

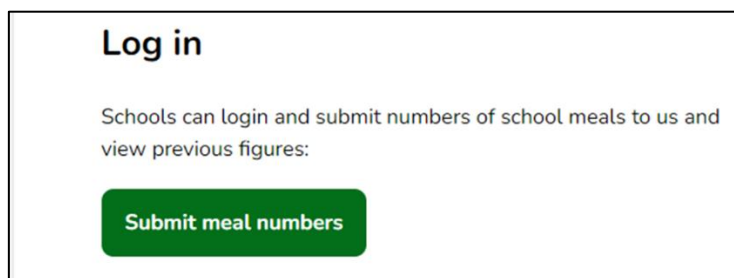
# Twelve15 - School Meals Portal

## User Instructions

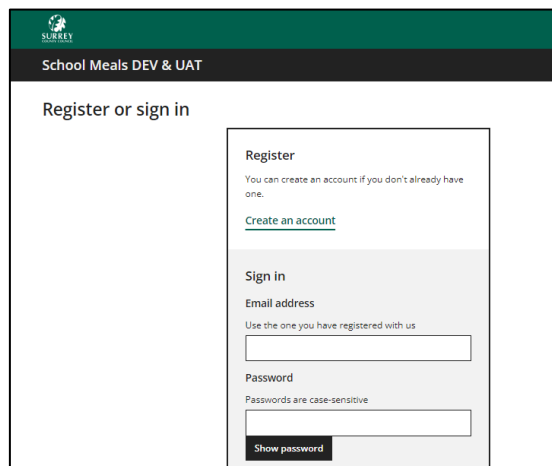
### Accessing the School Meals Portal

The School Meals Portal is accessed via the Twelve15 website. Go to the Twelve15 Home Page, then click on 'School Portal'.

**This is the School Meals Portal Landing Page.**



When you click on the 'submit meal numbers' link you will be taken to a Log in screen which looks like this:



You will not be able to use your old portal log in, please follow the New User instructions to get set up.

If you have already signed into the new School Meals Portal before then you can sign in here.



## New user

From the link, click on **'create an account'** and follow the online instructions. Please use a school email address that is not the general school email address.

More than one person in a school can have access to the Portal but every individual will need to set up an account with a separate email and password.

Once you are registered sign in with your email and password and click on the **'School Meals'** option in the home screen.

If the next screen says you are not authorised, click on the **'request access'** link, and select the school name from the drop-down box that you wish to enter meal numbers for.

Once your school's name is selected your access needs to be authorised by the School Meals Portal Administration Team and may take up to 24 hours. You will be notified by email when this has been completed. Please log out.

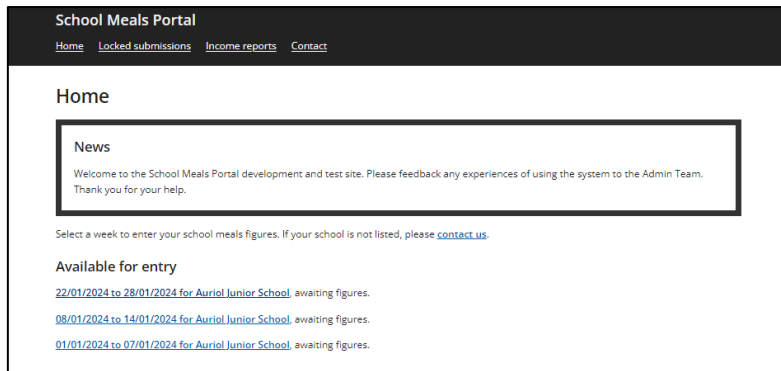
When your user authorisation has been granted, you can log in. You will be taken to the Homepage of the portal.

The available open weeks for the school you are entering meal numbers for will be displayed. If you are responsible for the entries of more than one school, a selection box will appear for you to choose the relevant school.

## Homepage News

If there are any important messages that need to be communicated to you then a news box will be displayed at the top of the page.

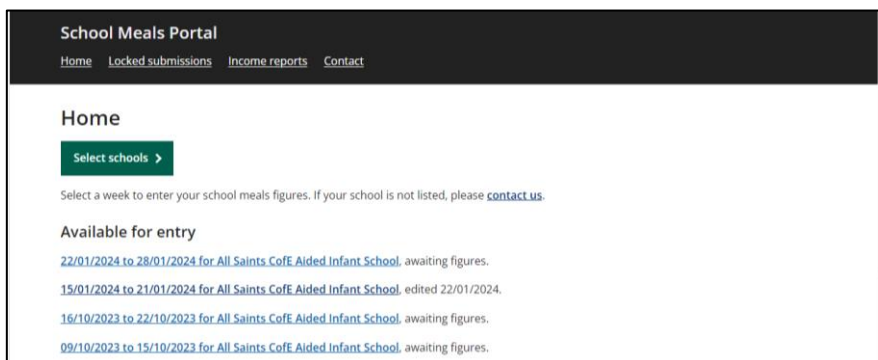




A list of available weeks open for the entry of school meals will be displayed below the news box on the home screen.

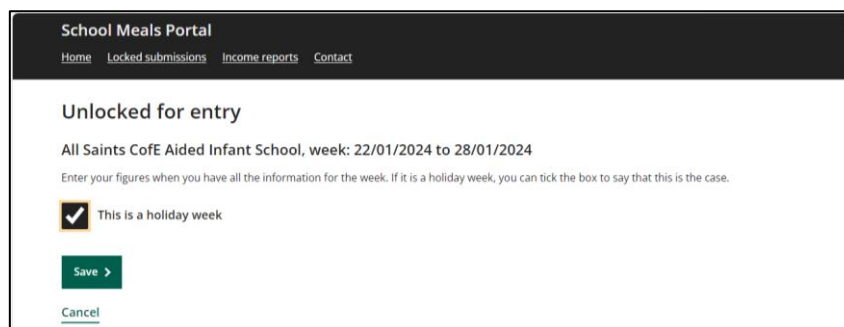
## Submitting Meal Figures

Every Friday at 12pm a new week will become available on the portal for you to enter the number of meals provided that week.



Select a week from the list of options to enter your weekly school meals.

If the week selected is a holiday week e.g. half term or summer holidays, then tick the box **'This is a holiday week'** and you will not have to enter any meal numbers. Click **Save**



If you have meal numbers to enter then input the numbers of the meal type in each of the appropriate boxes.

School Meals Portal

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Unlocked for entry

All Saints CofE Aided Infant School, week: 22/01/2024 to 28/01/2024

Enter your figures when you have all the information for the week. If it is a holiday week, you can tick the box to say that this is the case.

this is a holiday week

Enter school meals figures

Pupil Paid

Infant Pupil Free

Junior Pupil Free

UIFSM (Universal Infant Free School Meal)

Adult Full Paid

Adult Main Paid

Adult Sweet Paid

Adult Duty Full

Adult Duty Main

Adult Duty Sweet

[Save](#) [Cancel](#)

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The meal types are:

Pupil Paid	The number of meals pupils pay for.
Infant Pupil Free	The number of infant meals for eligible funded free school meals children.
Junior Pupil Free	The number of junior meals for eligible funded free school meals children.
Universal Infant Free School Meals (UIFSM)	The number of UIFSMs for all KS1 children, excluding the infant eligible free school meals children.
Adult Full Paid	The numbers for staff who pay for meals and have both the main meal and sweet options.
Adult Main Paid	The numbers for staff who pay for meals and have only the main meal option.
Adult Sweet Paid	The numbers for staff who pay for meals and have only the sweet option.

Adult Duty Full	The numbers for staff where the school pays for the meals and staff have both the main and sweet options.
Adult Duty Main	The numbers for staff where the school pays for meals and staff have only the main option.
Adult Duty Sweet	The numbers for staff where the school pays for meals and staff have only the sweet option.

Click **Save**.

The description at the end of that open week will change to 'edited' along with the date of entry.

The completed week will remain open for amendments until it is uploaded to MySurrey by the School Meals Portal Admin Team.

### Locked submissions

When the numbers are uploaded to MySurrey by the School Meals Portal Administration Team they will become locked, and no further amendments can be made.

Users can view locked submissions for reference only.

Locked weeks can be viewed on the locked submissions page.

### Contact

For help please contact the Twelve15 Customer Operations Support Desk. Visit the Twelve15 website contact page [Contact Twelve 15 | Twelve15 \(itstwelve15.co.uk\)](#) and fill out the form, choose the 'School Meals Portal' Option.

Or:

Email [ask.twelve15@surreycc.gov.uk](mailto:ask.twelve15@surreycc.gov.uk)

