

Setting Up Your FEED Account & App

A step-by-step walkthrough for parents and guardians

Introduction

Hi, my name's Joanna, and in this video I'm going to show you how to set up your FEED account. You should have received an email with instructions on how to set up your account and download the FEED app. Do make sure you have a full read of this email, just to make sure you've understood everything in there.

Downloading the App

When you need to download the app, just follow the instructions in the email, either downloading it from the App Store or from Google Play.

Accepting Your Invitation

When you click "Accept Invitation" in the email, it will take you to a page showing the school your child is in. Check that this is the school you'd expect to see.

- If it isn't the correct school, select "Incorrect" and Kanpla will be able to support you.
- If it is correct, select "Correct" to accept.

Creating Your Account

You'll then be taken through the account creation steps:

- Enter your email address, then repeat it to confirm. Select Continue.
- Enter your name and select Continue.
- Choose a password, following the rules shown underneath.
- Accept the Terms of Use and the Privacy Policy.

Your account will then be created.

Food Allergies and Dietary Requirements

You'll be presented with the Food Allergies page. This is an important section to pay close attention to if your child has any food allergies. If your child has any medical dietary requirements, you'll learn how to input these soon.

Select any allergies your child has, or confirm that they have no allergies. If you select an allergy (for example, gluten), you'll need to confirm it and then upload medical evidence to support it. This evidence will need to be approved by the ISS team. Any allergies you list will determine which food options are available when ordering for your child, limiting the menu accordingly.

Once complete, select Continue.

Dietary Preferences

Next, you'll be asked about dietary preferences. Choose any that are relevant, or confirm that there are no preferences to add.

Reviewing Your Information

You'll then see a summary of everything you've entered. Read through this carefully to check it's correct. If something needs changing, you can go back and edit it. Once you're happy, select "Get Started."

Getting Started with the App

You'll be walked through a short introduction to the FEED app, explaining what to do next. Click through the introduction screens. The menu will be ready from mid-August, so come back then to start ordering.

Your app is now all set up. Make sure push notifications are turned on so you receive a notification in August when it's time to order.

Thanks so much, and do reach out if you need any support.