

HOW TO ORDER SCHOOL LUNCH ONLINE

We are so happy to announce that Los Gatos Impromptu's lunch order form is now online! Ordering is easy... To place a lunch order, click on your school link. This will take you to a login page for the online lunch ordering system.

When you visit the lunch ordering website, you will be asked to do the following:

- Login as a **First Time User**
- Activate Your Account
- Complete your account setup information
- Indicate the child(ren) name(s) for whom you are ordering & select the name of each child's teacher.

From there you will see your account's Main Page with options for:

PLACE ORDERS, VIEW ORDERS, VIEW PAYMENTS, VIEW/UPDATE ACOCUNT, AND MORE!

Submit a separate order for each student (or staff member) in your family who wants hot lunches. After you fill-in each person's online order form and confirm it, you will see a confirmation page for each order. A copy of each order confirmation will also be sent to you via email. If you should get duplicate email confirmations don't worry, the system only records one order per student per ordering period. Duplicate orders are not recorded. To see what you ordered, you can always go back and select View Orders to see what the system recorded for each student.

As you enter orders, the total amount due for your family's orders will appear in the upper left corner of the screen listed as CURRENT BALANCE. After all current lunch orders have been submitted, select View Orders. That page shows a recap of your family's current orders. Use your browser to PRINT that page and send the printed page to school along with payment in the amount shown as your Current Balance.

We have tried to make ordering school-lunch easy. There are a couple of things you will need to remember:

- You need to place a **separate order for each child** (or staff member) that is ordering lunch.
- The first time you visit the school lunch website, login as a FIRST TIME USER to activate your account.
- You will use **your 10-digit HOME phone number and home zip code** to login and activate your account.
- Follow the on-screen prompts to setup your family account.
- If you encounter a login problem use the **GET HELP** button to request assistance.
- The submitted information will be recorded and used next time you return to the school-lunch program.
- You will need to login **each month** to place an order. Once you are logged in, you will be taken to your account's Main Page.

*****You MUST process each order through until you see the **Order Confirmation** page. Do not stop until you see an Order Confirmation for the order being submitted. The system does not recognize an order until you see the Confirmation Page. We cannot process your order if has not been fully submitted & confirmed.**

If you have more than one student, enter each student's order separately. Each student's order amount is added to the Current Balance as orders are submitted. This way you only need to PRINT and send in the View Orders recap screen after you place all orders for your family

Unfortunately, if you attempt to order after the cut-off date, the system will not accept your order.

(For future reference: If you happen to forget your password at some time in the future -- relax! Select the FORGOT MY PASSWORD option on the login page. If the personal question is answered correctly (case sensitive), the system will send your password to the email address recorded for your account.)

As always we are here to help so please let us know if you have questions. We look forward to working with you this school year!

Los Gatos Impromptu Inc.