tweet from @loveschoolmeals. The tweet text reads: "Don't forget, children in reception, year 1 and 2 are entitled to a delicious school meal every day for £0!". Below the text is a graphic that says "Children in reception, year one and year two are entitled to FREE School meals". At the bottom of the tweet section are "Embed" and "View on Twitter" links.

Example Meal Selection Screen

You can download our termly menu by clicking on the menu tab and choosing the menu that is shown for your child's school.

You can choose either a Main Course, Vegetarian or Jacket potato choice each day. Don't worry if you make a mistake, all you need to do is click on the date again and the choice will be removed. As before, you don't have to order meals for the whole week – you can choose individual meals. The following page will explain the different methods of ordering meals.

MEAL SELECTOR at WILTSHIRE & SWINDON

Logged in as Test Parent | [View Site](#) | [Go to your account](#) | [Log out](#)

LOVE SCHOOL Meals

HOME MENUS FOOD FREE SCHOOL MEALS MARY'S MEALS PROMOTIONS FAQs CONTACT US

May 2016

[Select meals for entire month](#)

Mo	Tu	We	Th	Fr	Sa	Su
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

<< Back a month

Forward a month >>

Calendar key

SIGN UP TO OUR eNEWSLETTER

like us on facebook

follow us on twitter

latest TWEETS

Tweets by @loveschoolmeals

Love School Me... @loveschoolmeals

Don't forget, children in reception, year 1 and 2 are entitled to a delicious school meal every day for £0!

Children in reception, year one and year two are entitled to FREE School meals

Example Meal Selection Screen

There are 3 methods of ordering meals, by each day, week, or month.

To order a meal for a particular day, simply click on the relevant date on the calendar, and then choose the meal option you would like using the pop-up menu.

Alternatively, use the arrows to the left of the calendar to select meals for the week (available days only).

To select meals for the whole month, you can click "Select meals for entire month" just above the calendar.

The screenshot shows the 'MEAL SELECTOR' website for Wiltshire & Swindon. The page is logged in as 'Test Parent'. The navigation menu includes: HOME, MENUS, FOOD, FREE SCHOOL MEALS, MARY'S MEALS, PROMOTIONS, FAQs, CONTACT US. The main content area features a calendar for June 2016. A callout box points to the calendar with the text: 'Select meals for the available days of week commencing 06/06/2016.' The calendar shows dates from 1 to 31. To the right of the calendar are social media links for Facebook and Twitter, and a 'SIGN UP TO OUR eNEWSLETTER' button. Below these is a 'latest TWEETS' section with a tweet from @loveschoolmeals: 'Don't forget children in reception, year 1 and 2 are entitled to a delicious school meal every day for £0!' and a 'FREE School meals' graphic.

The screenshot shows a 'Select a meal' pop-up window. It asks: 'Would You like to select a meal for this date?'. Under 'Available food', there are three options: 'Main' (green bar), 'Vegetarian' (orange bar), and 'Alternative' (red bar). Below these are 'Vegetable', 'Desert', and 'Not selected'. At the bottom, there are three buttons: 'Standard Meal' (green), 'Vegetarian Meal' (orange), and 'Alternative choice' (red). A 'Close' button is at the bottom left.

The calendar will display an icon with what has been ordered on a particular day. It will also display a padlock if you can no longer adjust your choice or another icon to signify a different event such as a School holiday.

Click on the “pay now” button if you need to pay for meals.

Unless your child is entitled to the Universal Infant Free School Meal, The “pay now” screen will display the information relating to meals that have been ordered and also give you the opportunity to enter a promotional code that we might have provided you.

Click the “pay now” button to continue through to the payment screen

The screenshot shows the 'Meal Selector' website interface. At the top, the logo reads 'MEAL SELECTOR at WILTSHIRE & SWINDON' and 'LOVE SCHOOL Meals'. A navigation bar includes links for HOME, MENUS, FOOD, FREE SCHOOL MEALS, MARY'S MEALS, PROMOTIONS, FAQs, and CONTACT US. The main heading is 'CONFIRM YOUR MEAL ORDER'. Below this, it states 'Summary of meals ordered for Test Child' and '1 meal at a cost of £2.30 (More details)'. It also shows 'Total meals ordered: 1' and 'Total order cost: £2.30', with a link to 'Order more meals'. A 'Promotional code' section has a text input field and a 'Pay now' button. Payment logos for American Express, MasterCard, JCB, Maestro, and VISA are displayed, along with the text 'payments powered by WorldPay'. On the right sidebar, there are social media links for 'SIGN UP TO OUR eNEWSLETTER', 'like us on facebook', and 'follow us on twitter'. Below these is a 'latest TWEETS' section featuring a tweet from @loveschoolmeals that says 'Don't forget, children in reception, year 1 and 2 are entitled to a delicious school meal every day for £0!' and includes a 'FREE School meals' graphic.

The calendar will display an icon with what has been ordered on a particular day. It will also display a padlock if you can no longer adjust your choice or another icon to signify a different event such as a School holiday.

Click on the “pay now” button if you need to pay for meals.

Unless your child is entitled to the Universal Infant Free School Meal, The “pay now” screen will display the information relating to meals that have been ordered and also give you the opportunity to enter a promotional code that we might have provided you. Click the “pay now” button to continue through to the payment screen

Secure Payment Page

Please review your purchase details, then select a payment method to continue.

Select language

English

Mealselector Wiltshire And Swindon school meal payments

Description

Payment in to school meals account for Mr Test Parent

Amount

£2.30

Select your payment method



Cancel

payments powered by
WorldPay

For help with your payment visit the: [WorldPay Help](#).

Choose your payment method and enter your card details to complete the payment for the meals that you have selected. As a security feature, we do not store your credit card details on the system, so you will need to re-enter them the next time that you order meals.

What is the deadline for ordering meals?

The deadline for ordering meals is midnight on Sunday, one full week (7 days) prior to the complete week before the meal is served. This deadline is dictated to Chartwells by both their suppliers and by the supply chain to ensure delivery to our Dorset Schools.

How do I order my choice of meals?

The choice of meal is made at point of ordering. You can choose either a *Standard Meal, Vegetarian Meal or Alternative Choice* each day.

Do Chartwells supply a packed lunch when my child is on a school trip?

If you wish to order your child a packed lunch for a school trip, please contact our local office. Details are contained in the "Contact Us" section of the website.

Some Schools will automatically request a transfer of any booked hot meals to Away Day Packed Lunches, please check with your school if you are unsure if your booking has been transferred.

What should I do if I need to cancel a meal after the online cut off point?

In the event that you may need to cancel a meal after the online cut off i.e. due to sickness, you can do so by telephone on 01633 265787. Due to the meals already having gone through our production process we will require a minimum of 48 hours' (not including weekends) notice in order to cancel any meals and offer a credit for those meals. Please see our terms and conditions on the website for further information or alternatively you can contact us at kayleigh.smith@compass-group.co.uk

How far in advance can I order meals?

You can order meals as far in advance as you would like. For example you can order on a week by week basis, monthly basis or for a whole term in one go. The online system will also allow you to book meals for the following term however as our menus change on a termly basis you will not be able to see the meal options for the following term until the new menu has been approved and loaded online.

Problems:

General Ordering Queries

Email – kayleigh.smith@compass-group.co.uk

Tel: 01633 265787

(Office hours: 9am - 3.30pm. Monday – Friday)

Website Technical Support

Email - support@mealselector.co.uk

Tel: 0115 8384631

(Office hours: 9:00 am - 5pm, Monday to Friday only)