

How To Order School Lunches Online

All food, snack, and beverage orders are placed using a web-based ordering system. To place an order, go to www.sashschool.com/calendar.htm. Follow the link to Orgs OnLine Software Services. This is the service that is hosting our ordering system.

******To place orders for the first ordering period, you must set up or update your account, starting NOW until Sept. 8. Otherwise, you will not see the correct menu(s) for your family when the menus are posted on Sept. 9. There is administrative work required by the H&S after your account is created and before the menus are posted, so we appreciate your prompt attention. Thank you!**

For First Time Users

1. Select the **FIRST TIME USERS** option that appears on the left side of the screen.
2. When asked, enter our **school code** which is: **235SASHPA**
3. Provide the account setup information requested and submit that information to activate your account.
 - a. Set up as a **FAMILY** account (parent/guardian information).
 - b. **Use an email account that is checked regularly and DO NOT OPT-OUT OF EMAILED NEWS & NOTICES. This is how you will receive order confirmations and be notified of menu postings and deadlines. Your email address will not be used for solicitations or promotions by the software vendor.**
 - c. After setting up a family account and accepting the terms of the software, go to the Online Lunch Module to add individual students to the account until all the students in your family are entered. *Note: Staff members wishing to order lunches for themselves (regardless of whether their own children attend SASH), will have to add themselves as a "student." The term "student" is a generic term for anyone who needs to be listed on a family's lunch ordering account.*
 - d. Even if you have children at both buildings, do not attempt to set up Dual School Access. The software recognizes SASH as a single school. Dual School Access would be used only for families who have children at SASH and another school that subscribes to this software.

For Returning Users

1. Log onto your existing Orgs Online account. If you cannot remember your login information, please attempt to use the Forgot My Password link on the website. If you do not receive a response within 48 hours or need more help, please email jennifermshipman@gmail.com.
2. Click on the Update My Info link on the left side of the screen, and update your email address and phone number if necessary. **Use an email account that is checked regularly and DO NOT OPT-OUT OF EMAILED NEWS & NOTICES. This is how you will receive order confirmations and be notified of menu postings and deadlines. Your email address will not be used for solicitations or promotions by the software vendor.**
3. Click on the View Family Members link on the left side of the screen.
 - a. If you see a student(s) still listed who is NOT RETURNING to SASH, click Edit next to his/her name, and then click the gray Delete Family Member button. Note: This may not be necessary for your account, as the H&S has already removed many of the non-returning students from the database.
 - b. If you have a student(s) who is ENTERING SASH, click the gray Add New Family Member button. Enter the student's First Name and Last Name and click the Add Family Member button. You do not need to enter any of the other information such as grade, gender, etc. (The H&S will update the student's grade when assigning the student to a teacher.)

To Place an Order Beginning on Sept. 9

1. Login to the ordering system. Your username is your email address.
2. Click on the blue [Online Lunch Module](#) link.
3. Select **PLACE LUNCH ORDER** and fill out the order form for the first student in the family.
4. Review the order using the **REVIEW ORDER** page.
5. Select the **SUBMIT ORDER** button to confirm the order.
6. Repeat the above steps until orders have been submitted for all the students or staff members in the family.
7. Select **VIEW AMOUNT DUE**. That shows a recap of your family's current orders.
8. Send your payment in the amount shown as your Current Balance. Checks are preferred, but cash will be accepted at your own risk. Please send one check for all orders in a family. Place in an envelope addressed to "Hot Lunch" and submit it via the school mail.
9. A copy of each order confirmation will be sent to you via email. If you should get duplicate email confirmations, don't worry. The system only records one order per student each ordering period. Duplicate orders are not recorded.
10. To see exactly what the system recorded for each student, login to your account at any time and select **VIEW ORDERS**.

If you have technical questions regarding the website, use the GET HELP button to contact the software company. If you have questions specific to SASH or H&S Hot Lunch, please contact Jennifer Shipman at 215-258-2331 or jennifermshipman@gmail.com.

Important notes:

- You need to place a separate order for each child (or staff member) who is ordering lunch. Each student's order amount is added to the Current Balance as orders are submitted. You only need to authorize payment once to pay for all orders.
- If you encounter a login problem use the **GET HELP** button to request assistance.
- You will need to login each month to place an order. Once you login you will see your family account.
- If you forget your password, select the **RETRIEVE MY PASSWORD** option on the login page. If the personal question is answered correctly (case sensitive), the system will send your password to the email address recorded for your account.
- You **MUST** process each order through until you see the **Order Confirmation** page. Do not stop until you see an Order Confirmation for the order being submitted. The system does not recognize an order until you see the Confirmation Page. We cannot process your order if has not been fully submitted & confirmed.
- If you attempt to order after the cut-off date, the system will not accept your order.