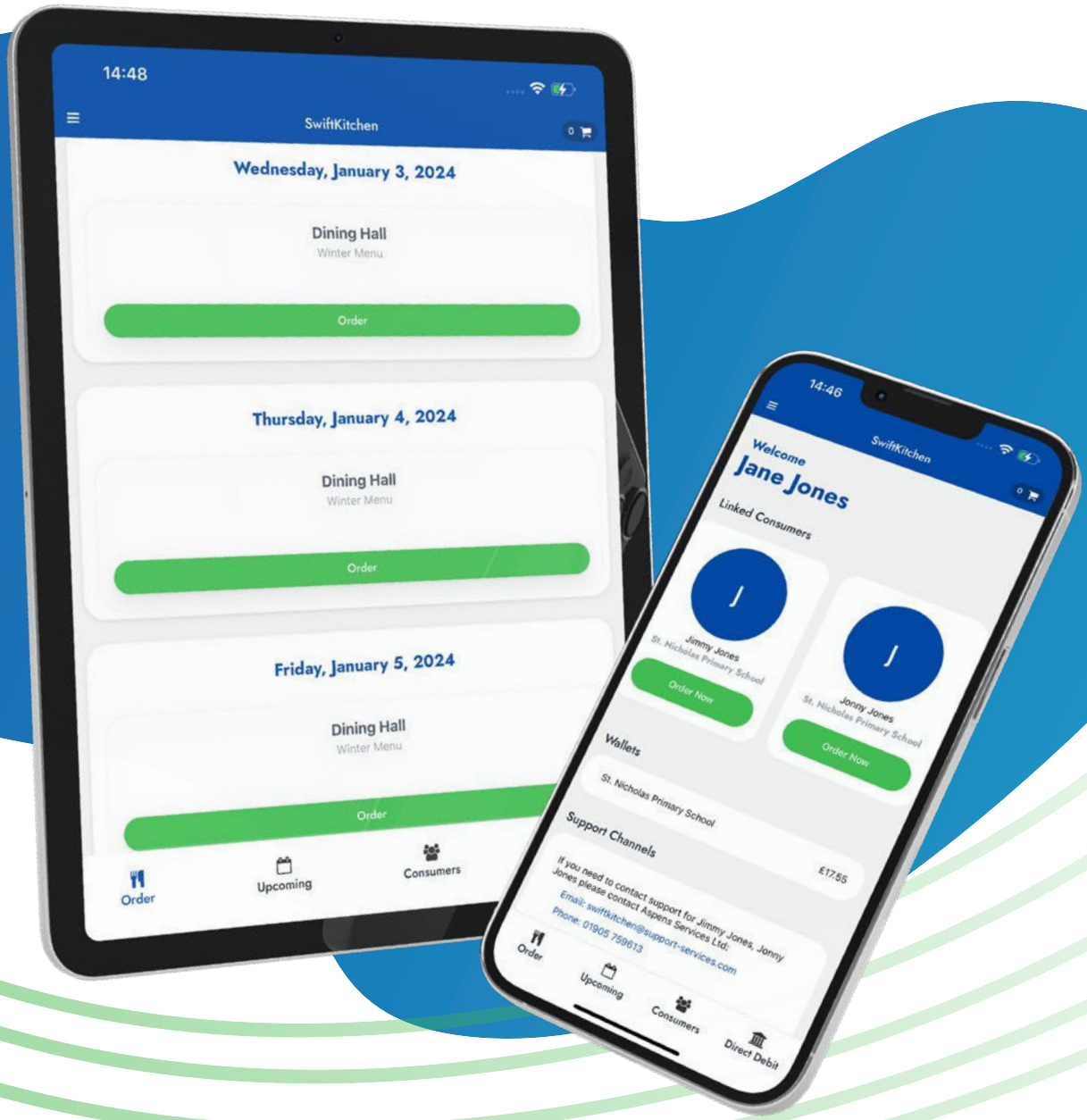
SwiftKitchen™

Welcome to...

The streamlined online payment systems for schools



SwiftKitchen™
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Welcome to SwiftKitchen

SWIFTKITCHEN IS THE NEW ONLINE MEAL ORDERING SYSTEM YOU'LL BE USING TO ORDER SCHOOL MEALS FOR YOUR CHILDREN.

SwiftKitchen has been designed to be simple, modern and easy to use.

We recommend downloading the SwiftKitchen app from the Play Store or App Store, as this will give you the best experience.

Alternatively, you can go to app.Swiftkitchen.co.uk in any browser, on any device.

About this guide:

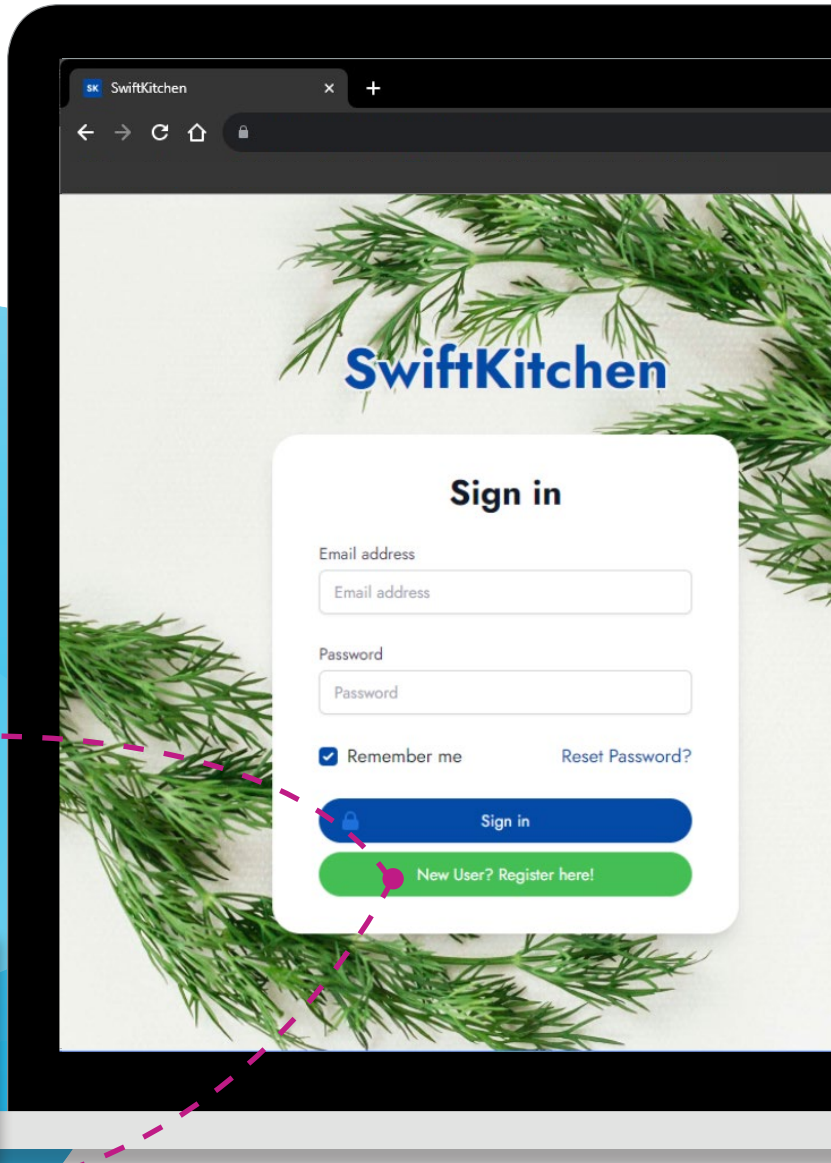
This guide will help you get started with SwiftKitchen and help you place your first orders. To do this, you will need to:

- **Sign up and verify your account**
- **Link your child/children to your account with a SwiftKitchen Key, found on the welcome letter from your school**
- **Add meals to your basket**
- **Checkout your basket to confirm your orders**

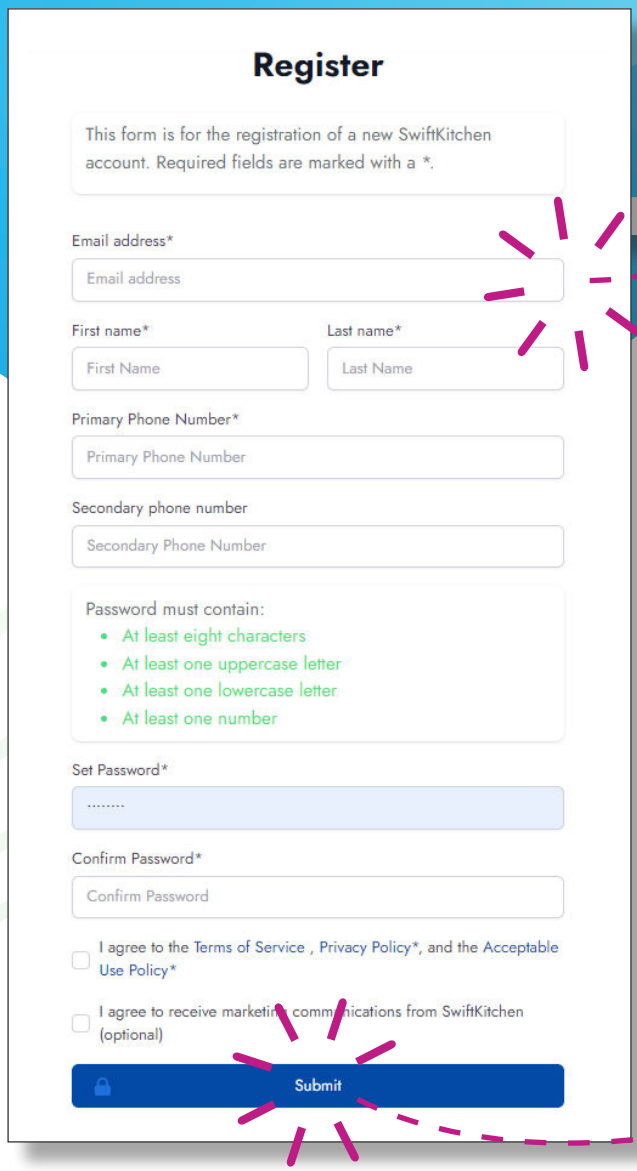
This guide will take you through each of these steps in detail.

Ready? Let's get started!

Signing up for the first time



Start by clicking or tapping on the New User Register here button.



Then, on the registration page, enter your details. We need your email address, name, phone number and a password (take care to enter these details carefully!)

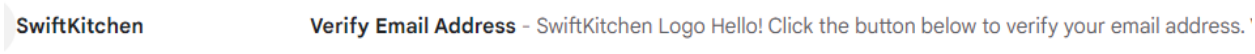
To use SwiftKitchen, you'll also need to agree to the Terms of Service, so give these a quick read, and tick the box.

You can also tick the box for receiving marketing materials if you wish, however this is optional.

Once you're happy you've entered everything correctly, click the submit button at the bottom of the page.

Continued

This will send a verification email to the email address you entered, that will look like this:

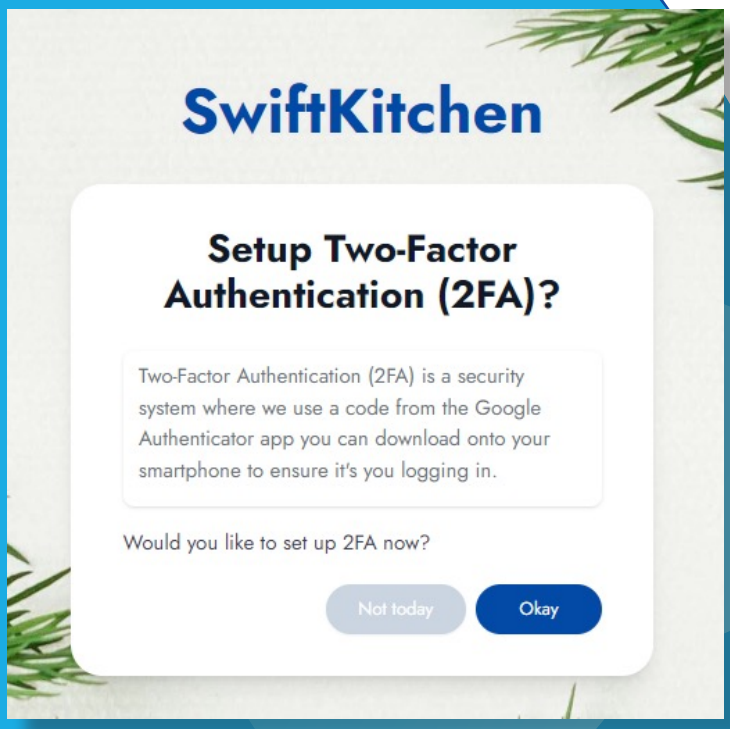


Open the email and click on the Verify email address button to verify your email address and activate your account.

This will return you to the initial sign in screen where you can now enter your email address and password, and click Sign in

About Two-Factor authentication

Each time you login, you'll be asked if you would like to set up two-factor authentication on your account. This is like an additional layer of security on your account to protect your data, and works by not only requiring a password to login, but also a security key from the Google Authenticator app. **Please note that you do not need to set this up to use SwiftKitchen.**



If this is something you would like enabled on your account, click Okay and follow the on-screen instructions to set up two-factor authentication.

Alternatively, to get straight into SwiftKitchen and skip this step, click on the Not today button.

Adding your child to your account



On the SwiftKitchen Welcome letter you'll have received from your school will be a 13-digit long number - this is your SwiftKitchen Key. *(If you have not yet received your SwiftKitchen Key, please contact your school who will be able to advise you).*

How you link your child to your account will depend on whether you are using the app or the website.

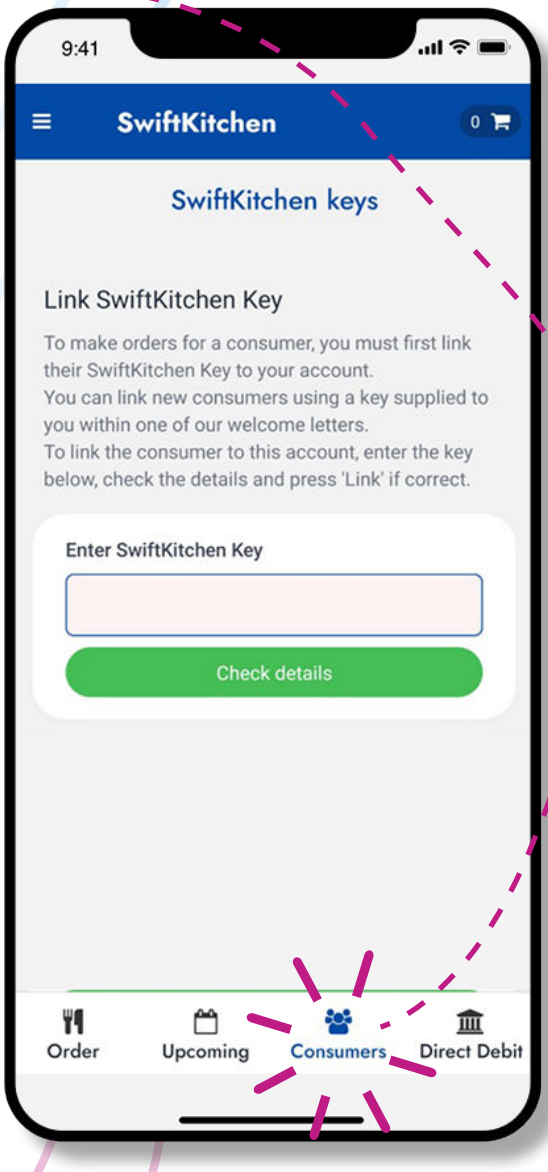
In the app

Tap on the Consumers tab at the bottom of the app.

Then enter your SwiftKitchen Key in the box, and tap on Check details

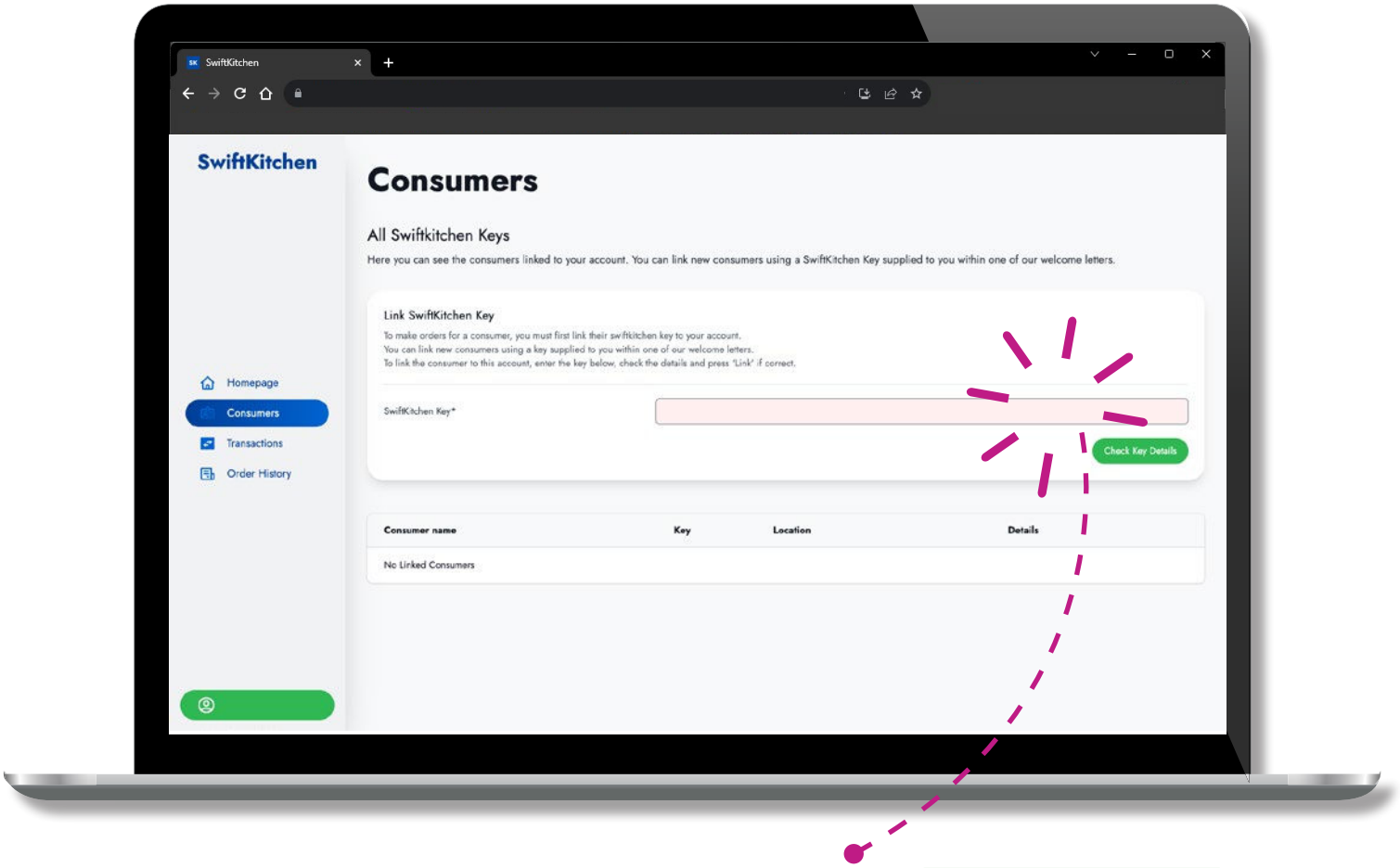
Check that the details shown are for your child, and then tap on Link consumer to me to link your child to your account.

You can repeat this process again as many times as you need, for example if you have other children at this school you need to add, or children at other schools that use SwiftKitchen.



On the Website

Either click the SwiftKitchen Keys link at the left side of the page, or click on the Go to the "SwiftKitchen keys" page button to take you to the SwiftKitchen Keys page.

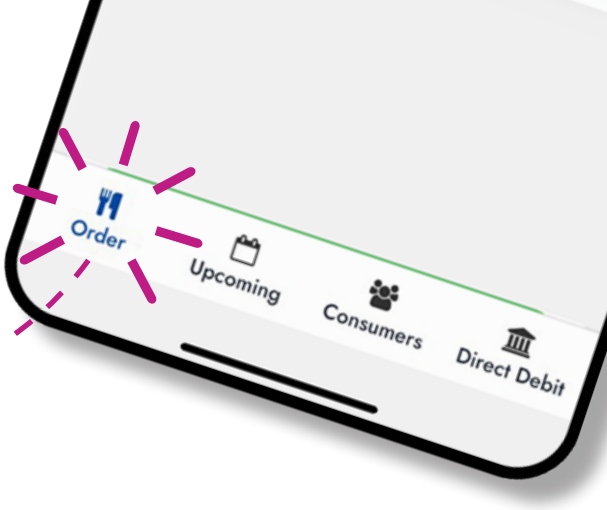


Enter your SwiftKitchen Key in the box, and tap on Check key details

Check that the details shown are for your child, and then tap on Link consumer to me to link your child to your account. If the details are not correct, please contact the school to check that the SwiftKitchen Key you have been given is correct.

You can repeat this process again as many times as you need, for example if you have other children at this school you need to add, or children at other schools that use SwiftKitchen.

Placing orders



In the app

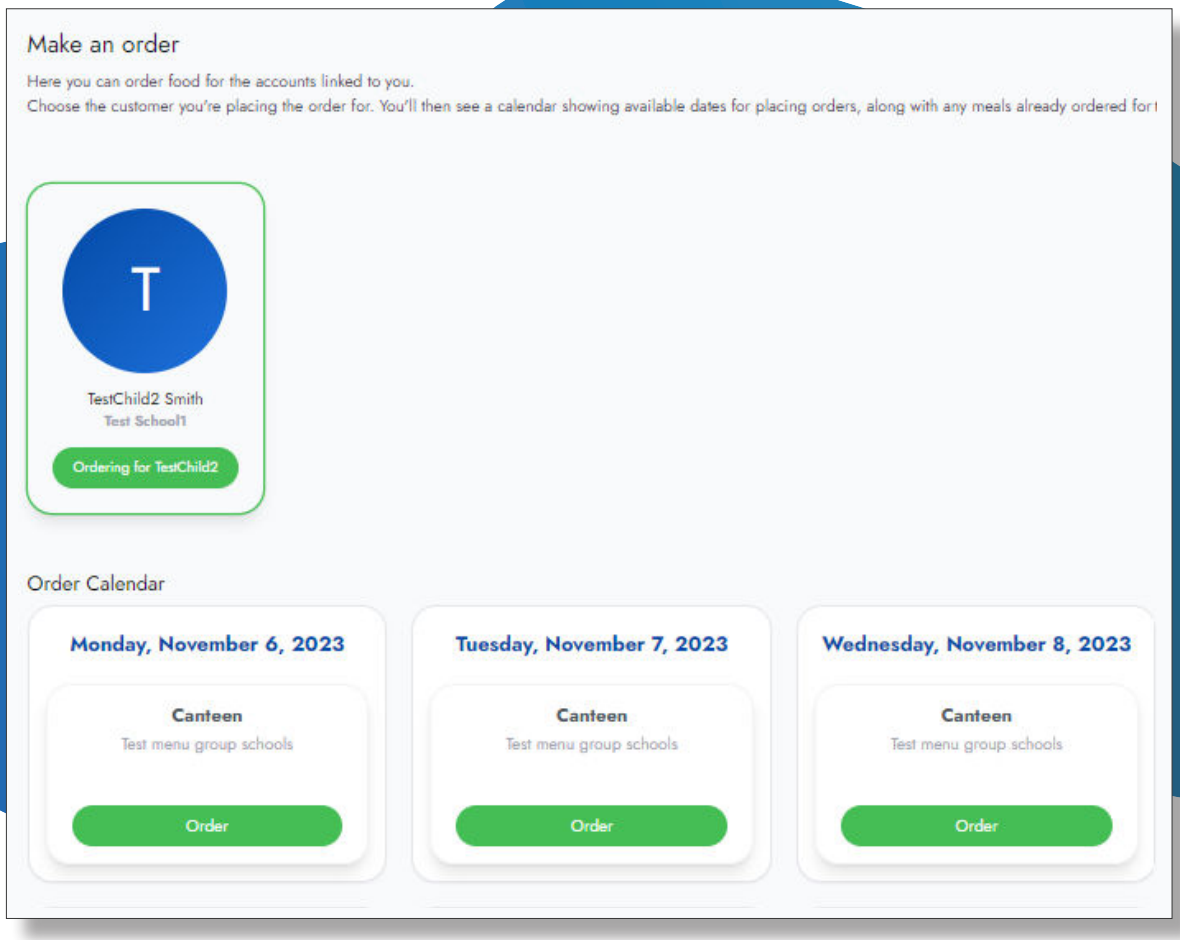
Tap on the Order tab at the bottom of the app.

On the Website

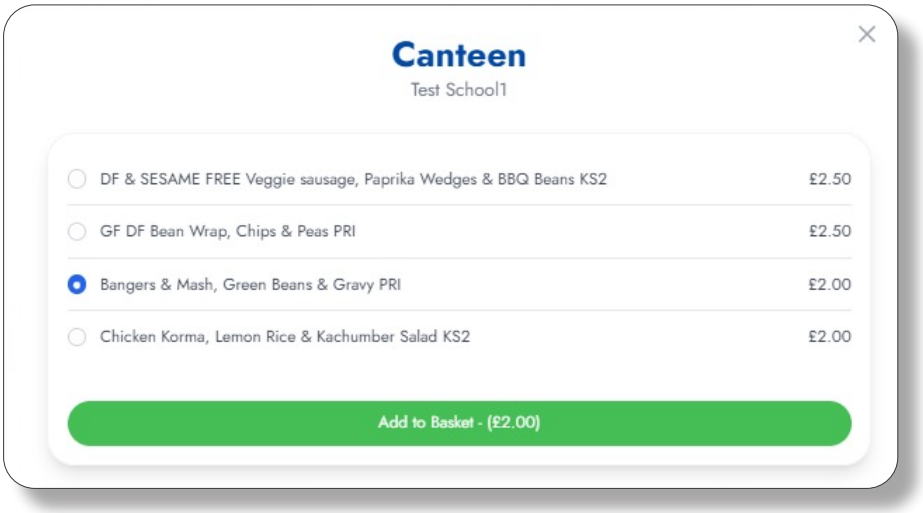
You'll notice that since adding your child, you have additional options on the left menu:

Click Order to access the ordering page.

This will take you to the ordering page, and you'll see the child/children's you've linked previously at the top of the page. Select the child you'd like to order for, and you'll be shown the ordering calendar below.



Select the date you'd like to place an order for by clicking on Order You'll be shown a list of meal choices for that day.



Select the meal you want, and click on Add to basket to add the meal to your basket. **Note that you have not placed the order yet.** You'll still have to check out your basket in a moment to confirm the order.

Continue to add meals to your basket by repeating this process for different days.

Checking out your basket

In the app

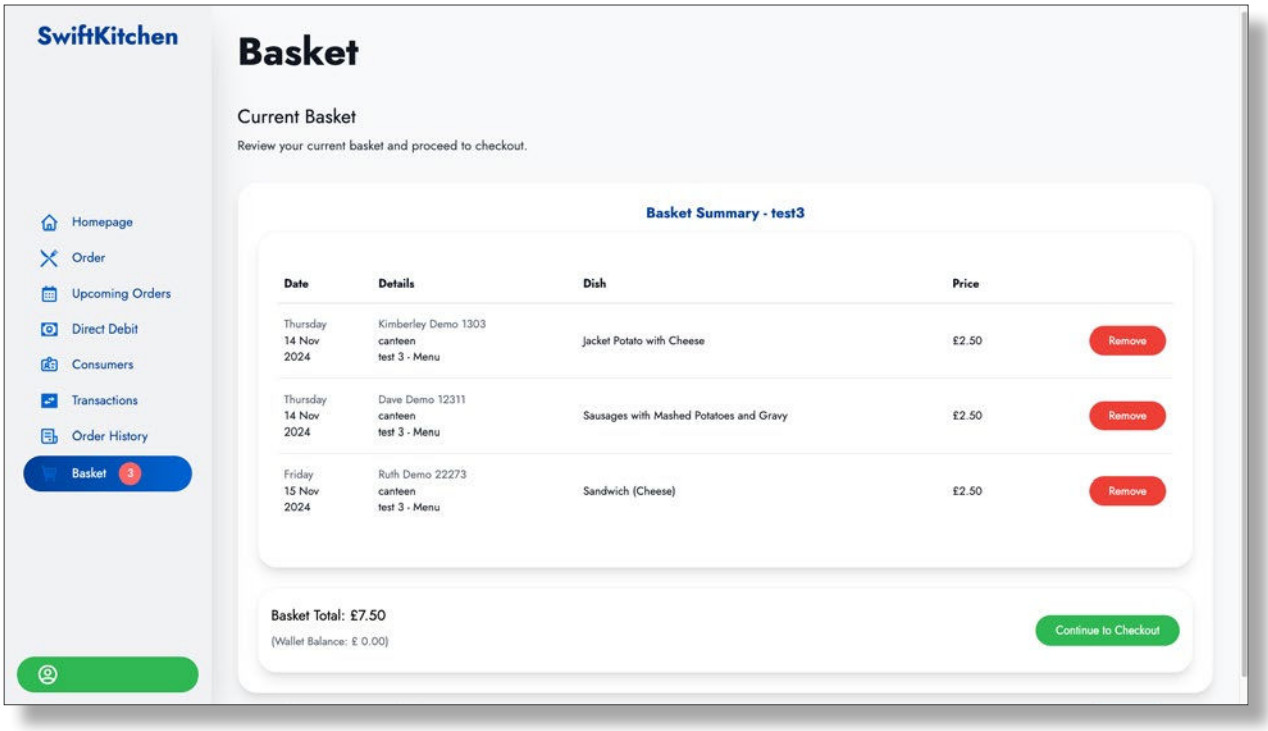
Tap on the basket icon 0 in the top right of the page to view your basket.

The number on this icon will show the number of meals you have waiting in your basket that you have not yet checked out.

On the website

You can either click the View the basket button on the bottom right of the page, or you can click on the basket option from the left menu

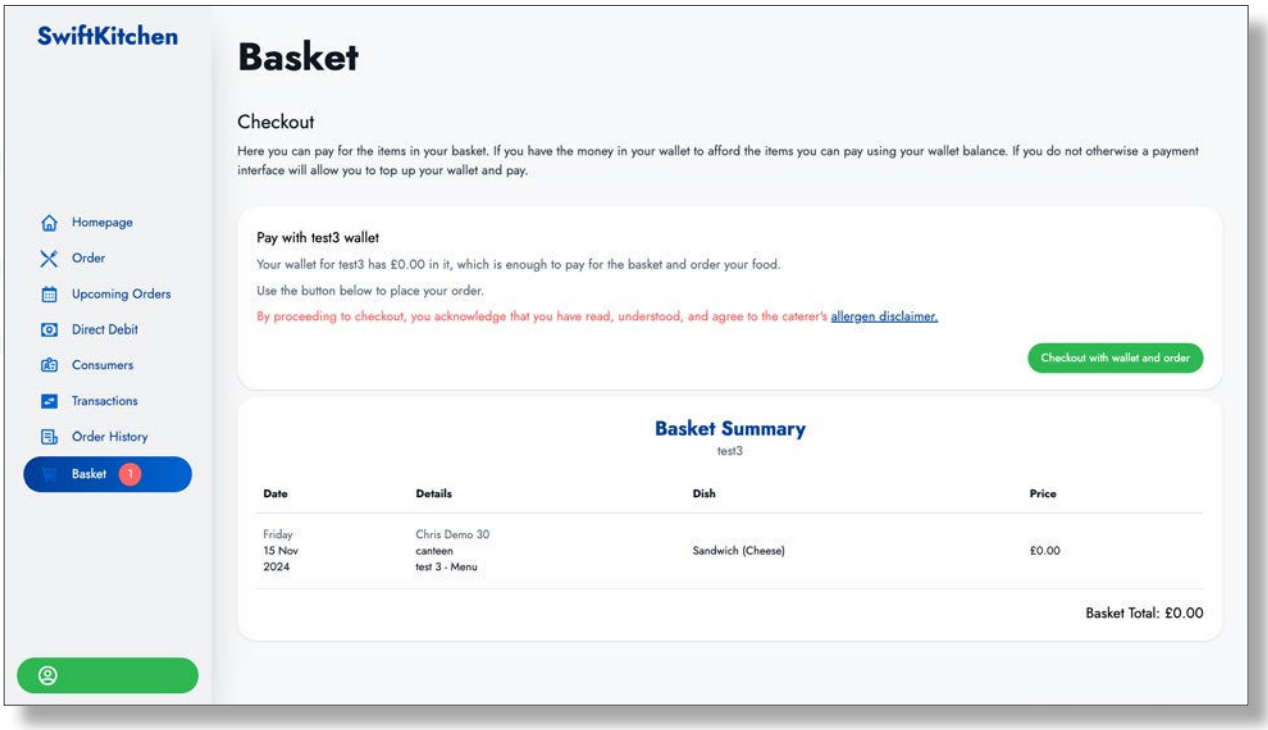
Next, review the meals you have added to your basket. You can still go back to the order page and add more meals if you wish, and you can click Remove against a meal if you have changed your mind about it. If you're happy with everything in your basket, click Continue to checkout to move onto the final step.



Payment

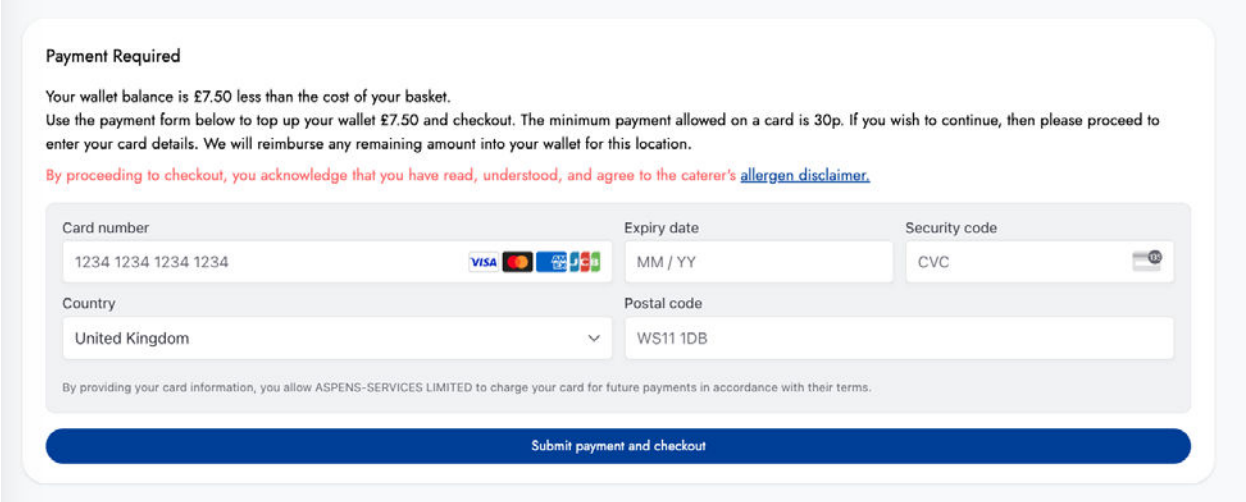
How you pay will depend on a number of factors:

- **Does your child receive free school meals or do you pay for them?**
- **Do you have more than one child, and a mix of free and paid meals?**
- **Have you previously topped up using direct debits and have money in your wallet?**



If you have topped up previously with a direct debit, you will have the option to Checkout with wallet and order , and this will deduct the basket total from your wallet balance. (On the app, this button will say Pay with balance

If you do not have any money in your wallet, you'll be given the option to Pay with stripe and enter your card details to complete payment. Please ensure that the postcode you enter on this payment screen is the same one your card is registered to with your bank or your payment may be declined.



After you have completed the payment/checkout process, you should see a confirmation message:



Your basket has now been checked out, and will be empty again, ready for your next order. This is also the point where the orders are officially placed and will now appear on your school's meal reports.

Remember that adding meals to your basket does not meal the orders have been placed - you need to complete this checkout process fully for the orders to be confirmed and visible to the school.

About free school meals:

If your child is on free school meals you will still need to click Checkout with wallet and order (or Pay with wallet balance on the app) but you will not be charged any money for these meals, as the meals cost £0.00 in the system and your basket total will likely be £0.00.

If you have more than one child using SwiftKitchen, you may have a mix of free school meals and paid meals. In this case, you will be charged £0.00 for the free meals, and charged the usual amount for the paid meals, and your basket total will reflect this.

Direct debits

As we've seen, payments can be made either by Credit Card / Debit Card at the time you place an order by clicking the Pay with stripe button and entering your card details directly.

If you use the system regularly, we recommend setting up a **Direct Debit** to ensure there are always funds available in your account to place orders with.

You can even set up more than one direct debit if you would prefer to make smaller payments more frequently. It's up to you!

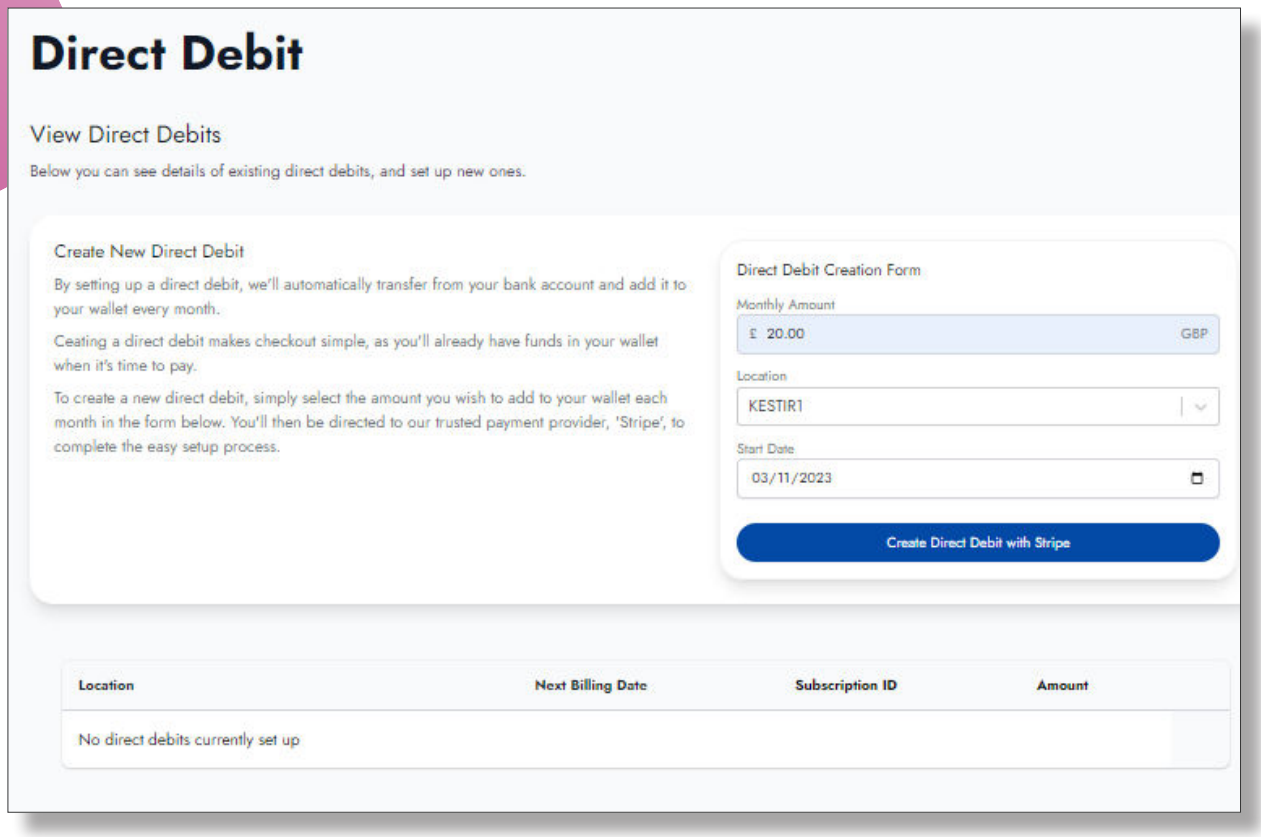
In the app

Tap on the **Direct Debit** tab at the bottom of the app.

On the website

Click Direct debit from the left menu to access the Direct Debit page.

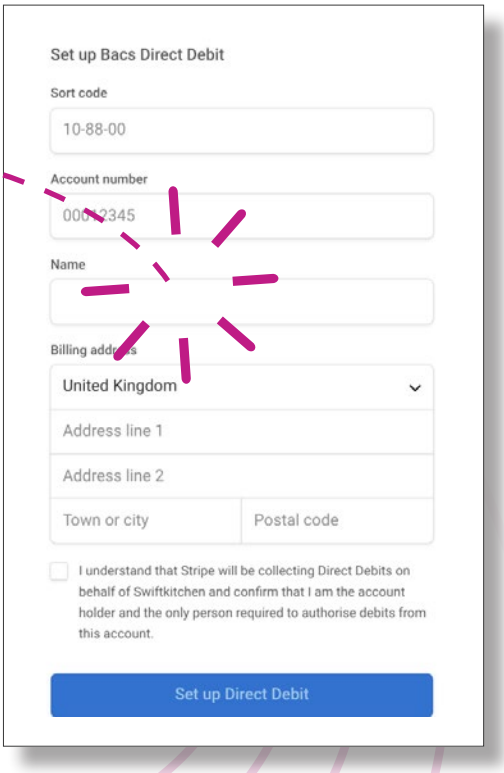




Enter the Direct Debit amount, the Location you want to top up against (You will need to select your Child's School here), and the date from which you want the Direct Debit to start.

Then click Create direct debit with stripe and proceed to enter your bank details.

You will need to enter your Sort Code, Account Number, and your Name and Address, and agree to the direct debit terms.



Depending on your bank it can take between 1 and 5 days for the money to appear in your digital wallet. If you wish to place orders before the money has arrived in your wallet you will need to pay using a credit or debit card.

Please note: Once your Direct Debit is set up, payments will be collected on the same date each month (or the nearest working day if the date falls on a weekend), including during school holidays. Please note that you must provide your bank with 5 to 10 days' notice to cancel a Direct Debit, otherwise the payment will still be taken from your account.

If you require a refund, please contact the SwiftKitchen Support team.

SwiftKitchen™

For support

For any support or if you have any questions please email **SwiftKitchen@support-services.com** or call **0330 236 6859**.

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