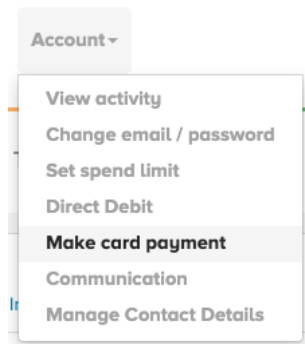


Topping Up Your Child's SchoolGrid Balance

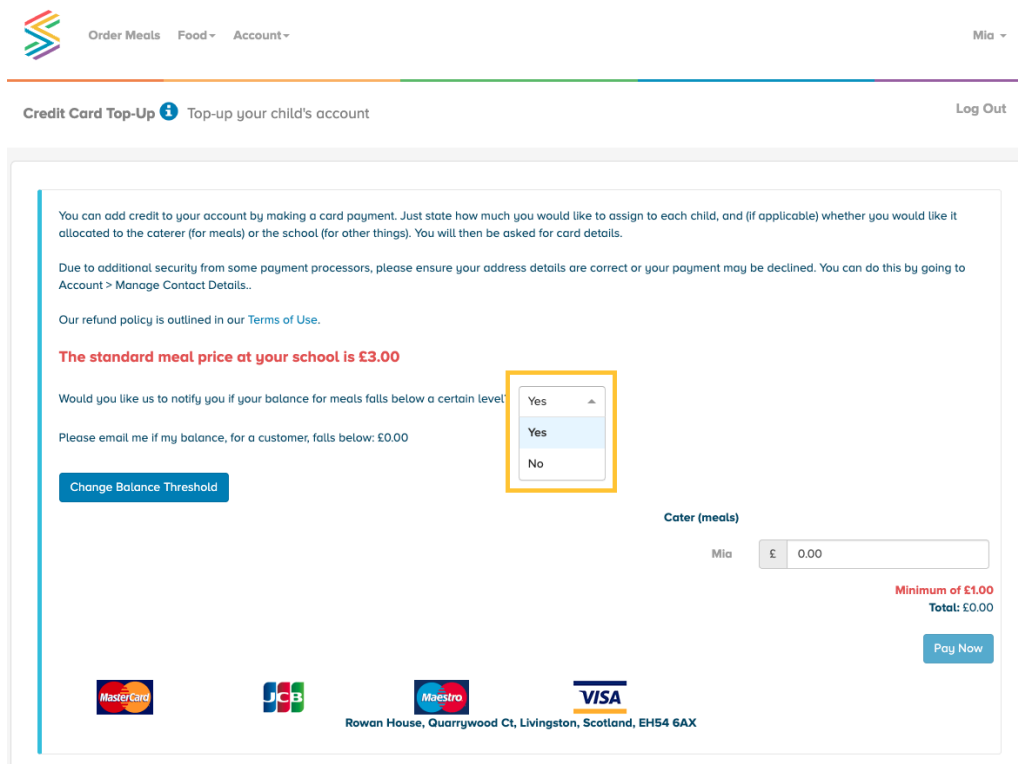
For your child to use their school fob, your account must have funds and a spend limit set.

To add funds to your child's meal account:

1. Log in to <https://app.schoolgrid.co.uk> using your parent account details.
2. Select **Account** (if you are on a mobile device, click on the **three horizontal lines** in the top-right corner first).
3. Choose **Make a Card Payment** and follow the on-screen instructions.



4. Select whether you would like to enable **top up reminders**, to notify you when the account balance falls below a certain level.
 - o Set the level by clicking **Change Balance Threshold**



Order Meals Food Account Mia

Credit Card Top-Up Top-up your child's account Log Out

You can add credit to your account by making a card payment. Just state how much you would like to assign to each child, and (if applicable) whether you would like it allocated to the caterer (for meals) or the school (for other things). You will then be asked for card details.

Due to additional security from some payment processors, please ensure your address details are correct or your payment may be declined. You can do this by going to Account > Manage Contact Details.

Our refund policy is outlined in our Terms of Use.

The standard meal price at your school is £3.00

Would you like us to notify you if your balance for meals falls below a certain level?

Please email me if my balance, for a customer, falls below: £0.00

Change Balance Threshold

Yes
Yes
No

Cater (meals)
Mia £ 0.00

Minimum of £1.00
Total: £0.00

Pay Now

MasterCard JCB Maestro VISA

Rowan House, Quarrywood Ct, Livingston, Scotland, EH54 6AX

5. Enter the amount you'd like to top up and click **Pay Now**.

Cater (meals)

Mia £

Total: £15.00

Pay Now

Once your payment is complete, and as long as you've set a spend limit, funds can be used instantly.

Children can check their balance during the school day by using their allocated lunch fob. They will only see the **amount available to spend** within their daily spend limit, not the full account balance.

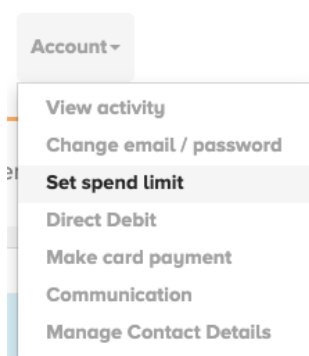
Example: if the daily limit is **£5** and your child spends **£1.50** at breaktime, their available balance for lunch will be **£3.50**.

Spend Limits

To make purchases, you also need to set a daily spend limit. Purchases can only be made up to the spend limit or the available account credit - whichever is lower.

To set a spend limit:

1. Log in to <https://app.schoolgrid.co.uk> using your parent account details.
2. Select **Account** (if you are using a mobile device, click on the **three horizontal lines** in the top-right corner first).
3. Choose **Set Spend Limit** and follow the on-screen instructions.



4. Set the spend limit per day, by typing in the amount in the corresponding field and click **Save Changes**.

Monday	£5.00
Tuesday	£5.00
Wednesday	£5.00
Thursday	£0.00
Friday	£0.00

Save Changes

If your child receives Free School Meals and you'd like them to spend beyond the subsidy, you must set a spend limit and ensure your account has enough credit to cover the extra cost.

Parent Information

Secondary school meals are not available for pre-order. Pupils select their meal choices at lunchtime and purchase using their fob. To view daily purchases, go to **Account > View Account History** from your SchoolGrid parent account. Click on the 'i' button next to each entry to see full details of school meal purchases.

For help using SchoolGrid, just get in touch!

SchoolGrid Support
01506 300310

support@schoolgrid.co.uk