

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

How do I create an account?

- All families, students, faculty and staff will have accounts automatically created in the system. Each user will receive account information via email. Please look for an email from info@handcutfoods.com by the end of the week of August 24.

What should I do after receiving my account information?

- Follow the link to the HCF Meal Pre-Order App and sign in! You will be prompted to enter any allergen information for your user account, along with a "default meal."

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.

What is a "default meal"? (Users with lunch included from school only)

- Default meals are designed to prevent a user from missing the order deadline and not ordering a meal for a given day.
- If you will be on campus everyday of the week or the majority of the time, we recommend you select your preferred default meal category (ie Meat-Based Hot Meal). Any days you do not make a meal selection the system will automatically order the meal from your default meal category.
- If you will be on campus infrequently, we recommend that you select "No Meal" as your default choice. You will then only need to place orders for the day(s) you will be on campus

How should I place orders?

- Once you are logged into your account, simply navigate to the "Choose Meals" page and select each day on the calendar to place your order.
- For each day's order, please select the location where you will be during lunch.

When is the order deadline?

- Orders must be submitted by Wednesday at Noon for the following week of meals, Monday-Friday.
- PLEASE NOTE: WE WILL NOT BE ABLE TO ACCOMMODATE LATE ORDERS.

What if I am in a hybrid program and only on campus on a limited basis?

- For users enrolled in a Board Program scheduled to spend more time remote than on campus, we recommend selecting “No Meal” as your default meal choice. This way, you will only need to order meals for those few days you are on campus.
- For users enrolled in an “Opt In” program, you will need to select “No Meal” each day of the week you will not be on campus.

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.

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 registered dietitian [Liz Sommer](mailto:liz.sommer@handcutfoods.com). ([elizabets@handcutfoods.com](mailto:lizabeths@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 am sick for a day that I've ordered meals for?

- Once HCF receives official notification from the school of absences, we will cancel any unfilled orders. We will refund meals for all canceled unfilled orders.