

HandCut Foods' Meal Order Platform 101

Step 1: Account creation

- All user accounts have been created and were sent to email addresses provided by the school on August 27, 2020.
 - *What if I didn't get an email with my account information or if I want to add an email to an existing account?*
 - First, please check your spam folder. If it is not there:
 - Email help@handcutfoods.com with: Student name, Student email (if applicable), Student Grade(s), Parent(s) Name(s), Parent(s) Email(s)

Step 2: First Login

- Follow the link in your email to log into your account, reset your password.
 - *I'm getting a password error message. What should I do?*
 - Please visit <https://app.handcutfoods.com/password/reset> to reset your password
 - Then log into the site at: app.handcutfoods.com

Step 3: Set User Profile Defaults

- **“Default Meal” Setting:** This setting allows you to choose a type of meal to *automatically* order on days you do not manually place an order.
 - If you plan on purchasing a meal everyday, we recommend setting your default to your preferred meal type.
 - If you plan on ordering meals infrequently, please set your default meal to “no meal”. This way, you will only have to use the system for days you want a meal.
 - *Note: If you select a default meal, the system will order a meal and debit your account (if not on a Board Program).*
- **Allergy Settings:** Please check off any food allergens your student has. When ordering meals, the system will generate a warning message if you choose a meal that contains an allergen.
 - *Please note: The system will let you order an item with a conflicting allergen after advancing past the warning message.*

Step 4: Order Meals

- Navigate to the “Order Meals” tab.
- Select the week you would like to order from the drop down menu on the right side.
- Click into each day and select the meal and dessert you would like to order.
- ***If you do not want to order for a given day, please select “no meal”. Otherwise, you will receive a “default meal”, if you have one set in your profile.***
- *Be sure to enter the appropriate Grade Level in the bottom box.* This information helps us to ensure each meal gets to the correct place.
- You can order as far in advance as you would like. We will have multiple weeks of the menu available to order at a time.

The weekly order cutoff is Wednesday at Noon for the following week’s orders (Mon-Fri)

Please note, we are unable to accommodate late orders

FAQ's for HandCut Foods' Meal Pre-Order App

Can parents control multiple accounts for all students in their family?

- Yes! Parents have the ability to perform all functions for each member of their family enrolled in the same school.

How are allergies accommodated?

- All menu items will be clearly labeled with all food allergens. Additionally, users who self-identify food allergens in their profile will see an alert if they order an item containing any self-identified allergens.
- **Important: Users are able to order items containing a self-identified allergen. HandCut Foods will not substitute meals automatically in these cases!**
- If you have questions about allergy accommodations, email nutrition@handcutfoods.com.

Am I able to customize specific meals?

- Unfortunately, we are unable to customize specific meals with our Contactless Food Service model. We have created a 12 week menu cycle with numerous daily choices to provide options for all diets and tastes.
- For entree salads, all dairy products will be packed in a separate ramekin to allow for those items to be removed from the meal without allergy contamination.

What if I have technical issues or questions?

- You can always reach out to us at help@handcutfoods.com. We will have a video tutorial posted on the site to help walk you through the initial setup and ordering.