

# Parent FAQ's

- **I am trying to login but its saying my account is not recognised?** If you have not used your account for some time as a safety measure we sometimes lock the account, please contact [parent@schoolfoodunited.com](mailto:parent@schoolfoodunited.com) to send you a password reset link to your email.
- **I have registered my account but it wont allow me to login?** Have you verified your account by clicking the link in your emails, please also check your spam mail.
- **The system does not recognise my child?** Please make sure you are not using any other names than what the school has or we have been given as the system is sensitive to this. Make sure full names are used
- **My ParentPay account is saying I have more money than the School Food United App?** Our system is live and updates all of the time, balances may differ so please only use the School Food United system to check balances and transactions
- **My child has a special dietary requirement, what do I do?** Please notify your school directly and they will then update us. You can also email us at [parent@schoolfoodunited.com](mailto:parent@schoolfoodunited.com)
- **Where do I find my transaction history?** In the 'My Account' tab on the top bar, your transactions are in here
- **Why can I not see my child's meals, its saying special diet?** We have been notified your child has a special diet and the system will prevent ordering as a safety measure. If correct this remains, if incorrect please put in writing to remove this, we will then update the school.
- **My meals have changed on the system, why is this?** Your meal may change if we have changed the menu for a theme day for example, you are able to then amend your order now there is an updated menu
- **How do I register for an account?** To register please go to [www.parent.schoolfoodunited.com](http://www.parent.schoolfoodunited.com)



# Contact Us



0330 123 1851



[parent@schoolfoodunited.com](mailto:parent@schoolfoodunited.com)



Or use our contact form by [Clicking Here](#)

