

Welcome back to a new school year at Holy Cross!

ALL families will need to RE-REGISTER their students on the hot lunch website. Here's how to get started...

1. Go to <https://holycrosspenticton.hotlunches.net>
2. Click on "Click Here to Register"
3. Enter our school's Access Code HCHL
4. Enter your name, email address and phone, then a user id that you will use for access to the hot lunches application. Enter a password and then enter it again to verify that it is correct.
5. Click the "Register Now" button at the bottom.
6. Once registered, you will be logged into the website.
7. Please add your children by clicking on the "STUDENTS" button below or the "PROFILE" menu tab in order to proceed.

Once your child(ren) has/have been added to the system you will be able to place lunch orders immediately by clicking the "Order" button below each child's name.

Payment

One of the features of this program is the ability to pay for hot lunch orders via Paypal, (a trusted and safe payment site) www.paypal.com to pay for hot lunch. No more late payments, ordering and paying will be paperless, seamless, and so much easier! There is a small fee associated with using Paypal (this is charged by Paypal, not PSG) but it is relatively small when compared to the benefits of using the service.

You can also pay your hot lunch account via etransfer. Simply use this email, hcpsgpayers@gmail.com to send your payment. No password is required. Please note your child's name and grade on the transfer for proper crediting of your payment. As well, if your name is listed differently on the etransfer, please note that as it saves so much time for our volunteer detectives.

NOTE: IF YOU PAY BY ETRANSFER THERE WILL BE A DELAY BETWEEN YOUR PAYMENT AND POSTING TO YOUR ACCOUNT. Our volunteers have to manually post it and they have other jobs too.

If you are not able to pay by the preferred methods, please contact us at hotlunch@holyc.com to make other arrangements.

Reminders

* Emails will be sent out to the email address on your hotlunches.net account to notify parents that sessions are open to ordering. Emails will also go out to remind parents that ordering for the lunch session will soon be closing. Once a session has been closed it cannot be reopened so don't wait until the last minute to place your orders!

* As in the past, should your child be sick or otherwise absent on a day they have ordered lunch, arrangements can be made to pick up the lunch from the kitchen at lunch time or we will try to send it home with a sibling. Otherwise, it will be considered a donation. PLEASE email

hotlunch@holyc.com * If your child has a problem with their lunch, i.e. wrong order, missing item, please tell your child to go to the school kitchen where the lunch volunteers will be happy to help them out. * The hotlunches.net system will send you an email reminder a day or two before a hot lunch day to remind you of your order. If you do not receive an email that means you have not successfully ordered lunch for the next day and you need to send a lunch with your child. If you are certain that you ordered, check your spam folder to see if the emails are going there. If so, change your email settings so you can receive the reminders in your inbox.

* You can go back into the system at any time to verify your order and review the upcoming lunch schedule. Click the "Login Here" button to access your account at any time, then go to "My Account", then "Reprint My Orders".

* Orders can be changed if the ordering deadline has not passed