

## Ordering Student Lunches in the FACTS Family Portal

To **order** lunch for your student:

1. Login to your Family Portal.
2. Select Student from the list on the left.
3. Select Lunch.
4. You can view the menu by day, week, or month using the buttons at the top right of the page.
5. Click the Create Web Order button at the top of the page. (If you have more than one student on the HS campus for whom you wish to order lunch, you can order for each of them in the screen that next appears.)
6. The default view is Classic (requires less clicking); you may prefer Collapsible (requires less scrolling; better for multiple students).
7. Scroll to the date(s) you want lunch(es) delivered to your student.
8. Type in the quantity next to the item you want (this should be "1").
9. Be sure to type a "1" by **additional options** as needed (e.g., no mayo, type of soup, etc.).
10. **Click the "Order Items" button at the bottom of the page to save the order. Important.**

To **confirm** your items were ordered:

1. Again click the Lunch option on the left side bar.
2. View the date(s) for which you've ordered lunch.
3. The items you've ordered will appear in blue.

To **change** or **delete** orders that have not yet been fulfilled:

- Follow instructions 1-6 as above.
- Change the quantity of items you don't want to "0" and items you do want to "1".
- **Click the "Order Items" button at the bottom of the page – this will simply update your order, not bill you twice. Important.**

Toward the end of each month, you will be granted access to order for the following month.

School policy allows students to order lunch in person through the front office prior to the ordering deadlines (10 am Mon-Thu, 9 am Fri). If you do NOT wish to allow your child to order their lunch this way, please let the front office know.

If you have questions about ordering, please contact the front office at [hsofficemanager@steinerschool.org](mailto:hsofficemanager@steinerschool.org), or by calling (734) 669-9394.