



## Ordering meals via the Weduc Web Portal (Parent Guide)



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## Introduction

This guide will help parents to book and pay for meals for their child(ren) via the Weduc Web Portal.

**IMPORTANT: If you pay for your child's meals and have an insufficient balance to pay for your order, you will not be able to complete your booking. It is therefore vitally important to top your Meal Order Purse via Weduc Payments before proceeding to order meals for your child. Please see our Weduc Guide, Catering Purse (Parent Guide) for assistance with this.**

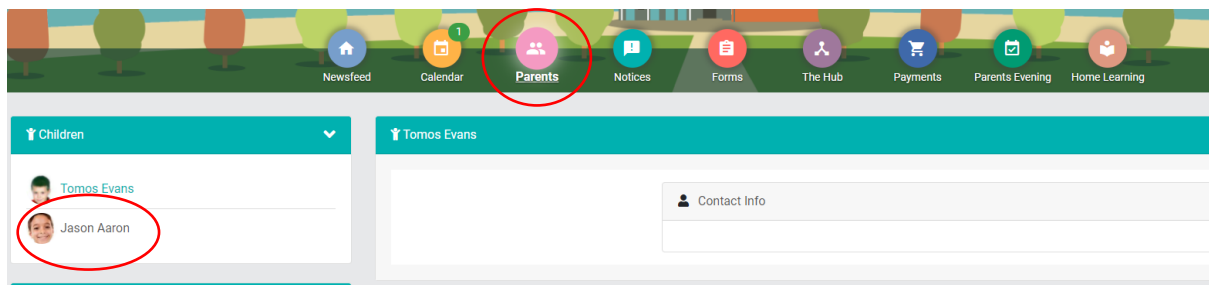
If your child is entitled to **Free School Meals**, a meal credit will automatically be applied to your Meal Order purse. You will still need to order meals following the instructions below.

## Step 1: Log into Weduc Web Portal

Go to <https://app.weduc.co.uk> and log into your Weduc account.

## Step 2: Access the Parent Portal

Click on the **Parents** globe to access the Parent Portal. If you have more than one child, click on the child you wish to order meals for:



## Step 3: Meals

Scroll down the page to find the **Meals** section for your child and click the down arrow to expand the **Meals** section:



You will be presented with a calendar listing the available menu(s) for each day. Within the **meals calendar** there is colour coding in place to help you manage your meal orders:

ORDER MEALS
ORDER HISTORY / TRANSACTIONS

◀ Today ▶
April 2022
Month List

● No Action Required
● Incomplete Order
● Unpaid Order
● Completed Order

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4 Summer Term 2022	5 Summer Term 2022	6 Summer Term 2022	7 Summer Term 2022	8 Summer Term 2022	9
10	11 Summer Term 2022	12 Summer Term 2022	13 Summer Term 2022	14 Summer Term 2022	15 Summer Term 2022	16
17	18 Summer Term 2022	19 Summer Term 2022	20 Summer Term 2022	21 Summer Term 2022	22 Summer Term 2022	23
24	25 Summer Term 2022	26 Summer Term 2022	27 Summer Term 2022	28 Summer Term 2022	29 Summer Term 2022	30
1	2	3 Summer Term 2022	4 Summer Term 2022	5 Summer Term 2022	6	7

The information below explains in more detail, including the status of your orders (see colour coding in the key):

- **Grey: No Action Required**
- **Red: Incomplete Order** - the menu has been viewed and further action is required to complete all options
- **Orange: Unpaid Order** - a meal has been booked but not paid for (a meal can be booked but not paid for by staff at school)
- **Green: completed Order** - the menu has been viewed and all options have been completed for that day. **Once a meal has been paid for, to alter the choice you will need to contact the school.**

You can view all order history and transactions by toggling across to the **ORDER HISTORY/TRANSACTIONS** section. This will show you any outstanding payments that are due as well as allow you to pay for any meals that have not been paid for. You can use the drop-downs on the Order and Payments status of meals to view all information relating to meals for any given date range:

Meals

ORDER MEALS      ORDER HISTORY / TRANSACTIONS

Purse Balance: £0.00 [ADD CREDIT](#)  
 Outstanding Payments Due: £19.20 [PAY](#)

Orders:      Order Status:      Payment Status:  
 This Month      Booked      Not Paid      [FILTER](#)      [PAY SELECTED](#)

Search...

<input type="checkbox"/>	Meal Date	Menu Item	Menu Type	Price	Credit	Total Cost	Order Status	Payment Status	ACTIONS
<input type="checkbox"/>	21/04/2022	Shepherds Pie	Lunch	£2.40	£0.00	£2.40	Booked	Not Paid	

Showing 1 to 1 of 1 entries

To pay for the items that have an outstanding balance that are 2 options, you can pay in full by selecting the **PAY** button or select the meals individually using the tick-box on the left-hand side followed by the **ACTIONS** button on the right. Before you can make payment, you must top up the Meal Order Purse using the **ADD CREDIT** link:

Meals

ORDER MEALS      ORDER HISTORY / TRANSACTIONS

Purse Balance: £0.00 [ADD CREDIT](#)  
 Outstanding Payments Due: £19.20 [PAY](#)

Orders:      Order Status:      Payment Status:  
 This Month      Booked      Not Paid      [FILTER](#)      [PAY SELECTED](#)

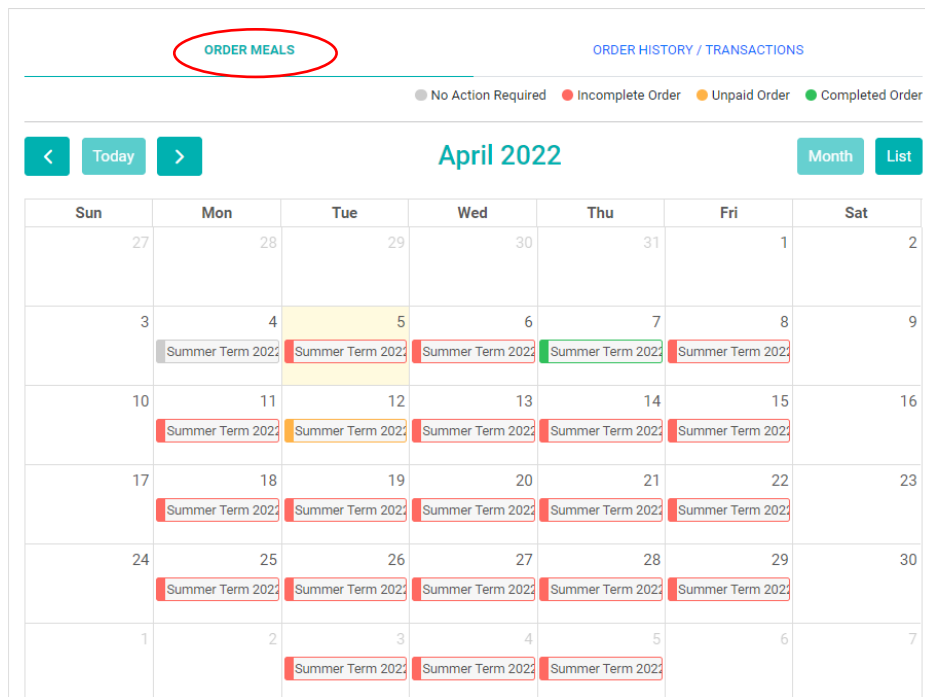
Search...

<input type="checkbox"/>	Meal Date	Menu Item	Menu Type	Price	Credit	Total Cost	Order Status	Payment Status	ACTIONS
<input type="checkbox"/>	21/04/2022	Shepherds Pie	Lunch	£2.40	£0.00	£2.40	Booked	Not Paid	

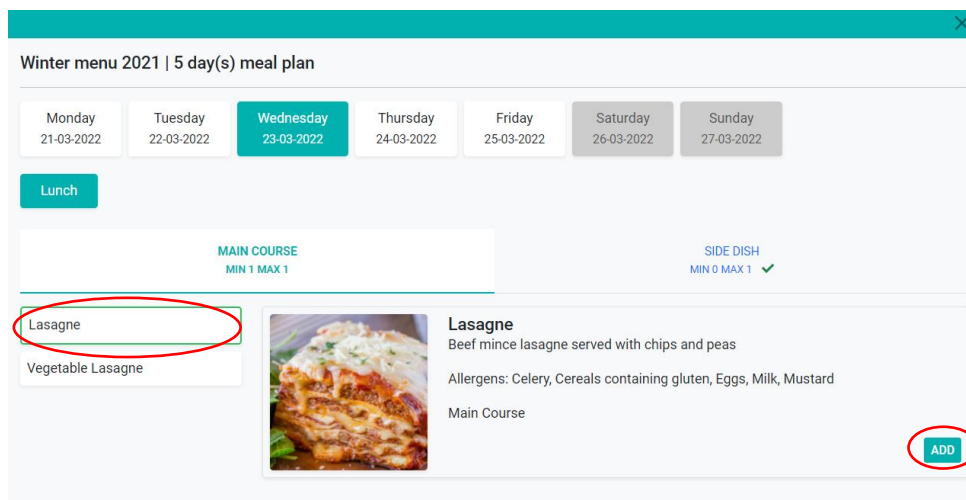
Showing 1 to 1 of 1 entries

## Step 4: Meal Options

From the **Order Meals Tab**, select the day in the calendar that you wish to order a meal for:



You will then see a screen with the meal choices for that day. Choose the required meal and press the **Add** button:



Winter menu 2021 | 5 day(s) meal plan

Monday 21-03-2022   Tuesday 22-03-2022   **Wednesday 23-03-2022**   Thursday 24-03-2022   Friday 25-03-2022   Saturday 26-03-2022   Sunday 27-03-2022

**Lunch**

**MAIN COURSE**  
MIN 1 MAX 1

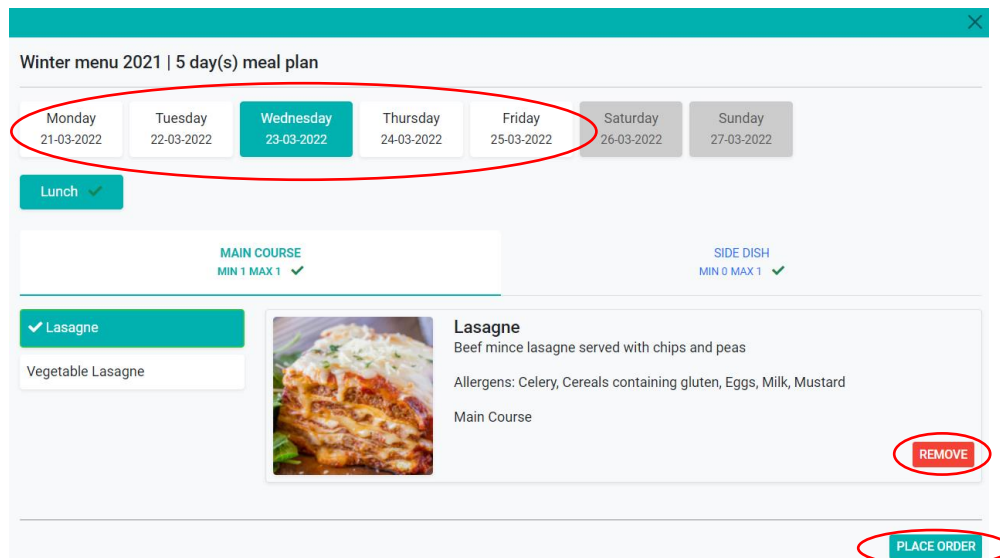
**SIDE DISH**  
MIN 0 MAX 1 ✓

Lasagne  
Vegetable Lasagne

**Lasagne**  
Beef mince lasagne served with chips and peas  
Allergens: Celery, Cereals containing gluten, Eggs, Milk, Mustard  
Main Course

**ADD**

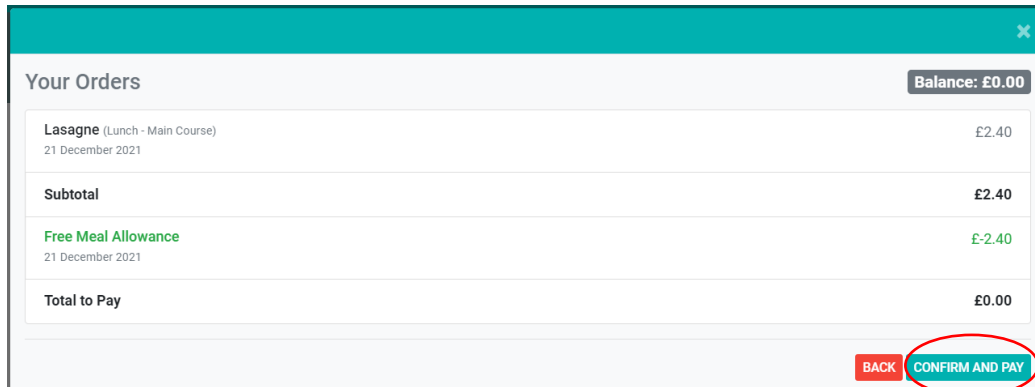
(**Tip:** by using the tabs at the top of this window you can navigate to other days of the week and order meals - this makes it easier to book for a week at a time, as opposed to doing it daily from the main calendar).



To remove an item that has already been selected, click the **REMOVE** button. Upon completion of your meal selection, click on **PLACE ORDER**:

## Step 5: Confirm and Pay

A summary of your meal orders will be displayed.  
Click on **CONFIRM AND PAY** to complete your meal order.



Your Orders		Balance: £0.00
Lasagne (Lunch - Main Course) 21 December 2021	£2.40	
<b>Subtotal</b>	<b>£2.40</b>	
<b>Free Meal Allowance</b> 21 December 2021	<b>£-2.40</b>	
<b>Total to Pay</b>	<b>£0.00</b>	

BACK CONFIRM AND PAY

**If your child is entitled to free school meals, any free school meal credit will be automatically applied to your meal purse in Weduc Payments and will be show in green in the above order summary.**

**You will still need to select the Confirm and Pay option to complete your order, even if the total to pay is £0.00.**

If there is an **insufficient balance on your account** to pay for your order, you will not be able to complete your booking. You will need to go to Weduc Payments to add sufficient funds to your Meal Order purse (please see our Weduc Guide, Catering Purse (Parent Guide) for assistance). To complete your order, you will need to return to **Access the parent portal**, select your child's **Meals** section, choose the day in the calendar that you have already selected a meal for, followed by **Place Order** and then **Confirm and Pay**

**Last Updated:** 07/04/2021

Updated By: Weduc Account Management Team