

# IMPACT FOOD GROUP

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Parent Ordering Guide



# Impact Food App

The ordering platform is supported by a company called Kanpla, one of our technology partners.

It is user friendly, easy to use and has been designed to be as simple as ordering something from Amazon.



# How The Links Work:

You will receive a link from Kanpla via email.  
One child = one link.

Siblings can be linked together when the parent uses the same email address on each link.

Links are generated from information provided by the school MIS (Management Information System) data.

Currently, only one link per parent.

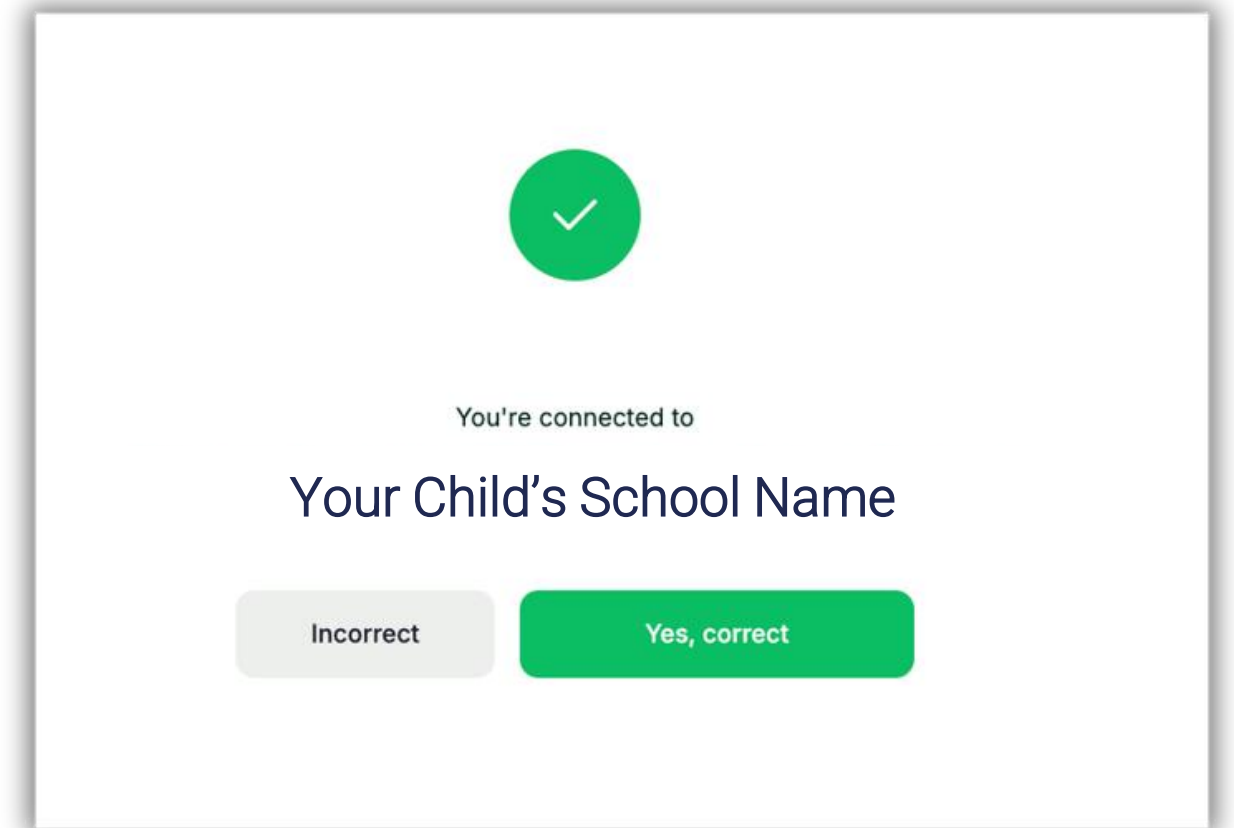
Once the link is accepted it cannot be used again.

Links will automatically be sent to the email address parents have given the school office.

# Accepting The Link Sent To You:

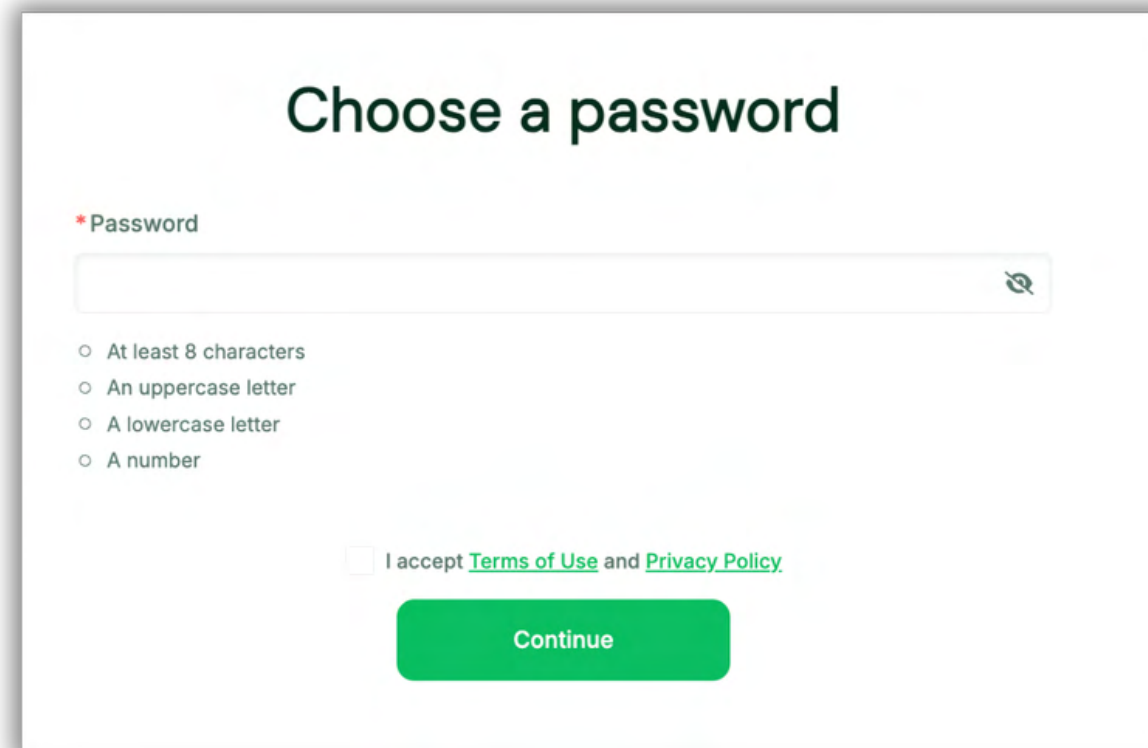
Each child's link will need to be manually accepted.

After clicking the sign-up link in your email, you will be asked to check you child's information presented is correct including student name, class, year group and school. If correct, click Yes.



# Creating Your Username and Password

Fill out your email address, full name and choose a password (make it something you will remember!)



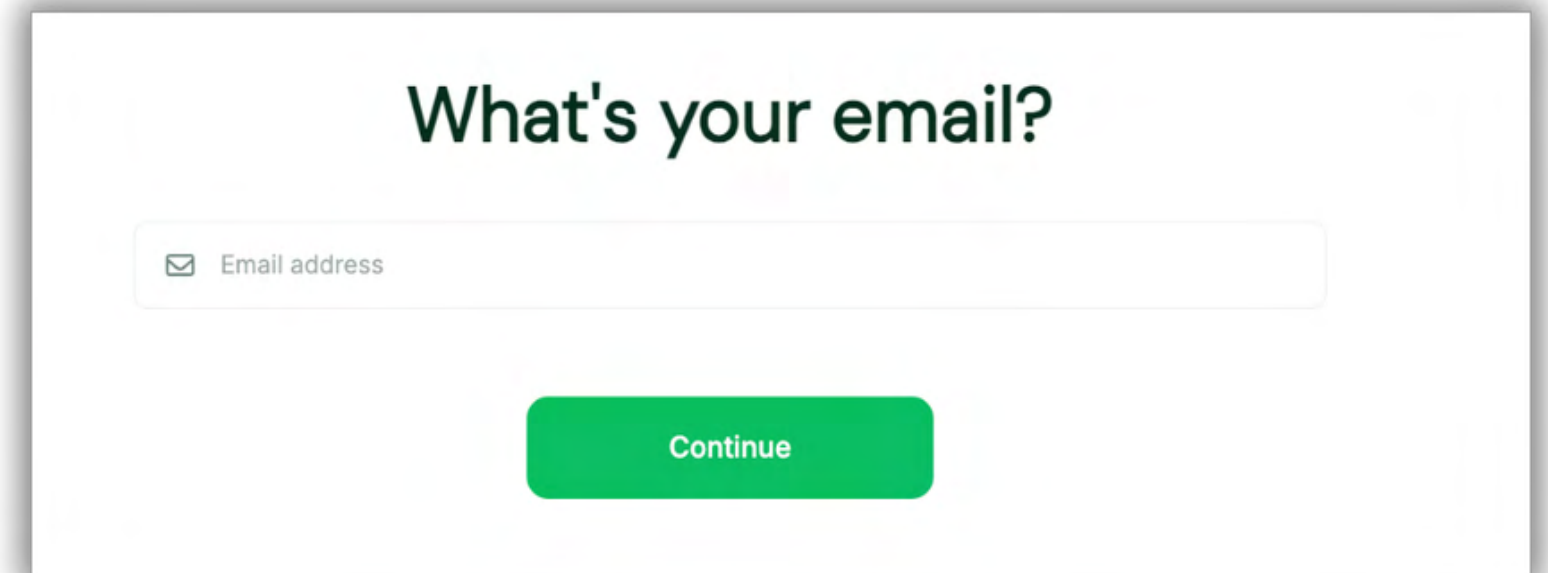
**Choose a password**

\* Password

At least 8 characters  
 An uppercase letter  
 A lowercase letter  
 A number

I accept [Terms of Use](#) and [Privacy Policy](#).

Continue

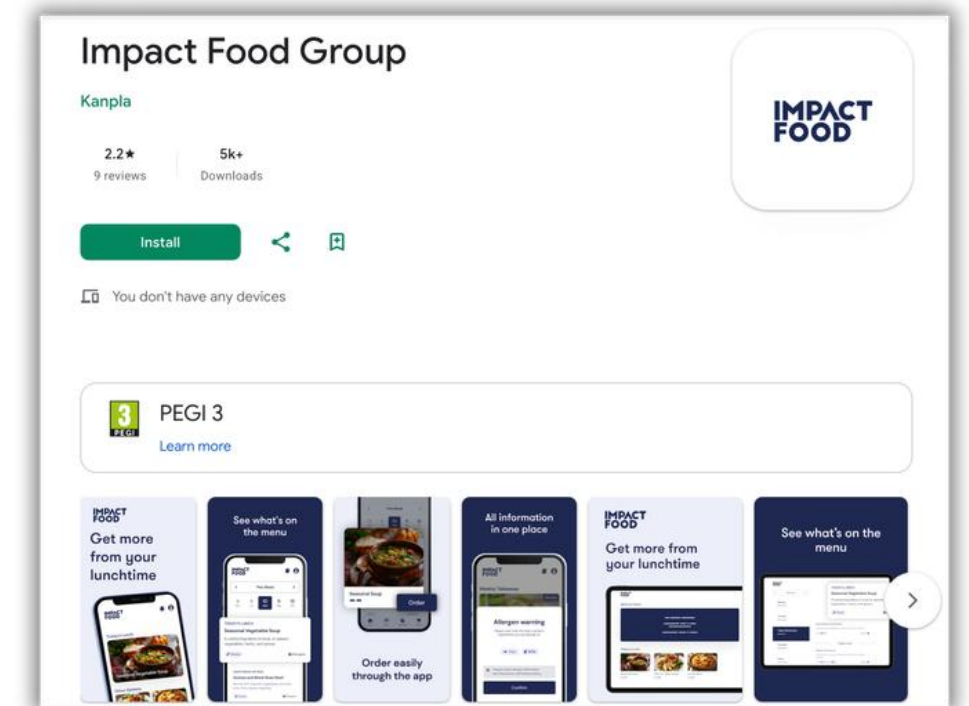
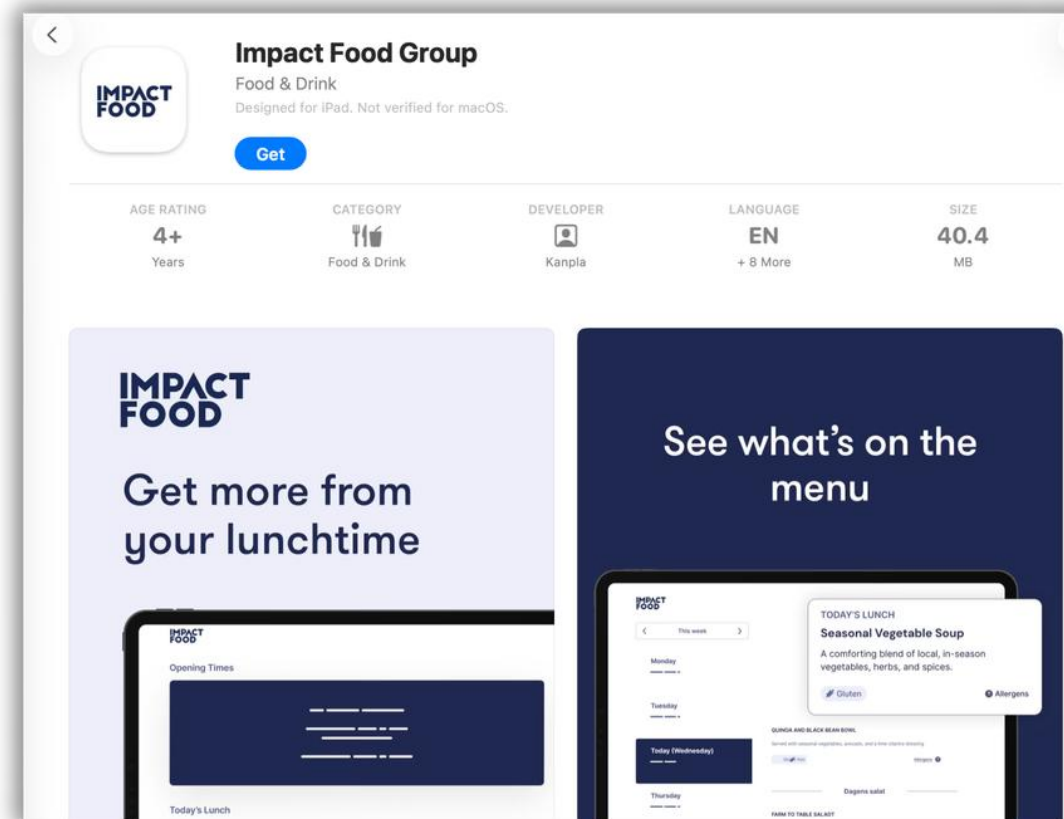


**What's your email?**

Continue

# Download The Impact Food App

Once you have created an account, **download the Impact Food app**, this can be found in the app store and android store. Once downloaded, sign into your account.

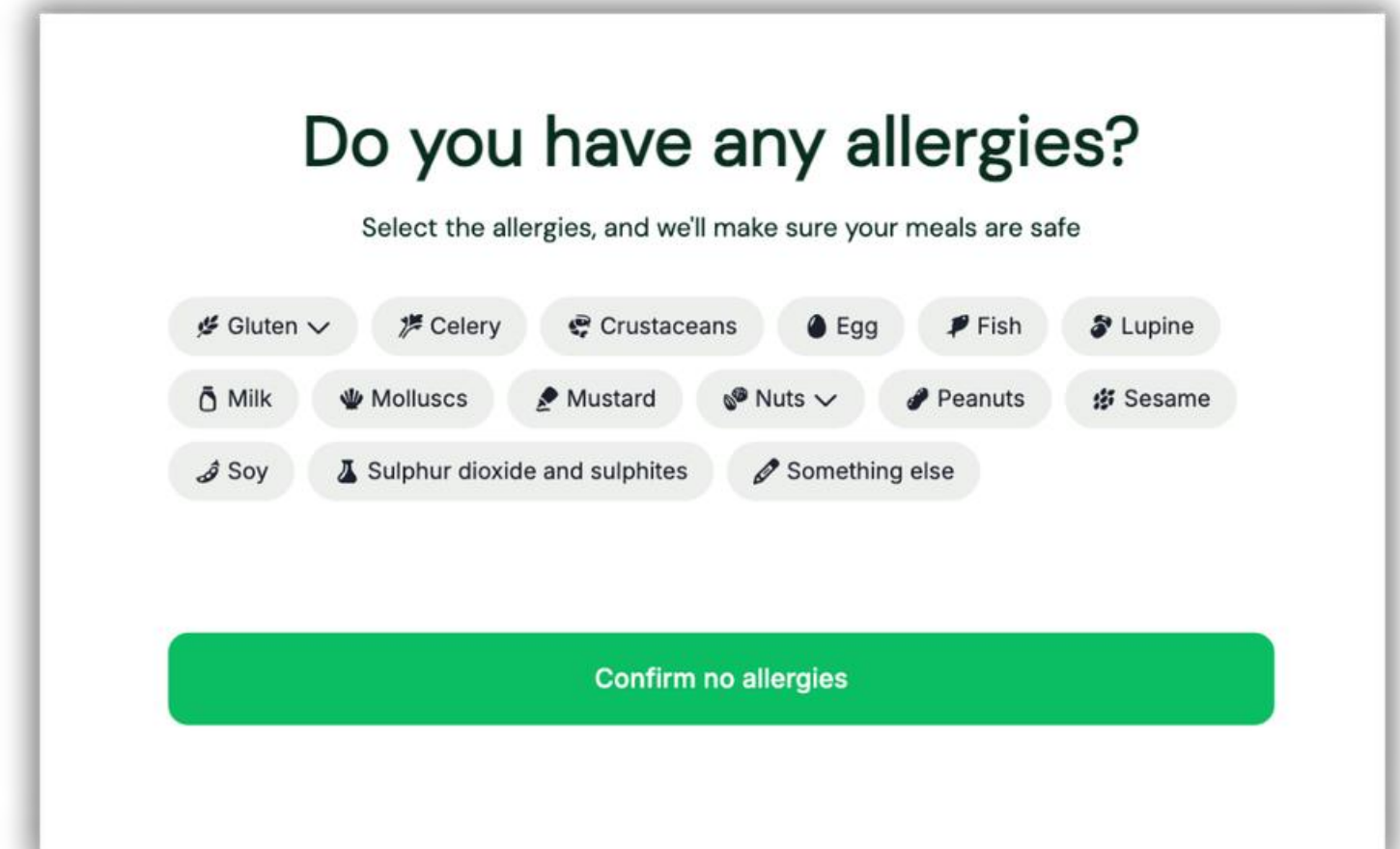


# Allergen Information

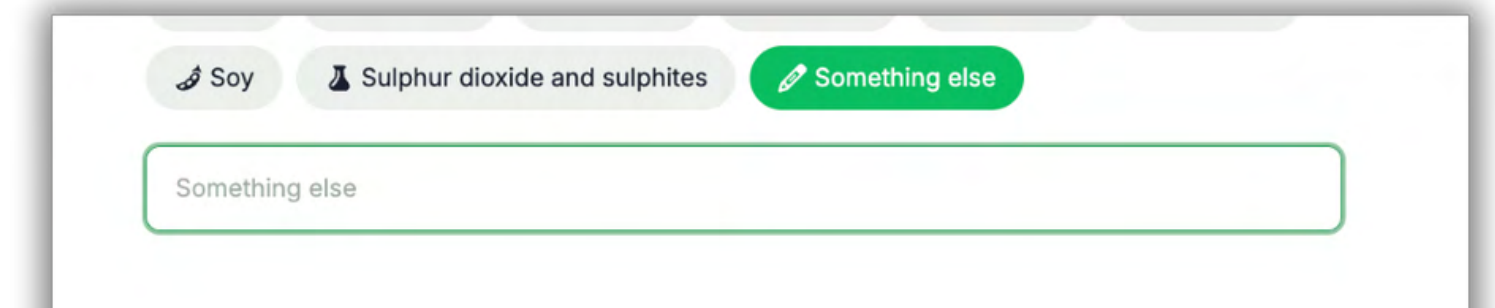
**Allergens must be declared** before moving on to the meal ordering page, to do simply click each allergen until selected.

If your child does not have allergies, press 'Confirm no allergens'.

If allergen is not listed, please type it in the box at the bottom of the page.



The screenshot shows a form titled "Do you have any allergies?" with the instruction "Select the allergies, and we'll make sure your meals are safe". Below the instruction are several allergen categories, each with a small icon and a dropdown arrow: Gluten, Celery, Crustaceans, Egg, Fish, Lupine, Milk, Molluscs, Mustard, Nuts, Peanuts, Sesame, Soy, Sulphur dioxide and sulphites, and Something else. A large green button labeled "Confirm no allergies" is positioned at the bottom of the form.

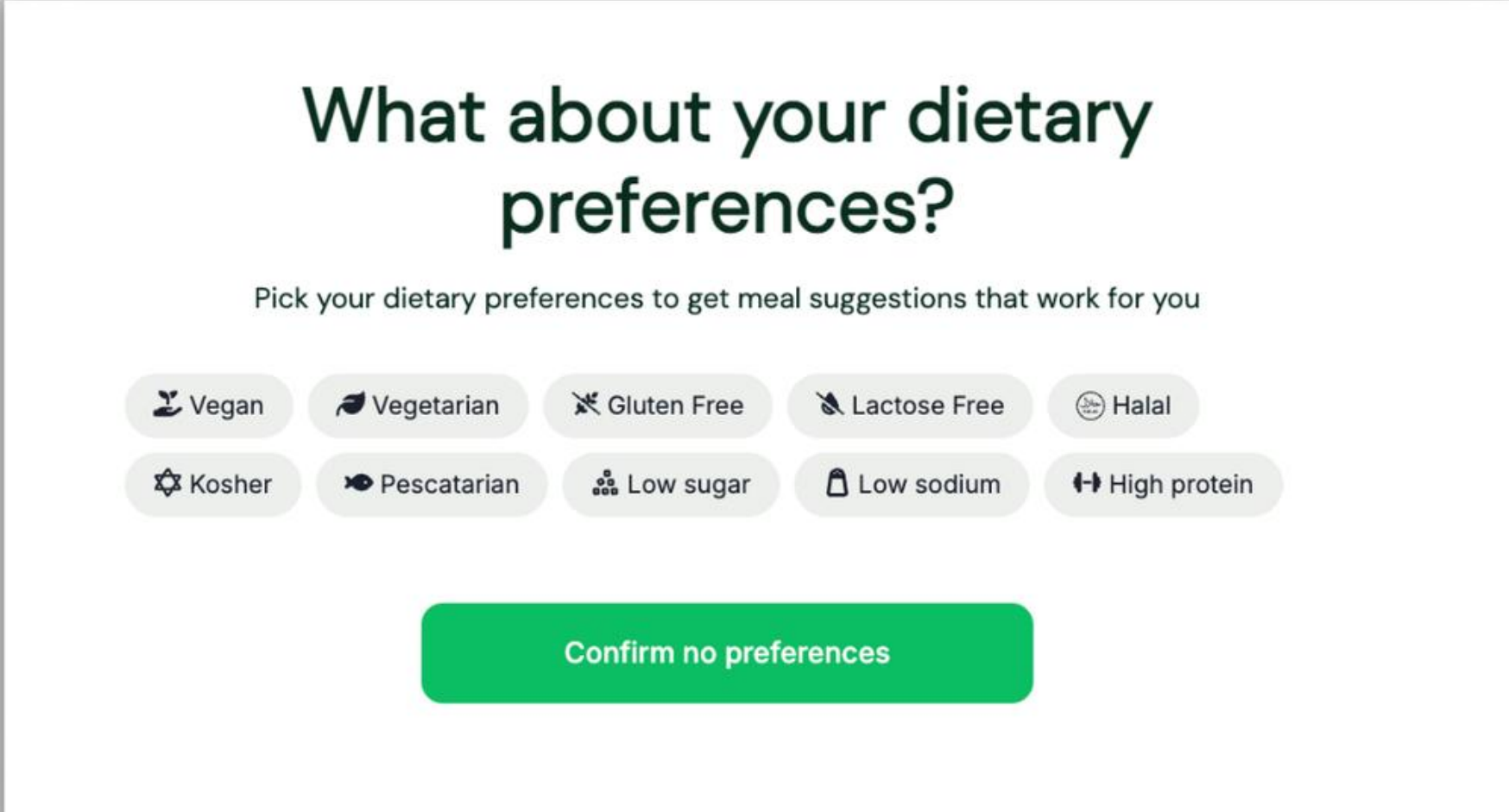


This screenshot shows a close-up of the "Something else" option from the previous form. The "Something else" button is highlighted in green. Below it is a text input field with a green border and the placeholder text "Something else".

# Filtering For Preferences

Please also select any dietary preferences. This will filter meals to only show your preferences.

This can be skipped or confirmed as no preferences.



The screenshot shows a mobile application interface for selecting dietary preferences. At the top, the heading reads "What about your dietary preferences?". Below this, a sub-heading says "Pick your dietary preferences to get meal suggestions that work for you". There are two rows of selection buttons, each with a small icon and a label: "Vegan" (leaf icon), "Vegetarian" (leaf icon), "Gluten Free" (wheat icon with slash), "Lactose Free" (milk icon with slash), "Halal" (halal symbol icon), "Kosher" (star icon), "Pescatarian" (fish icon), "Low sugar" (sugar cubes icon), "Low sodium" (salt shaker icon), and "High protein" (protein icon). At the bottom center, there is a prominent green button labeled "Confirm no preferences".

# Summary Overview

After you have filled out your information you will get a summary view to confirm your choices.

## Perfect! Everything is set up now

Here's a quick summary of your choices

Name	Child's Name
Location	School Name
Group	Year 4Opal
Allergies	None
Preferences	None

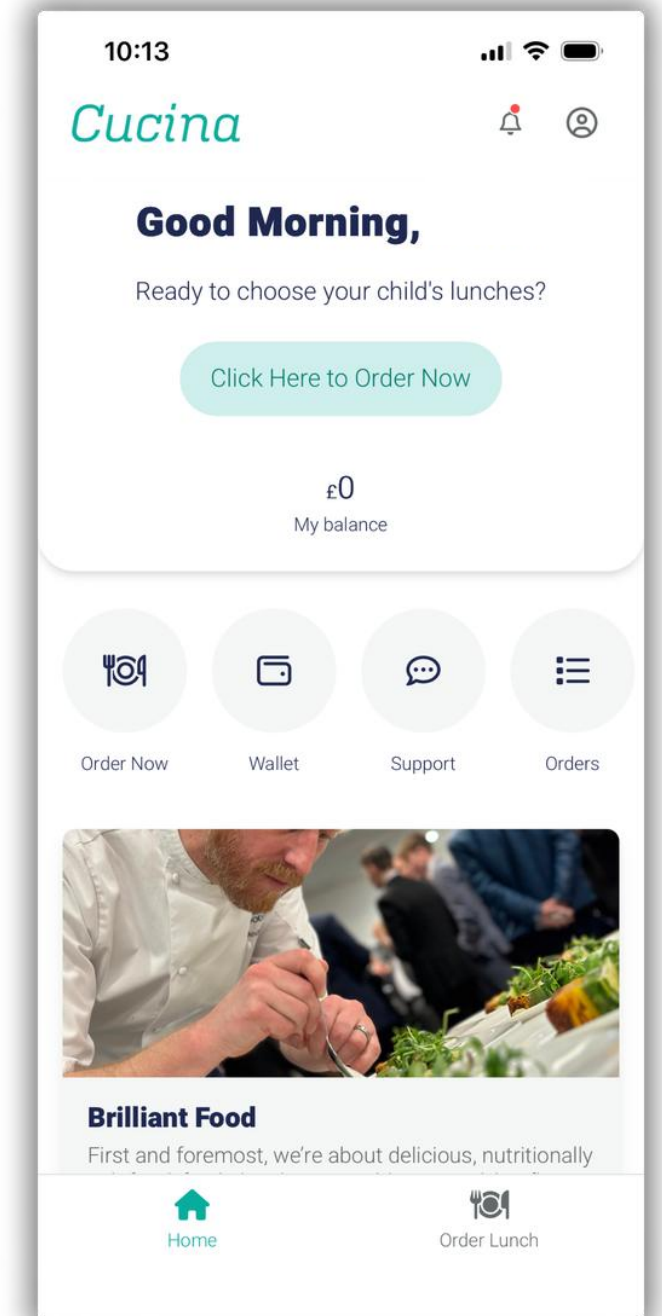
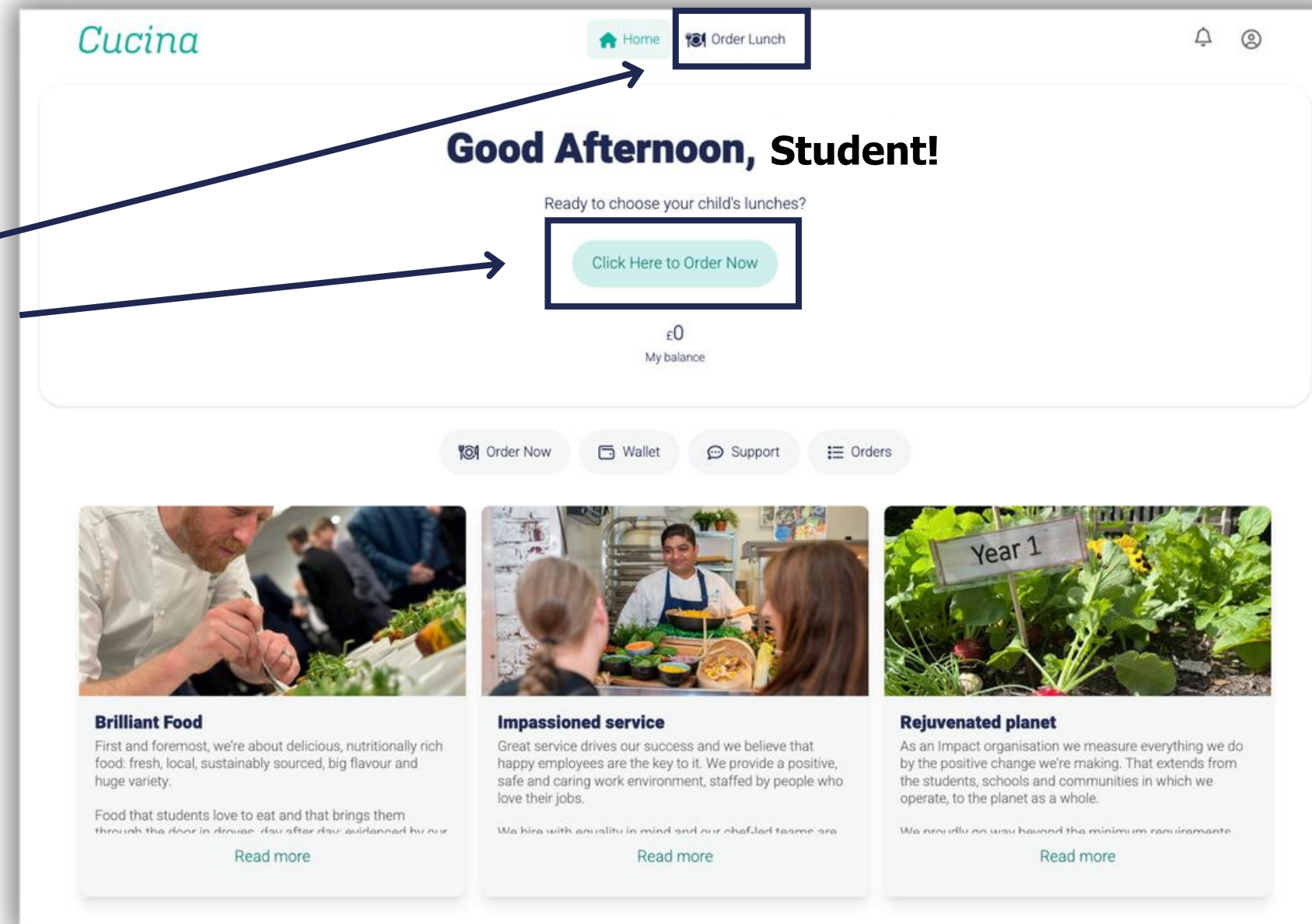
[Get started](#)

# Home Screen

Welcome to the home screen!

You can start your order by clicking **'Click Here to Order Now'** or **'Order Lunch'**

You can also access your account details, wallet, get support and view your orders.

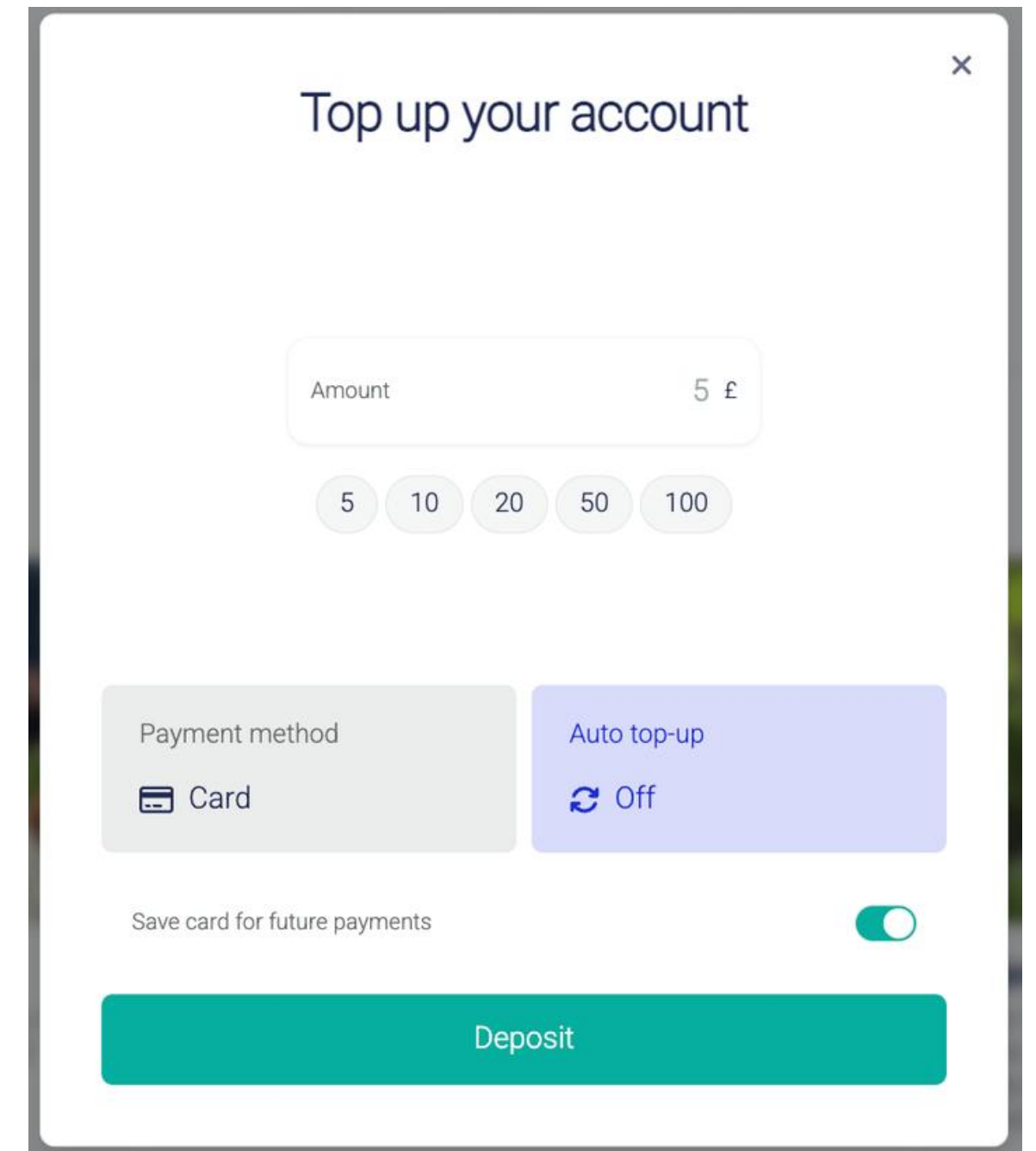
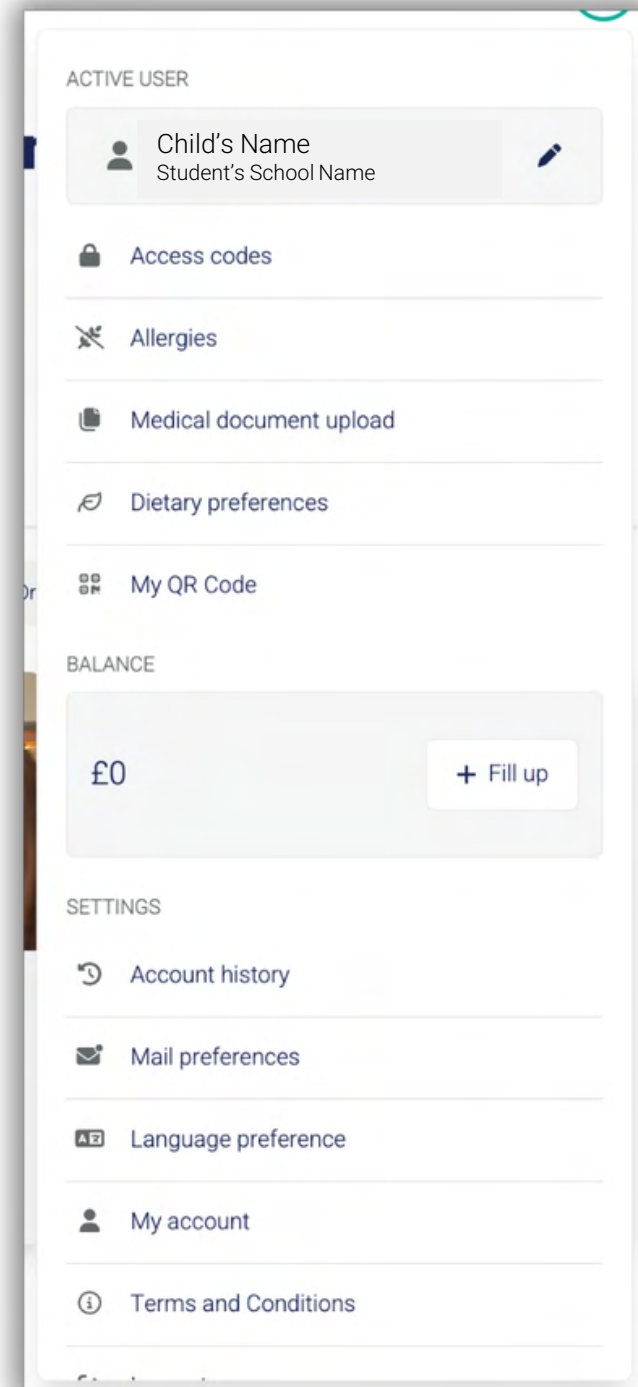


# Adding Balance

A balance, if applicable, must be on the account before selecting a meal. The minimum top up is £5.

Click on your account details and press **'Fill up'** to deposit money or **'Wallet'** on the homepage.

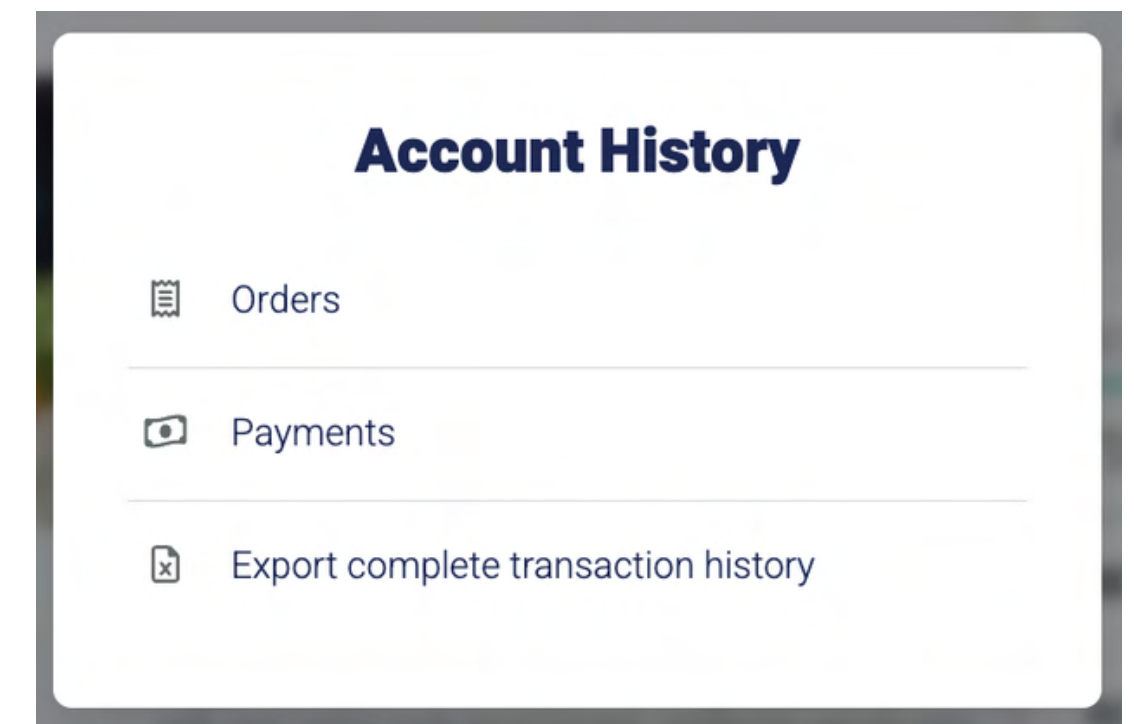
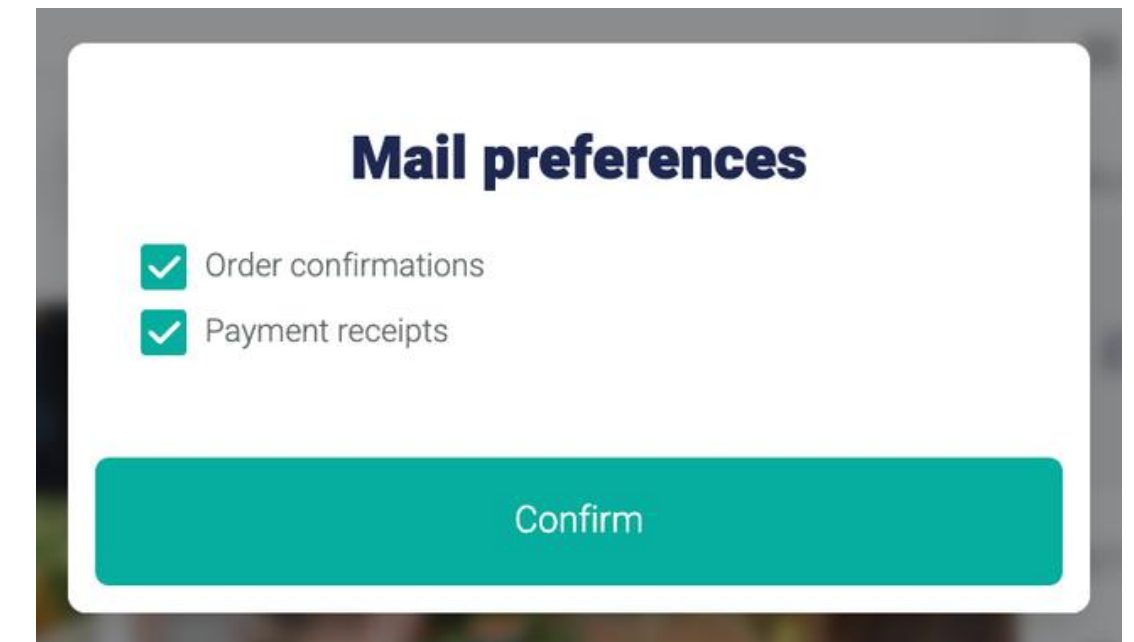
Please Note: If multiple paid siblings, the balance will be split between them. Your account will only show one total balance.



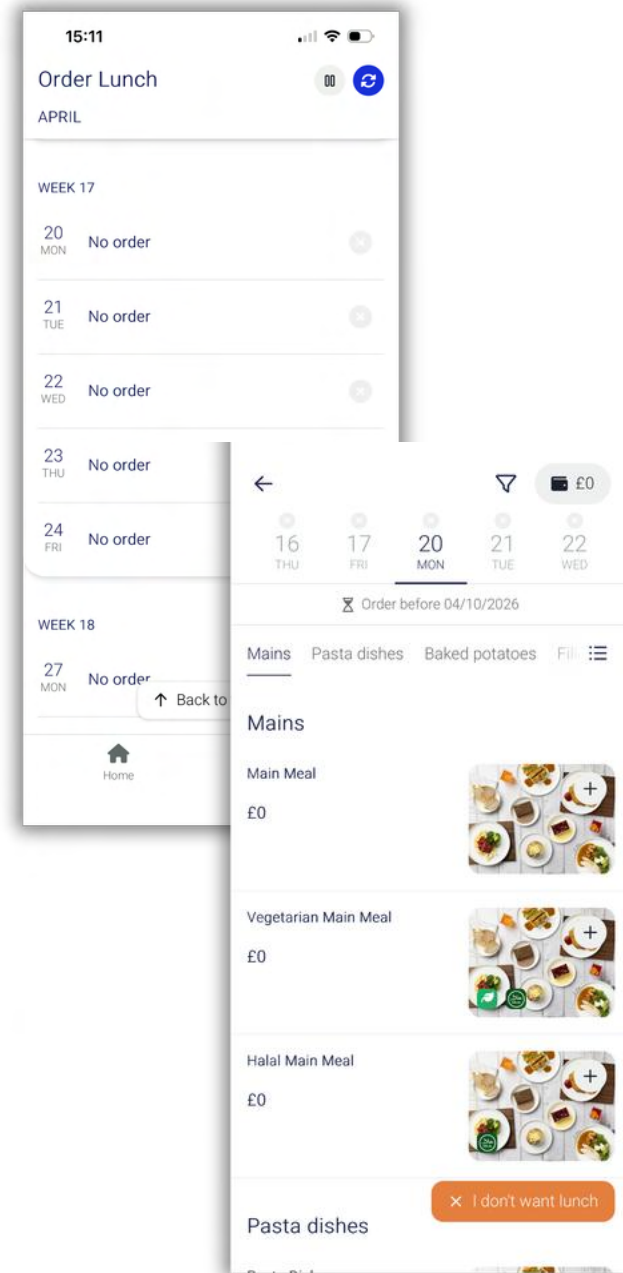
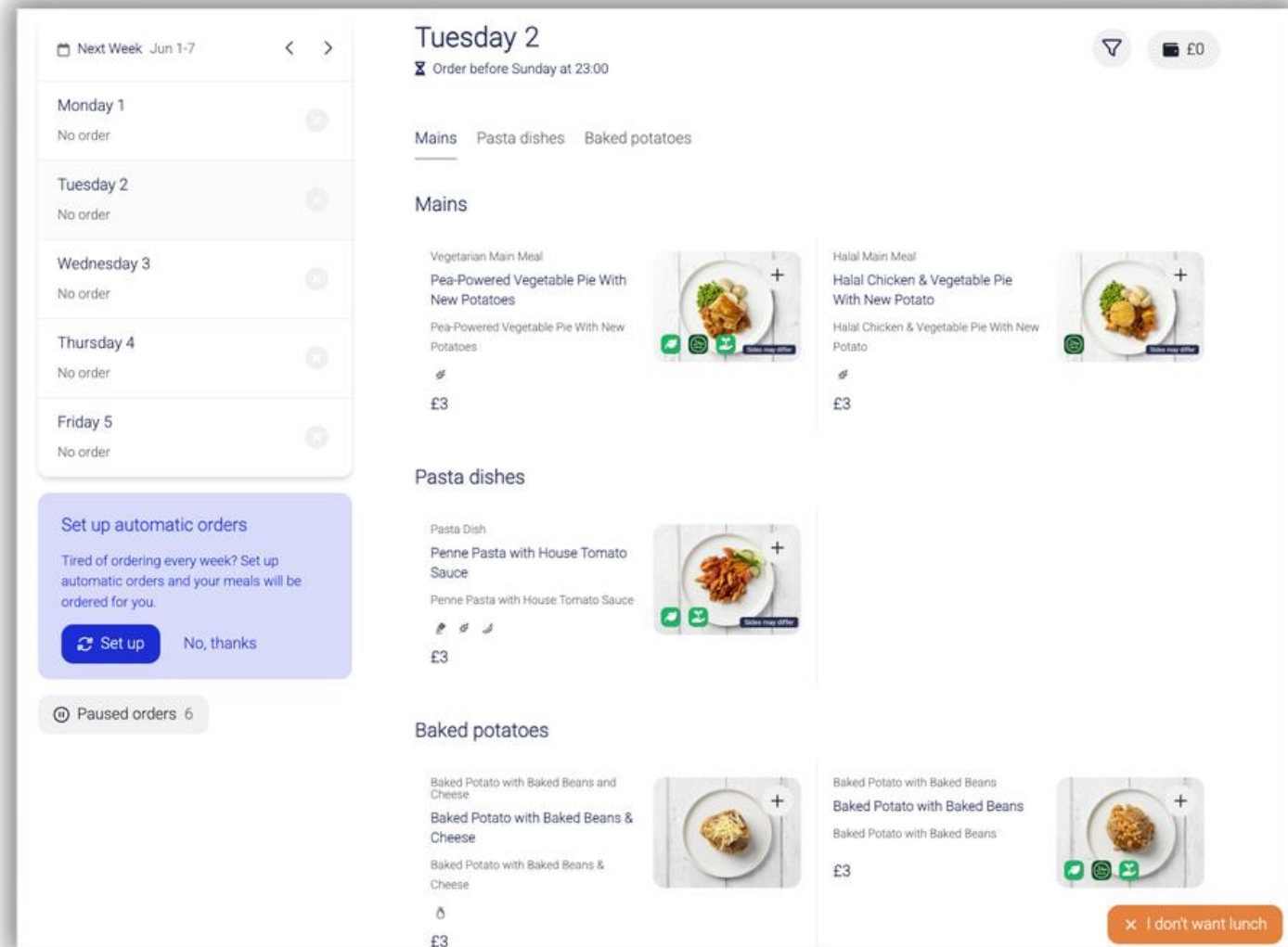
# Notification Preferences & Account History

You will be notified of any meal cancellations or changes, to update your notification preferences simply go to your account and click **'Mail Preferences'**.

You can view your account history such as orders, payments and transaction history by clicking **'Account History'** under your account.



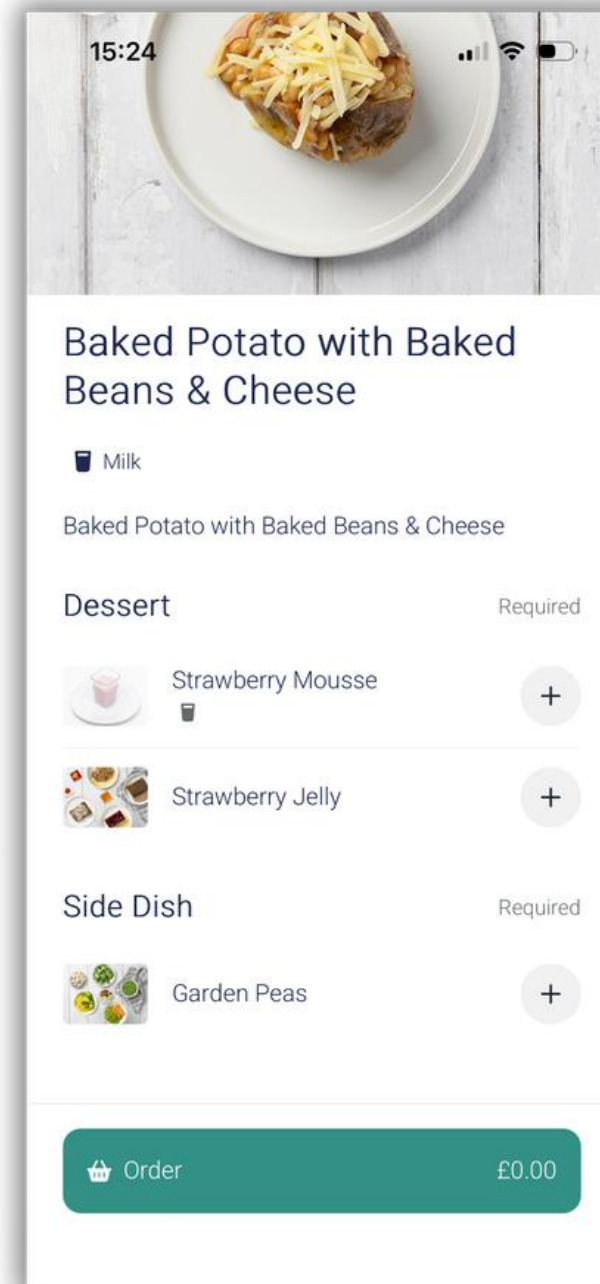
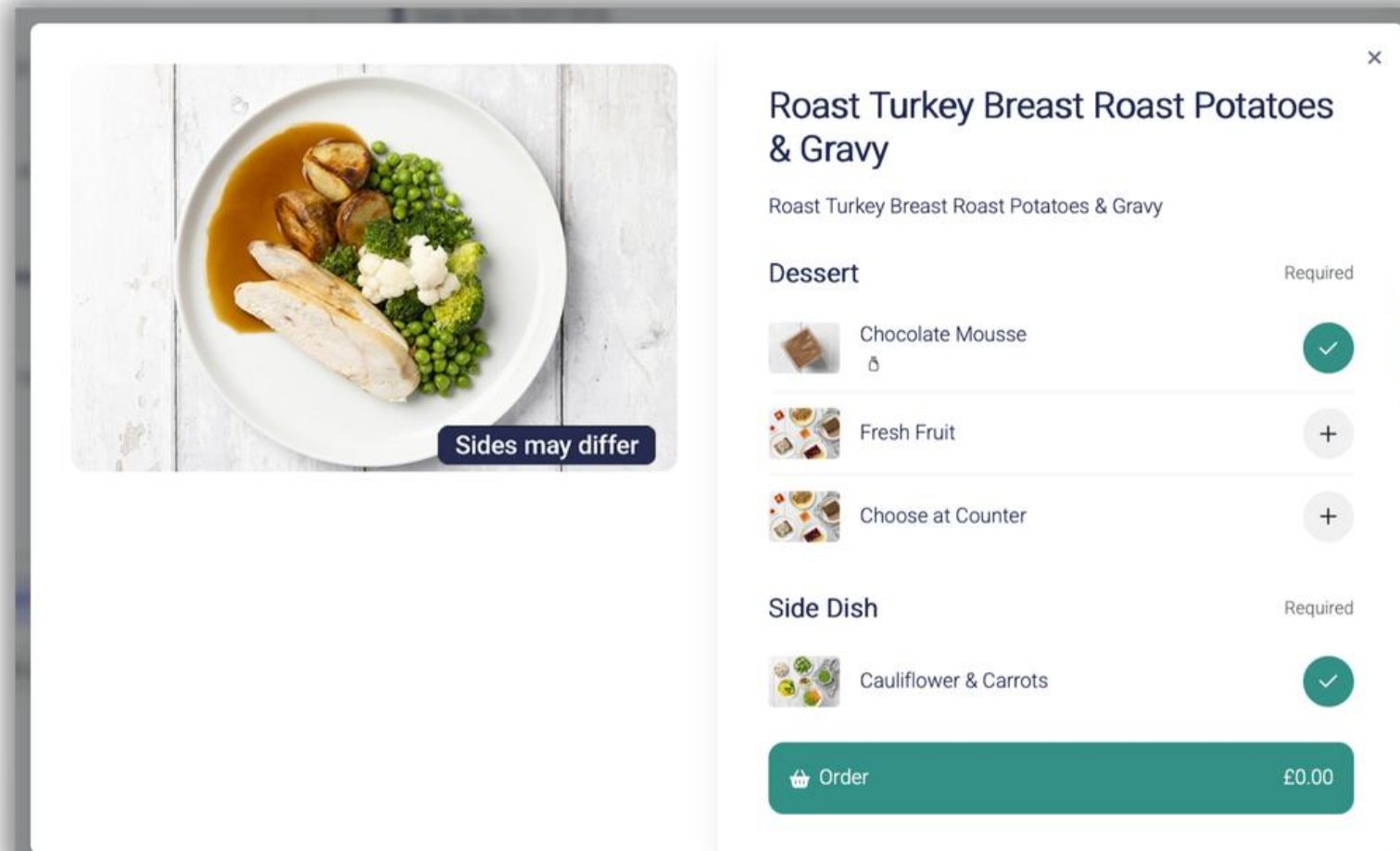
# Ordering Lunches



You can view weekly menus, scrolling up the page to see daily options before selecting lunch options for each day by clicking on the option you would like.

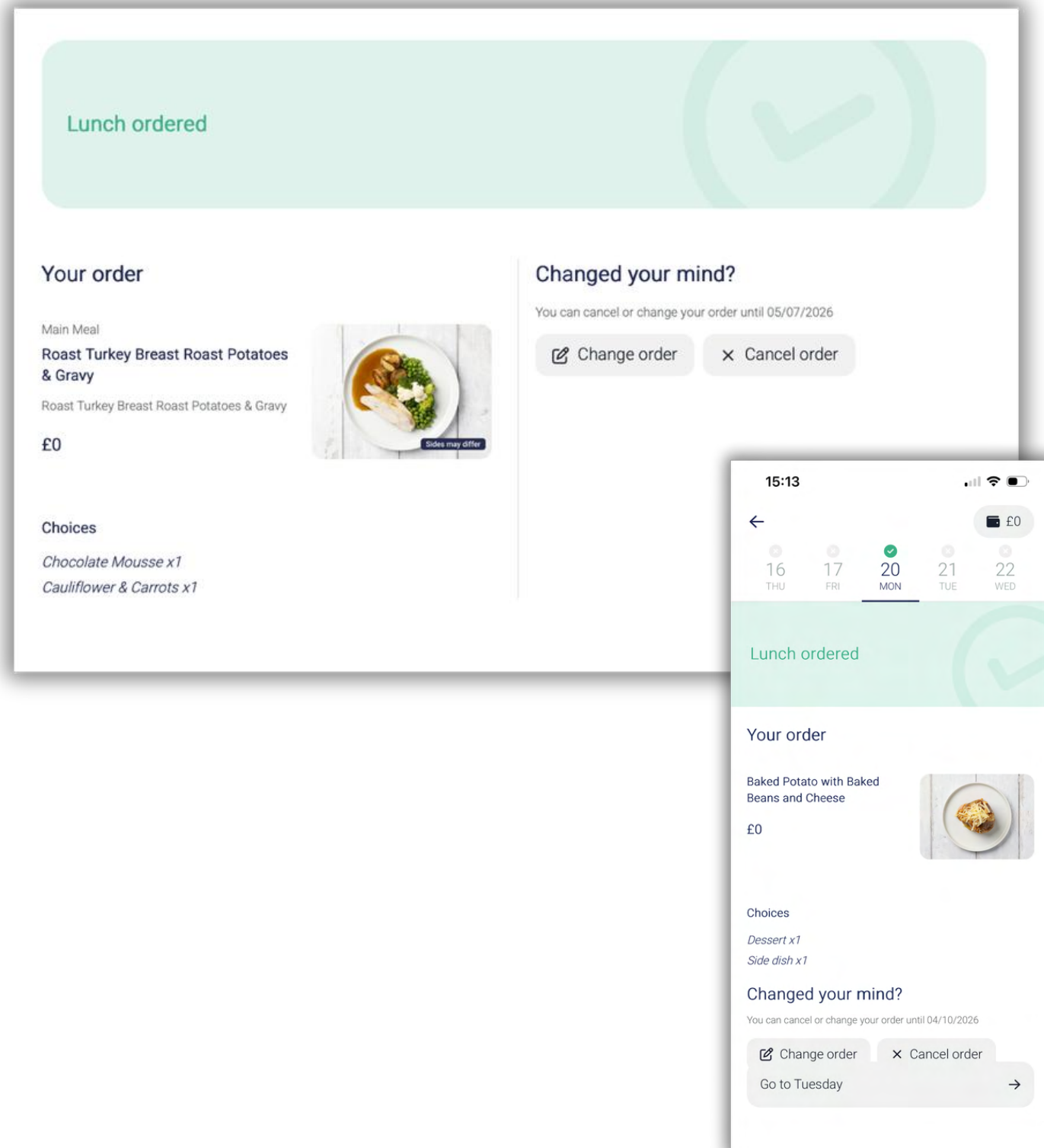
Menu choices alternate on a three-week cycle.

# Selecting a meal



Select a Meal - Tap on your chosen dish to see a larger image and select any available sides or pudding options. Once you've made your selections, confirm your order.

# Order Confirmation

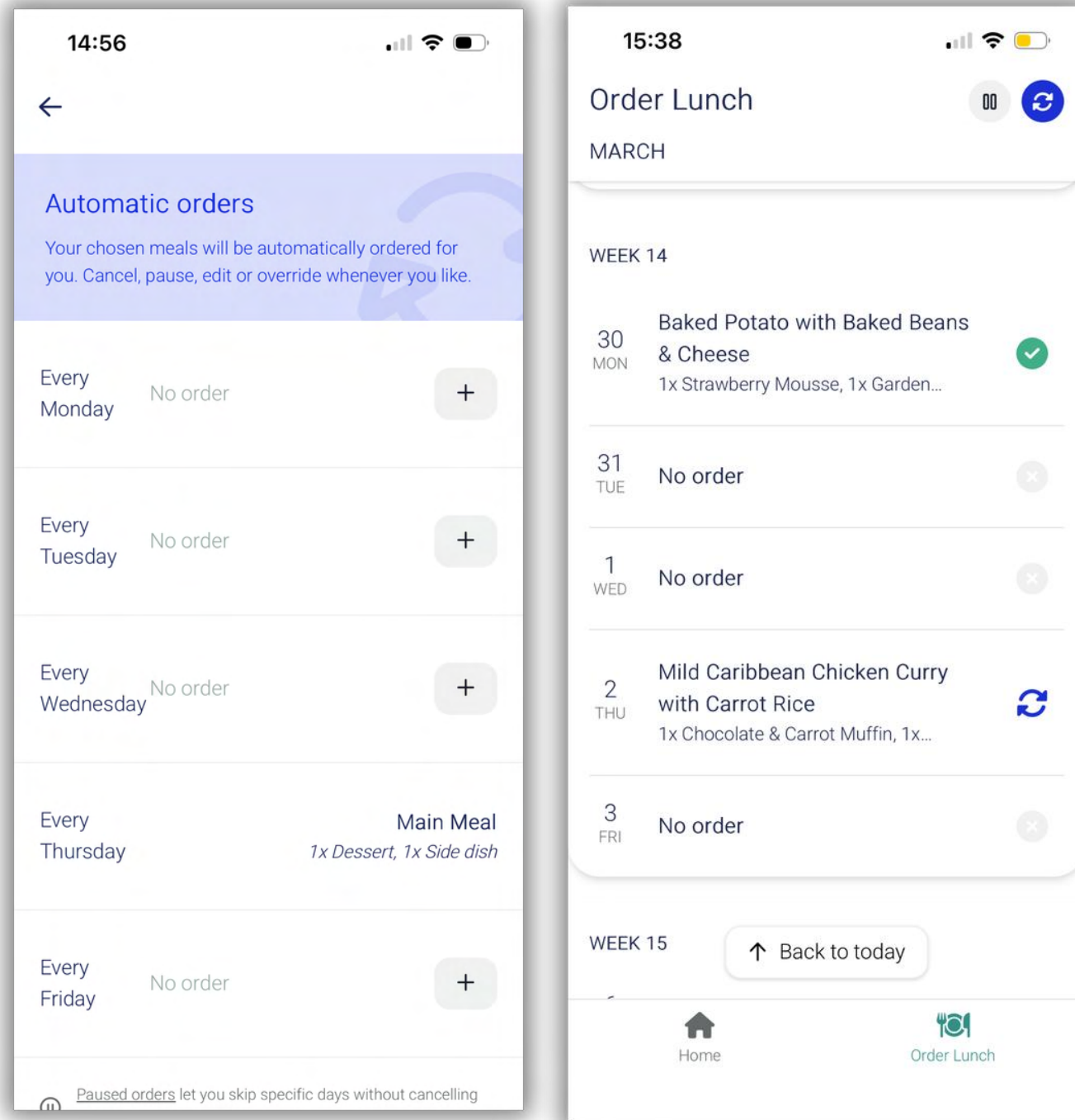


Order Confirmation - You'll see a green confirmation message along with a summary of your order. A green tick will also appear next to that date at the top of the screen, confirming your order has been placed.

## From this page, you can:

- Change or cancel your order if needed
- Tap another date to continue ordering for the rest of the week
- If you press the back button, you'll return to the weekly overview, where you can see your order summary and place additional orders.

# Recurring Options



For convenience, there is an option to select **recurring orders** weekly. Please keep in mind the menu options change weekly based on a three-week cycle

From the weekly overview page, tap the **blue recurring icon** at the top right. From here you will be directed to a page to:

- Select the day(s) you would like to set up automatic orders for
- Choose your preferred meal option
- See a preview of upcoming meals and dates.

Once confirmed, you'll receive a green confirmation message, and the blue recurring icon will appear on the selected day(s) in your weekly overview.

# Choosing No Lunch

If your child won't be having a school meal (for example, due to absence or a packed lunch), you can select 'I don't want lunch' at the bottom of the menu page (or via the orange pop-up as you scroll).

After selecting this option:

- You'll receive a confirmation message
- A red cross will appear next to that day in your weekly overview.

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## Know you won't need lunch?

Help us reduce food waste by letting us know.

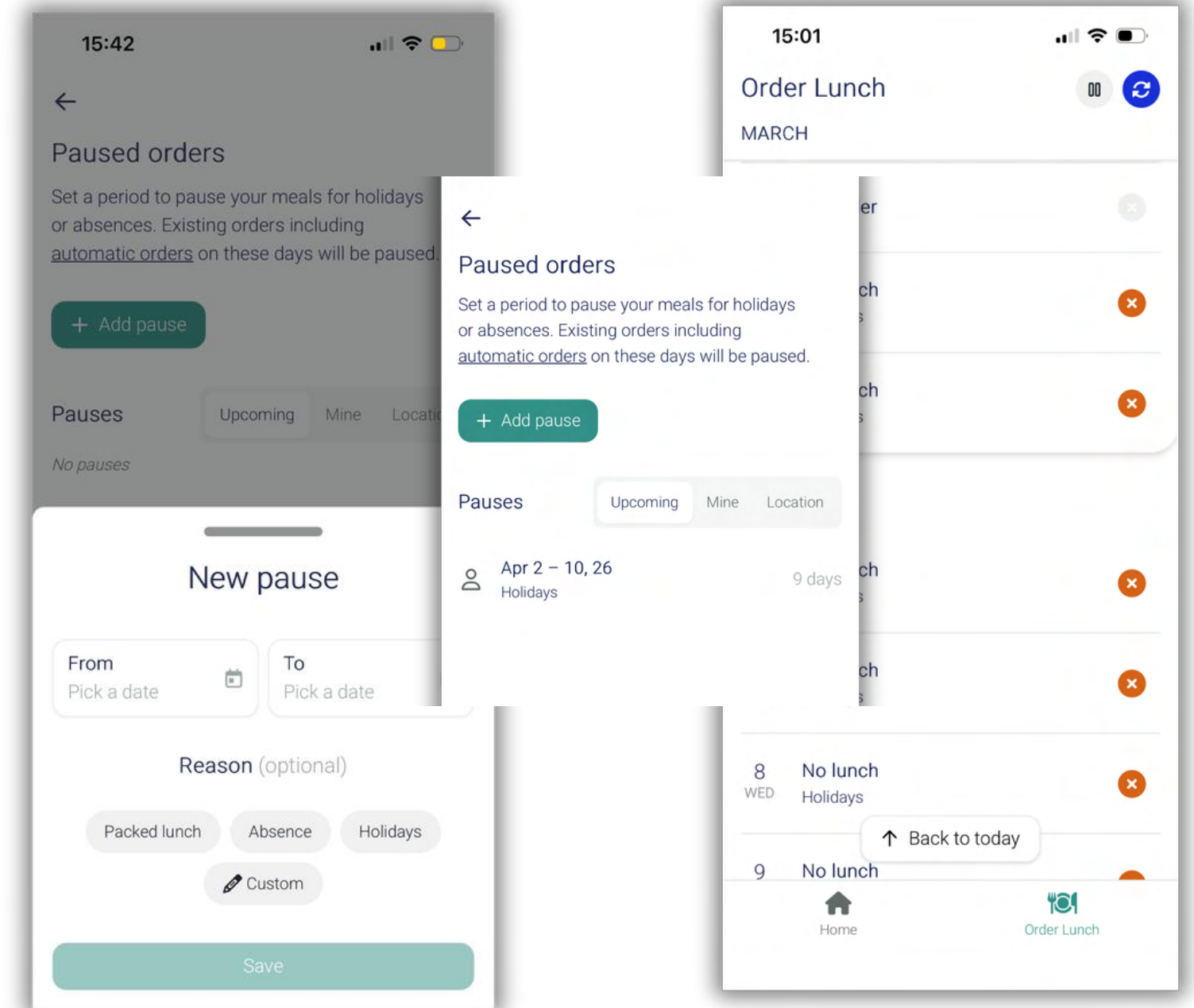
✕ I don't want lunch

# Pausing Orders

If your child will be absent and you would like to pause lunches simply:

- Tap the pause icon at the top of the screen
- Select 'Add Pause'
- Choose the dates of absence and, if you wish, add a reason.

The paused dates will show as a red cross in your weekly overview.



# Ordering With Allergens

If you have selected an allergy, documents are required to ensure appropriate meals are provided. Reviewed by the Safety Team.

### Allergies

Select the allergies, and we'll make sure your meals are safe

Gluten  Celery  Crustaceans  Egg

Fish  Lupine  Milk  Molluscs

Mustard  Nuts  Peanuts  Sesame

Soy  Sulphur dioxide and sulphites

Something else

By saving your allergy information, you consent to us processing this health-related data under GDPR Article 9(2). [See the consent form](#)

Confirm 1 allergies

### Medical documents upload

Upload medical evidence for the following allergies and an up-to-date photo of your child.

Gluten

Drag files to this area  
Or click to upload manually

Accepted proof guide

Continue

## Good Evening, Student!

Ready to choose your child's lunches?

[Click Here to Order Now](#)


£0  
My balance

Allergy document upload required

You will see a restricted menu until approved

[Upload documents](#)

[Order Now](#) [Wallet](#) [Support](#) [Orders](#)




#### Brilliant Food

First and foremost, we're about delicious, nutritionally rich food: fresh, local, sustainably sourced, big flavour and huge variety.

Food that students love to eat and that brings them through the door in droves, day after day, guided by our fantastic

[Read more](#)




#### Impassioned service

Great service drives our success and we believe that happy employees are the key to it. We provide a positive, safe and caring work environment, staffed by people who love their jobs.

We hire with equality in mind and our chef-led teams are built

[Read more](#)



#### Rejuvenated planet

As an impact organisation we measure everything we do by the positive change we're making. That extends from the students, schools and communities in which we operate, to the planet as a whole.

We proudly go way beyond the minimum requirements and

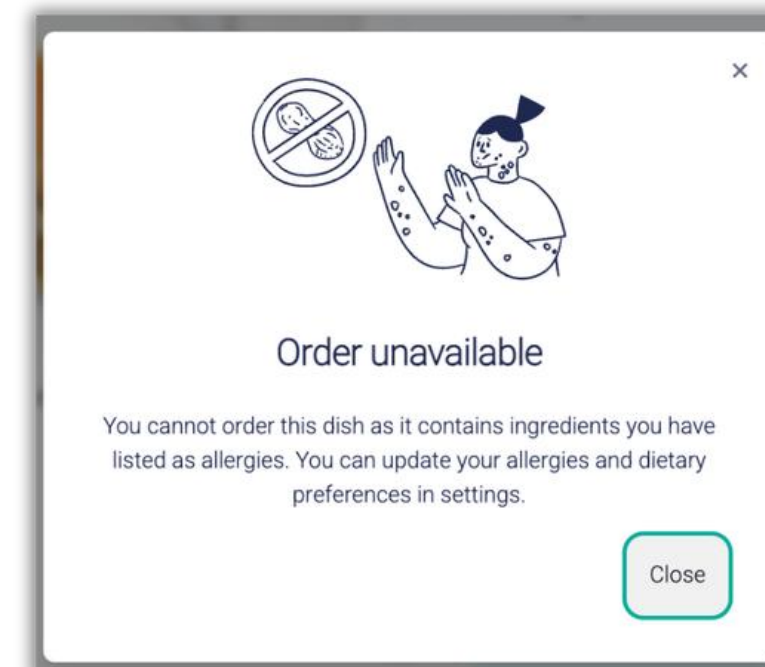
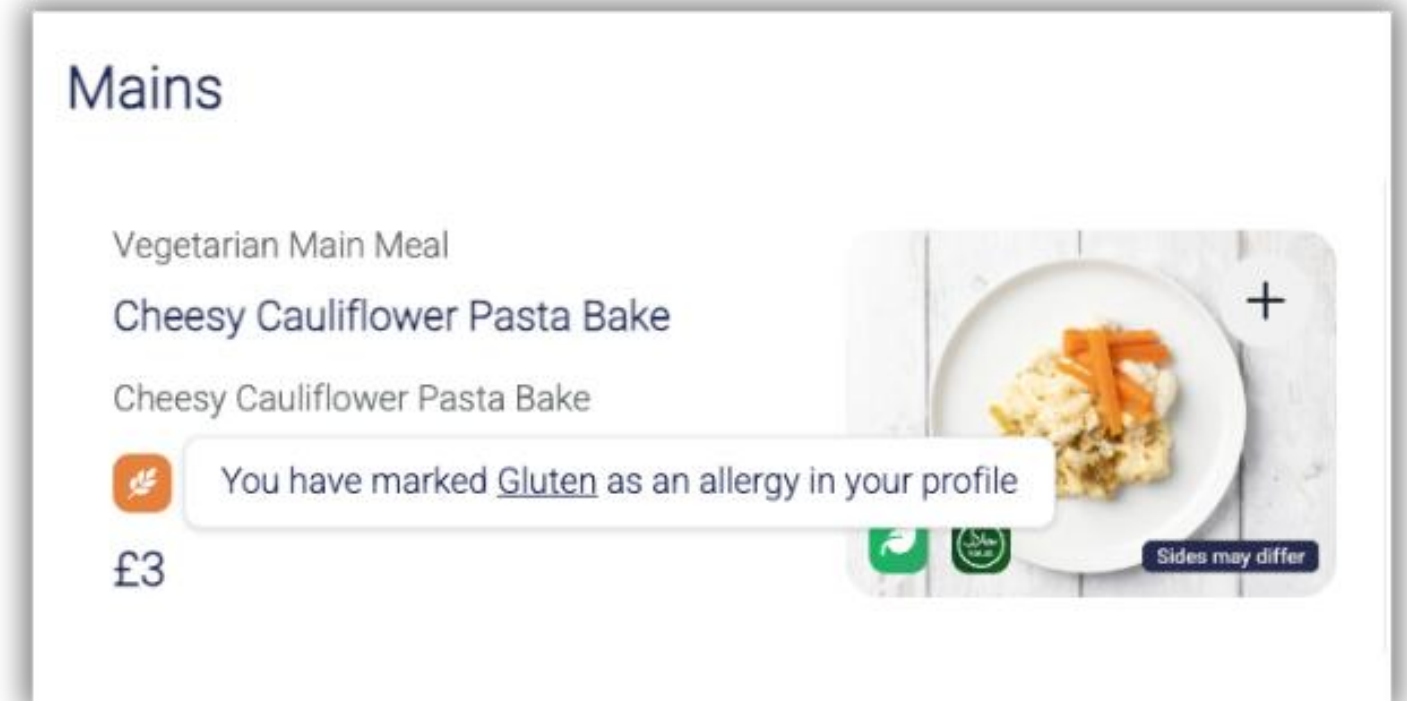
[Read more](#)

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# Ordering With Allergens

In this example, As a 'gluten' allergy was declared, all menu options containing 'Gluten' are not available to this student.

Alternative Allergen Aware meals are available to select.



# Need Some Help?

## **Contact IFG**

Primary Support Team

[primary@impactfood.co.uk](mailto:primary@impactfood.co.uk)

Telephone: 0204 542 7211

Monday – Friday, 8.30am – 5.30pm

OR

## **Contact Kanpla**

Support chat function available on mobile and website– technical issues, account assistance, general app enquiries