

Chartwells Eats

Parent Ordering Guide

NB

This is a step-by-step guide designed to help you navigate the ordering process with ease, from getting signed up for Chartwells Eats App8, browsing menus, selecting items and completing your purchase, so students' meals are ordered.

Jump to the ordering guide:

[Click Here](#)



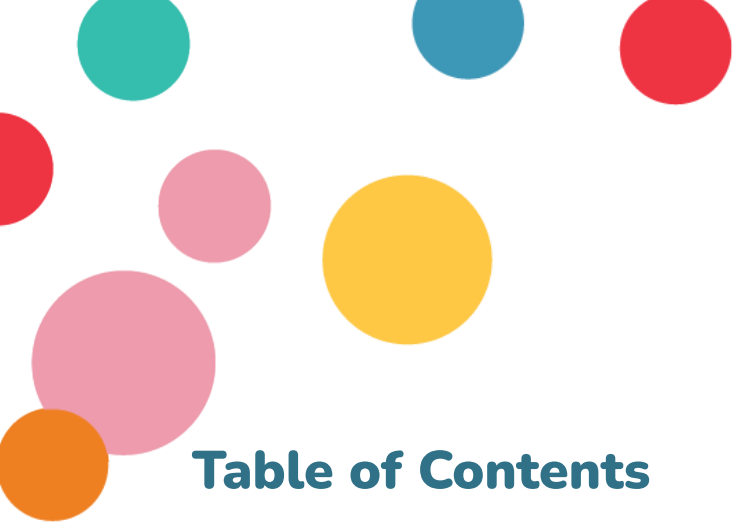


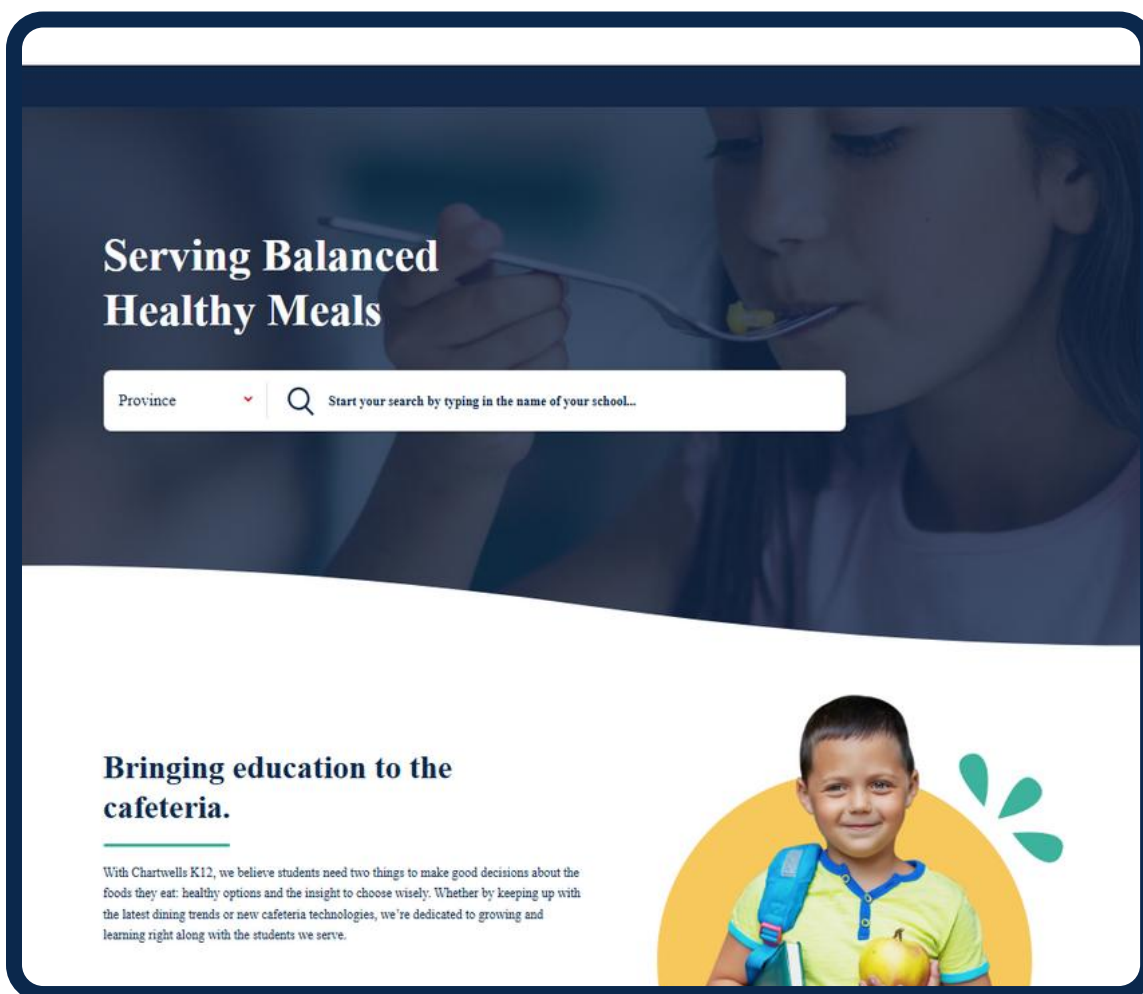
Table of Contents

Table of Contents	2
ACCESSING THE ORDERING PLATFORM	3
1. Visit chartwellsk12.ca	3
2. Select your province	4
3. Your school	5
4. School menu	6
CREATING AN ACCOUNT	7
1. Create an account or log into your existing account	7
2. New Users: Setting up an Account	8
3. Add a payment option	9
ADDING YOUR SUBSIDY	10
1. Open your user settings	10
2. Attach your subsidy to your account	11
ORDERING MEALS	12
1. Open the Menu	12
2. Ordering	13
3. Checkout	14
4. Delivery details and contact information	15
5. Payment	16
6. Submit your order	17

ACCESSING THE ORDERING PLATFORM

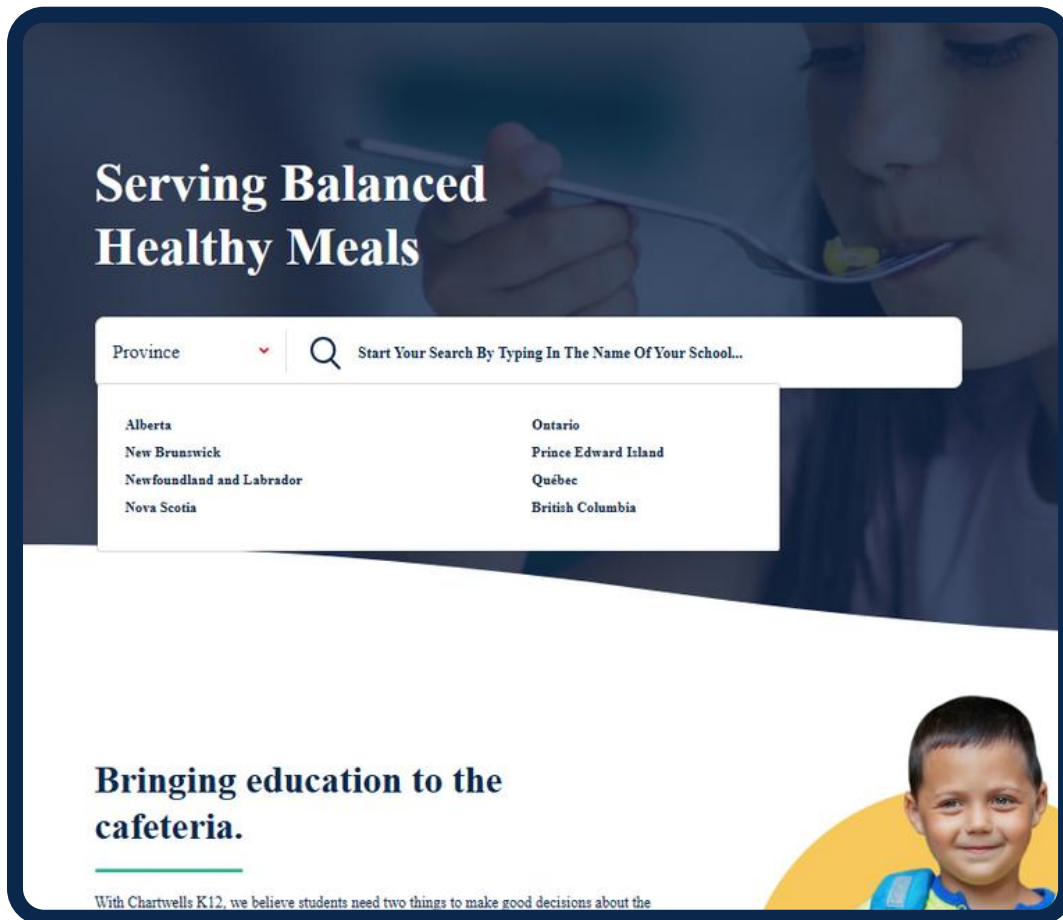
1. Visit chartwellsk12.ca

Scan a “Place an Order” QR Code **OR** visit www.chartwellsk12.ca



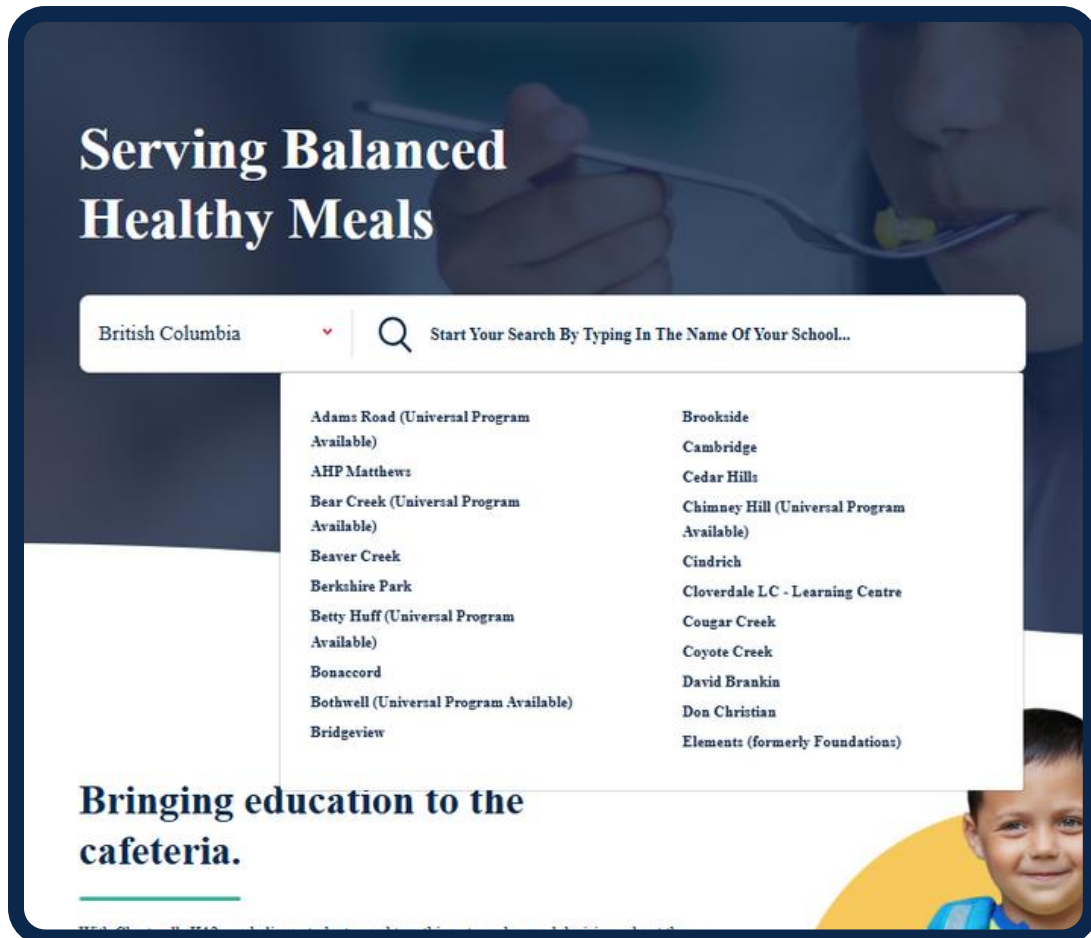
2. Select your province

1. On the chartwellsk12.ca homepage, select your province from the dropdown menu



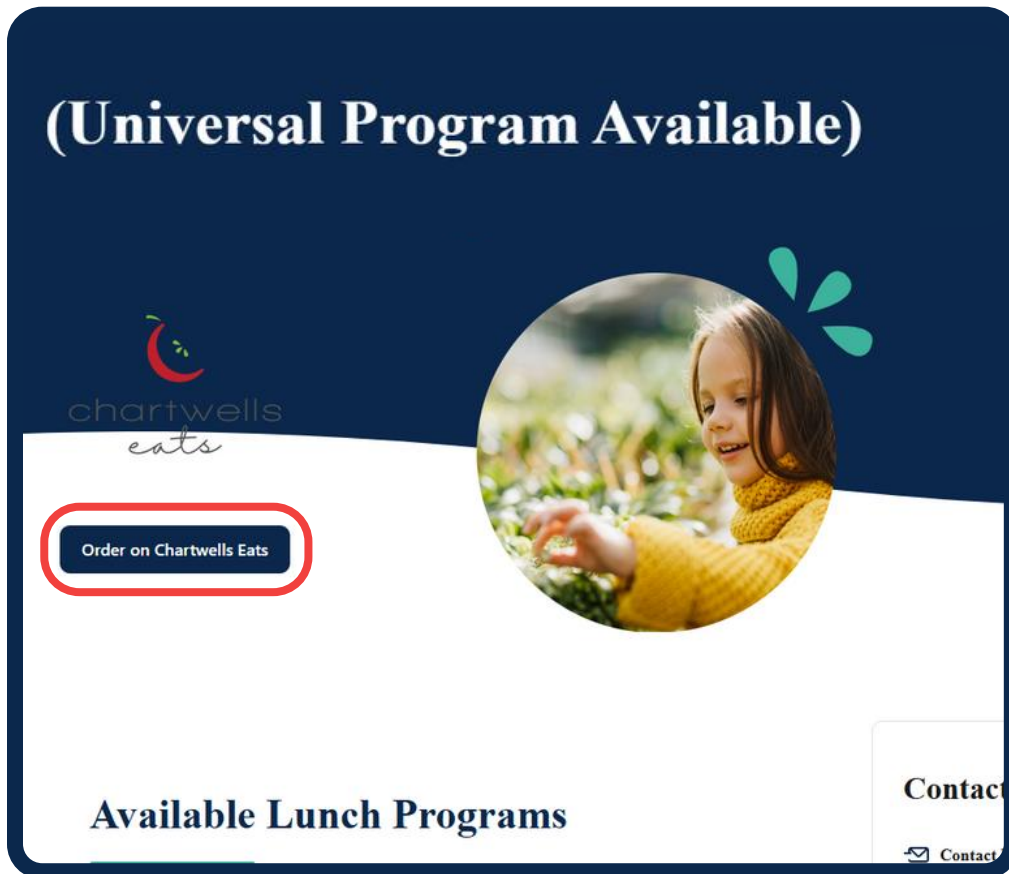
3. Your school

1. Find your school by typing in the name in the search bar



4. School menu

1. Click the “Order on Chartwells Eats” button on your school’s webpage to be directly linked to the Chartwells Eats ordering site



CREATING AN ACCOUNT

1. Create an account or log into your existing account

1. Click the **account icon** in the **top right corner** of the menu
2. If you are a new user:
 - a. Enter your **email and create a password**
 - b. Click the **“Signup”** button
 - c. OR sign up using your **Google or Facebook** account
3. If you already have an account:
 - a. Log in with your existing credentials

← Sign-up or Login

Sign-up to save your preferences, re-order and pay easily

Email
Johnsmith@google.com

Password
.....

a

b Signup / Login

[Forgot Password?](#)

OR

c Sign in with Google

Login with Facebook

By continuing, you agree to accept our [Privacy Policy](#) & [Terms of Service](#)

Powered by App8

2. New Users: Setting up an Account

1. Enter your account details as prompted

← Sign-up

Sign-up to save your preferences, re-order and pay easily

Email
Johnsmith@google.com

First name
John

Last name
Smith

Phone number
415-652-6958

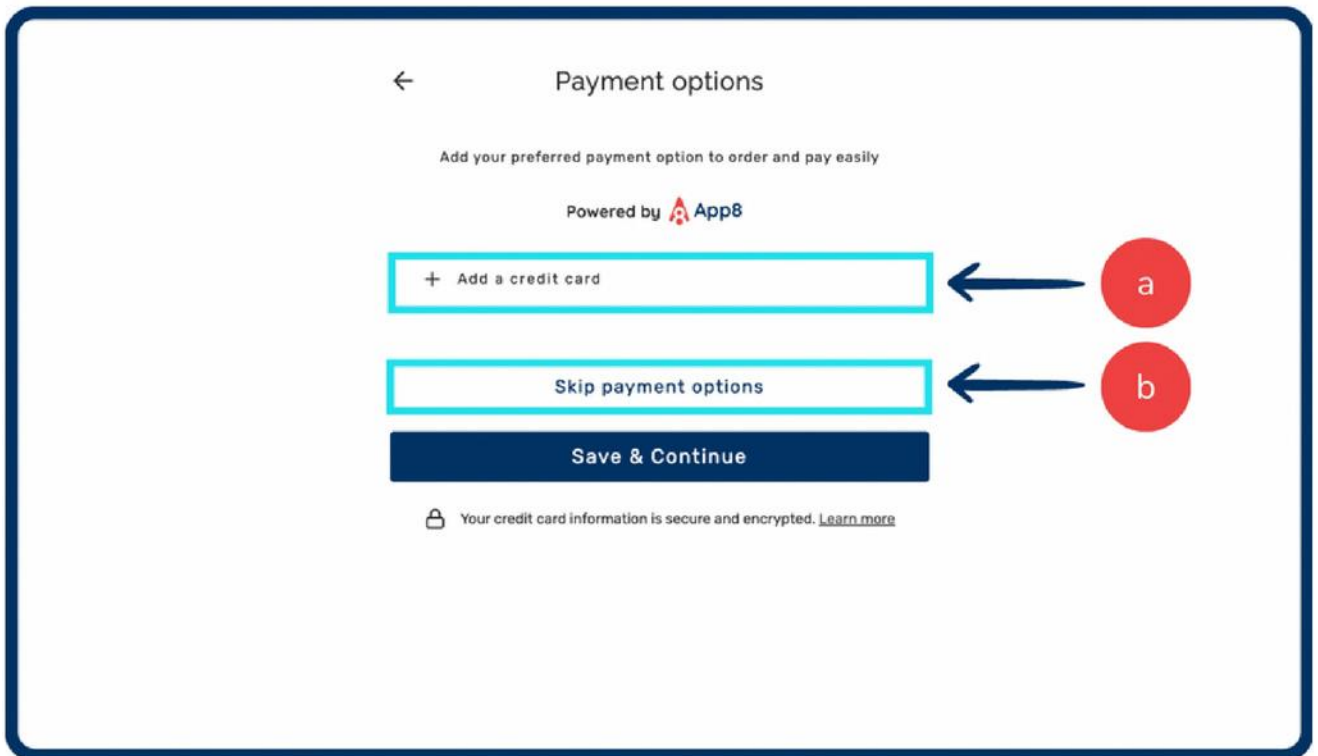
You will receive order updates by SMS

Continue

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3. Add a payment option

1. You can either:
 - a. Add a credit card to your account and click **“Save and Continue”**
 - b. OR **skip payment options** and add a payment method later

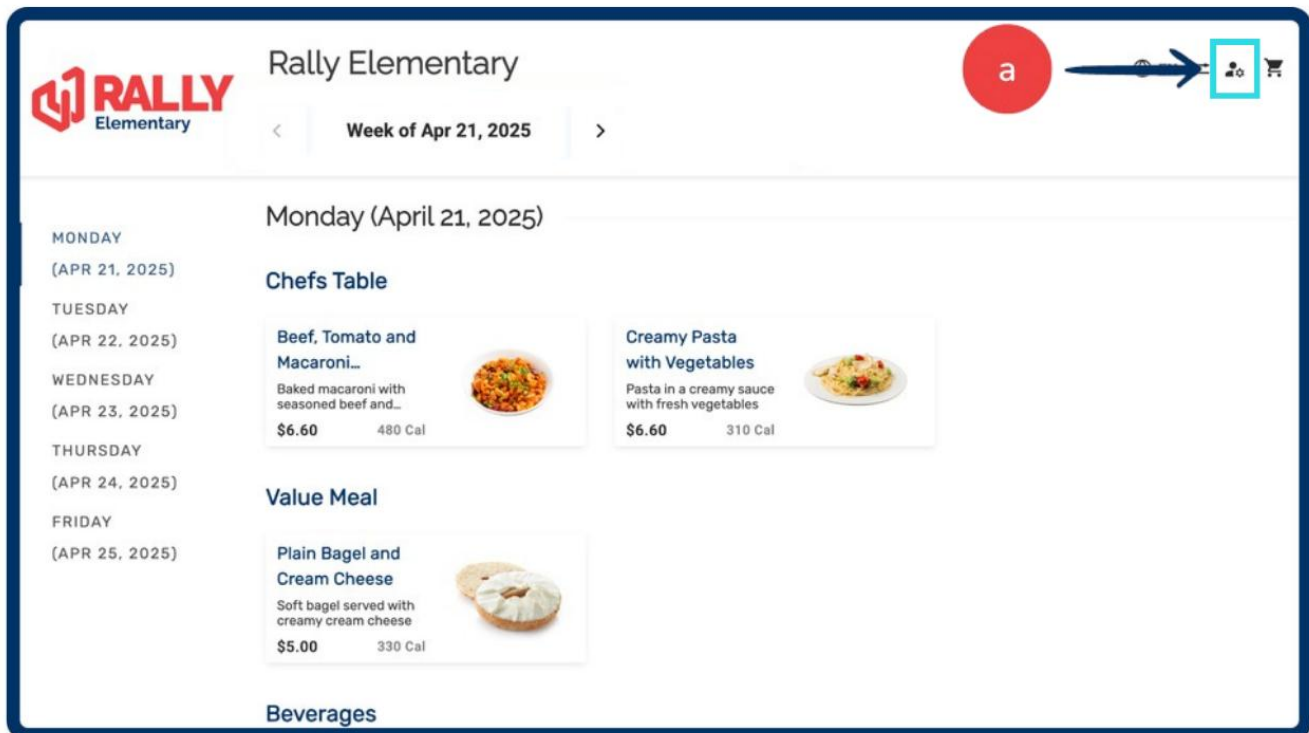


ADDING YOUR SUBSIDY

*Please communicate with your school to attain your subsidy code.

1. Open your user settings

1. Access our user setting to add your existing subsidy code:
 - a. Use the person/gear button in the top right of the menu page to open your user settings



2. Attach your subsidy to your account

1. If your child has a meal subsidy, follow these steps to apply it to your account. Once accepted, eligible menu items will automatically display the subsidized price.
 - a. Enter your subsidy code into the "Apply subsidy" field
 - b. Click the "Add" button to apply the subsidy to your account
 - c. Click the back arrow to return to the menu

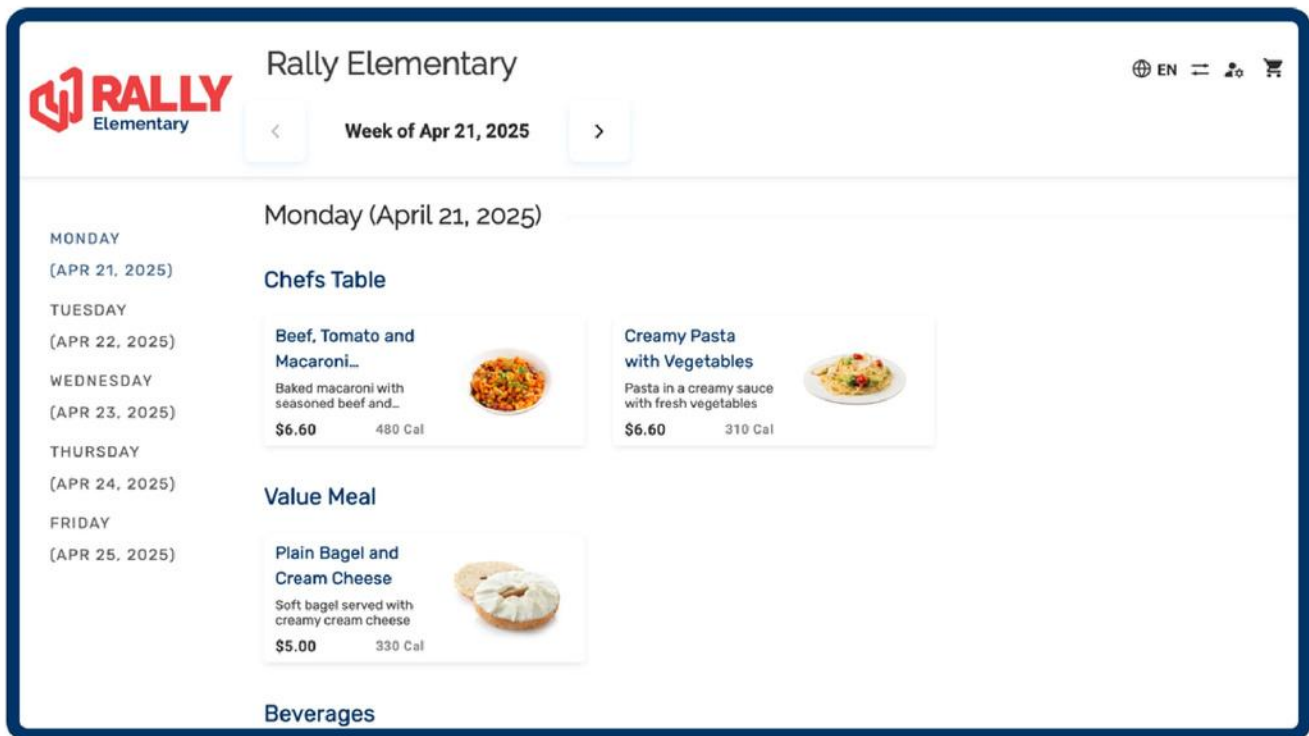
Tip: If the subsidy has been successfully applied, it will appear in **green** and menu pricing will update automatically.

The screenshot shows the 'Settings' app interface. At the top, there is a title 'Settings' and a back arrow icon. Below this, there are sections for 'John Smith' (with an edit icon), 'Payment method:' (with an edit icon), 'Apply subsidy', and 'Apply gift card'. The 'Apply subsidy' section contains a 'Code' input field and an 'Add' button. The 'Apply gift card' section contains a 'Code' input field and an 'Add' button. Annotations are present: a red circle 'c' with an arrow pointing to the back arrow icon at the top; a red circle 'a' with an arrow pointing to the 'Apply subsidy' section; and a red circle 'b' with an arrow pointing to the 'Add' button in the 'Apply subsidy' section. The 'Add' button in the 'Apply gift card' section is also visible.

ORDERING MEALS

1. Open the Menu

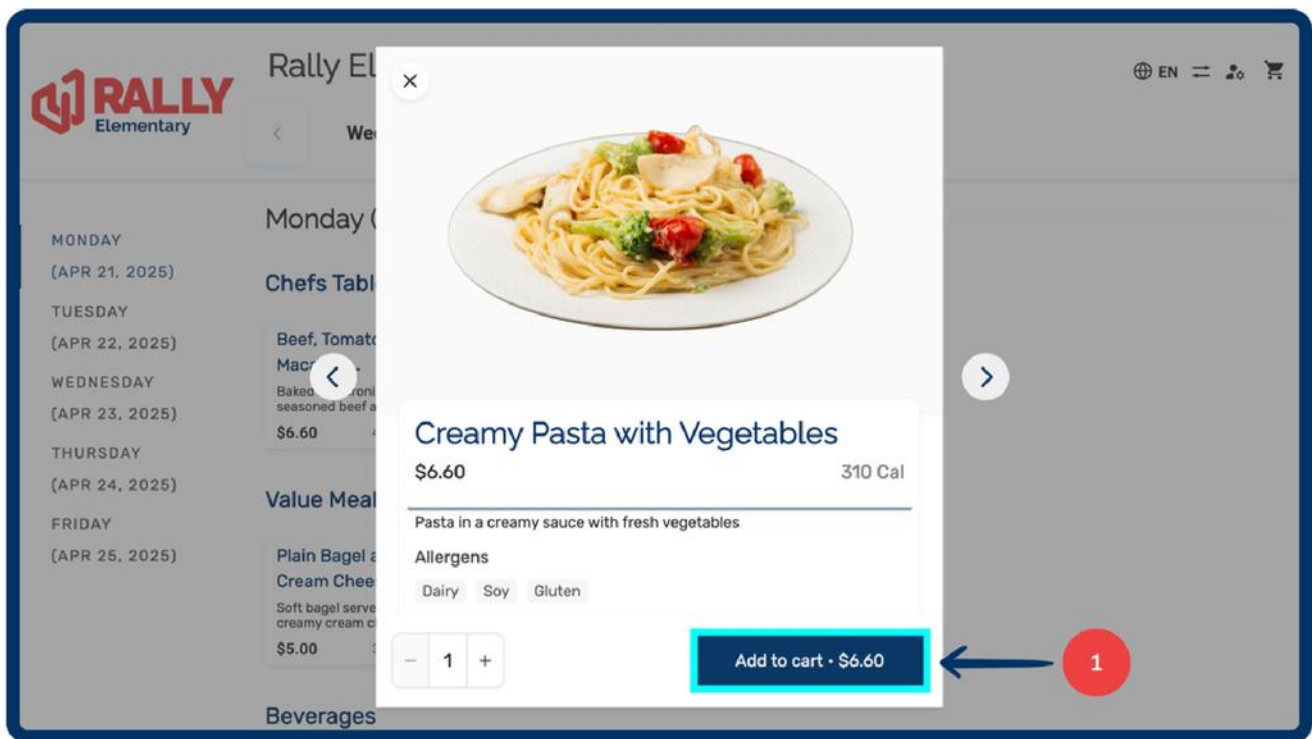
1. Select the week you would like to order for:
 - c. Use the arrows in the top left corner of the menu to navigate to the week you would like to order for



2. Ordering

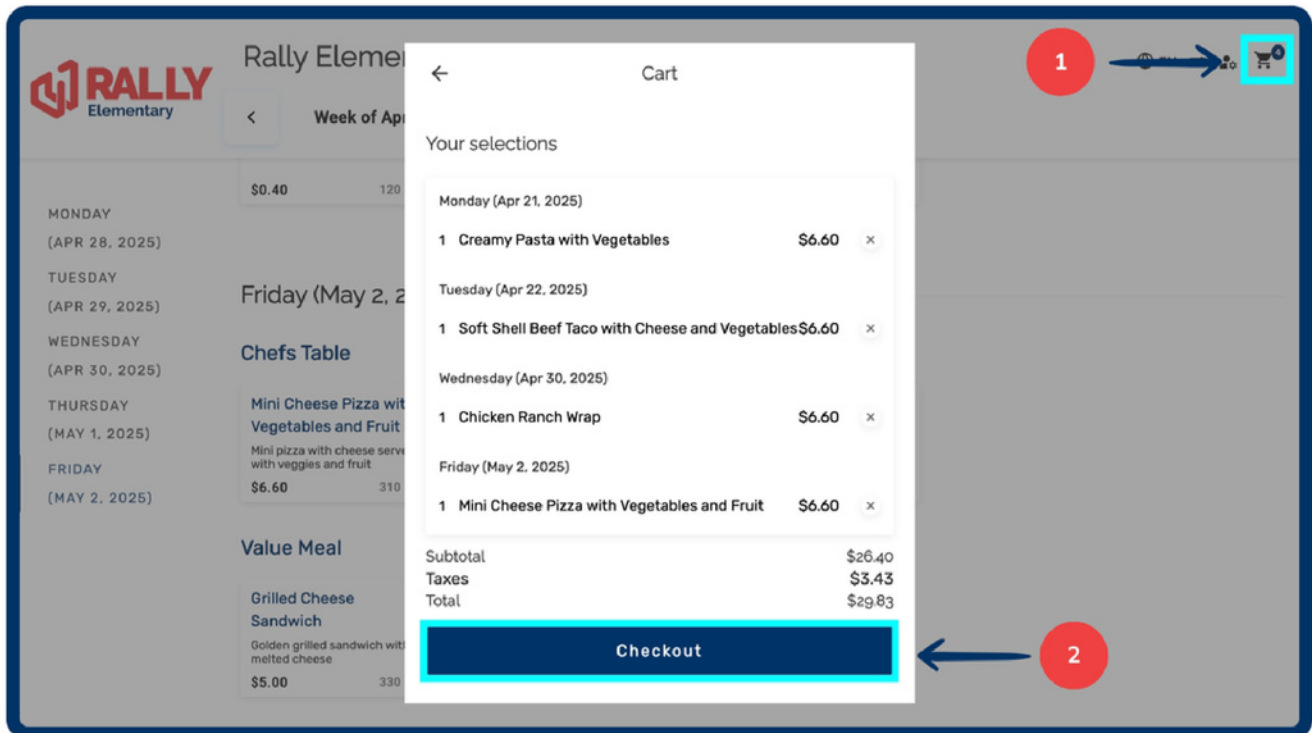
1. Add items to your order:
 - a. Browse the menu
 - b. Click on the meal you would like to order
 - c. Add the meal of your choice to your cart for each day of the selected week by selecting **"Add to Cart"**
2. Repeat the steps above for all available weeks you would like to order for

Please Note: Each order is placed per child, be sure to select meals accordingly



3. Checkout

1. Review your order and checkout
 - a. Click the **cart icon** in the top right corner to view your selections
 - b. Confirm all items are correct
 - c. Click **“Checkout”**



4. Delivery details and contact information

1. Enter the **delivery information** associated with your child (eg. Name, school, grade, classroom, teacher)
2. Click the check box to **acknowledge the allergen disclaimer**
3. Enter your **contact information** as the parent or guardian

The screenshot shows the 'Checkout' screen of the Rally Elementary app. The background displays a menu with items like 'Chefs Table' and 'Value Meal'. A white overlay form titled 'Checkout' is in the foreground. Red circles with numbers 1, 2, and 3 are placed on the screen with arrows pointing to specific form fields: circle 1 points to the 'Student name' field, circle 2 points to the allergen disclaimer checkbox, and circle 3 points to the 'Email' field. The form contains the following information:

Delivery information

Student name
Sam Smith

Grade: 2 Classroom: Room 102

☒ We strive to accommodate allergies, but we cannot guarantee meals are completely allergen-free. By ordering, you acknowledge.

Contact information

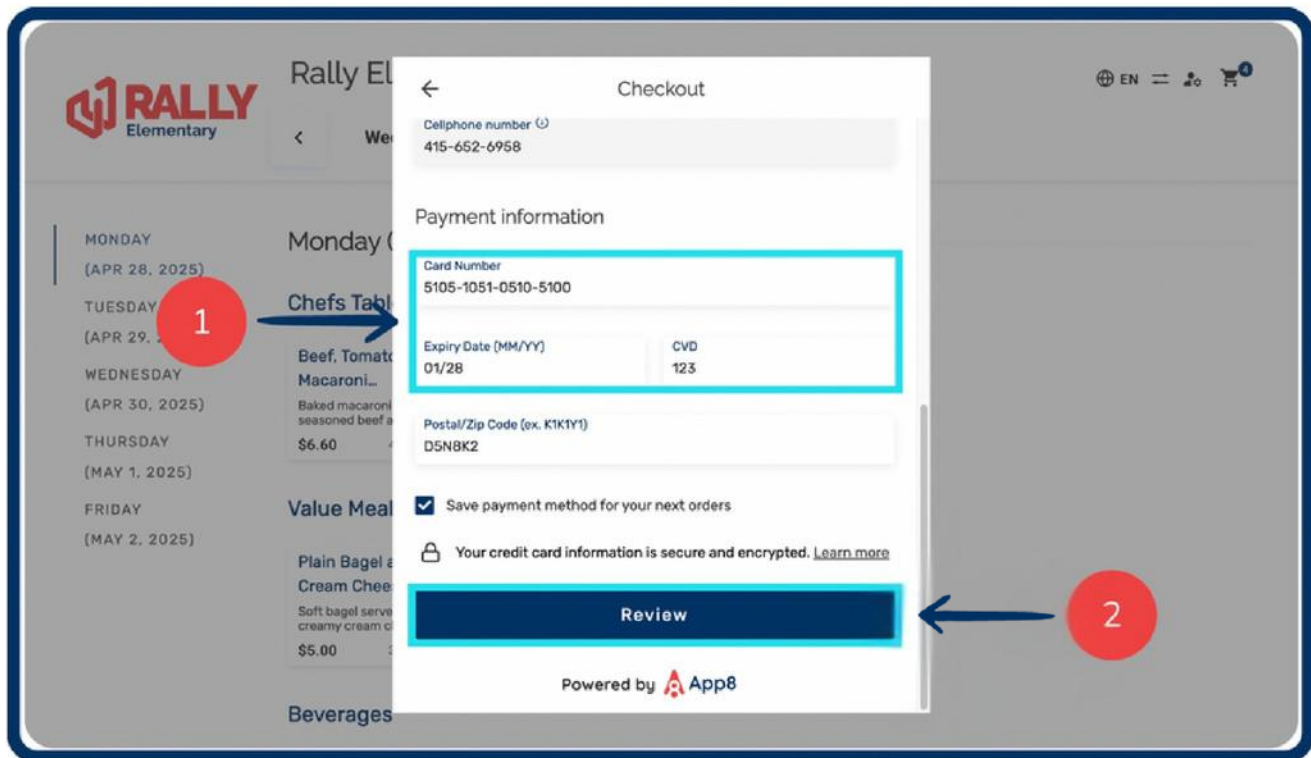
Full name
John Smith

Email
johnsmith@app8solutions.com

Cellphone number
415-652-6958

5. Payment

1. Enter your **payment information** securely. If you already have a credit card saved to your account, this information will be automatically filled
2. Click “**Review**” to view your final order summary



6. Submit your order

1. Double check that all meals, delivery details, contact information and payment information are correct
2. Click “**Submit**” to place your order

