Instructions for accessing the pre-order portal for school meals

By now all of our pupils should have received their activation codes and instructions for how to access the portal to pre-order their school meals. We have now placed a link to this portal on our school app. The instructions below should ensure that all pupils can access the portal easily from their phones, tablet or PC

STEP ONE – PARENTPAY ACTIVATION
Pupils need to have a ParentPay account linked to The Robert Burns Academy.
Please activate this as soon as possible as there must be funds available on your ParentPay account to use the Meals Pre Order Portal.
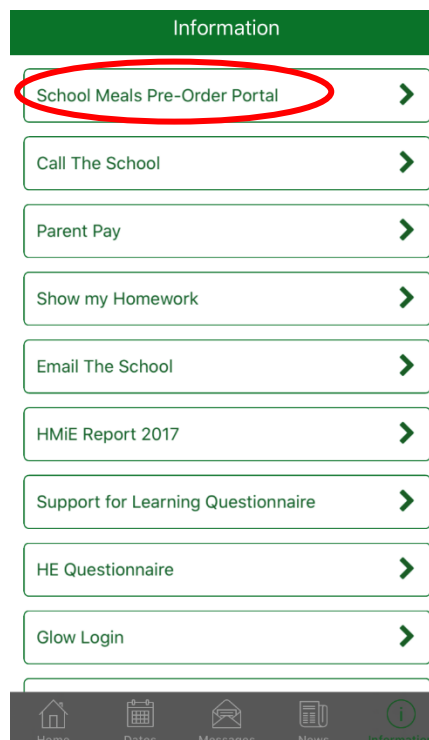If you have not received your ParentPay activation letter please contact the School Office.

STEP TWO – DOWNLOAD THE SCHOOL APP
We have added an easy access link to the School Meals Portal from our School App. The school app is available on the App Stare and Google Play Store, simply search for 'school app for parents' to download it.
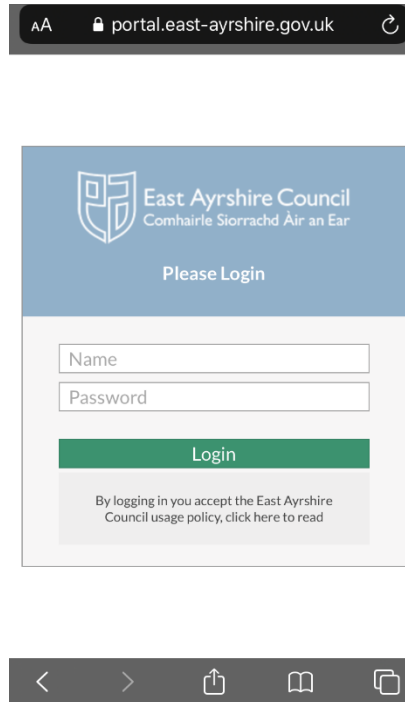
STEP THREE – ACCESSING THE PORTAL
Open the School App and click on the **Information tab** (bottom right of screen). You will then see an option for the school meals pre-order portal.
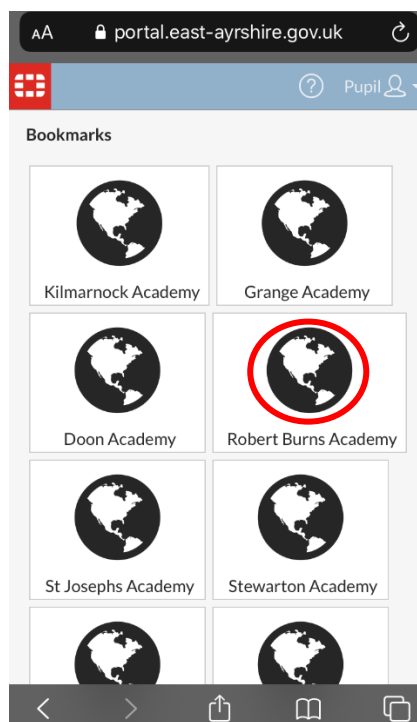
When you reach the first log in screen you should enter the following generic username and password – both must be entered with a
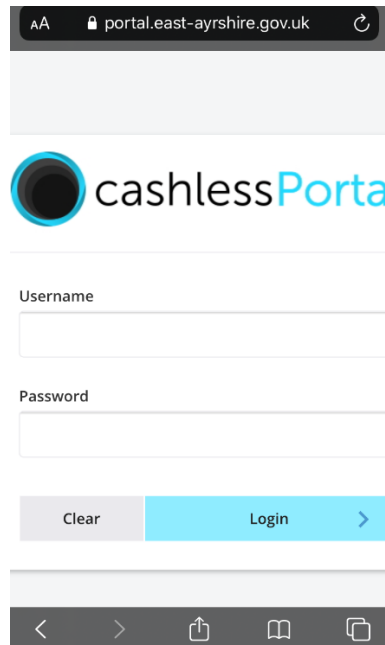capital 'P' and a capital 'M':
Name: Pupil
Password: Meals

Select the Robert Burns Academy image from the list of schools.

You should then reach the Cashless Portal screen. It is at this point that the username/password becomes the pupil's computer log in
(burnac account) and password. Pupils have now all logged in with their BurnAc account and changed their passwords. It is exactly the same login that is used for the portal.

When requested to enter a Unique Identifier Code – this is contained on the email which was issued to pupils Glow mail accounts. When ordering their meal pupils must select a drink or it will not allow them to proceed.

The portal will close at 11am each day and open again at 3pm to allow you to order for the following day.