



East Wake Academy is partnering with My Hot Lunchbox to provide a secure, fast, and easy-to-use online ordering system that allows parents to view the lunch menu, order, prepay and manage student lunches on the web. We offer well-balanced menu selections from popular restaurants your students will love!

REGISTRATION and ORDERING INFORMATION

REGISTRATION NEW PARENTS:

- ✓ Go to www.myhotlunchbox.com
- ✓ Click on **ORDER NOW**
- ✓ Click on “**Create New Account**” under **For Schools**
- ✓ School Password is: **EWA86**
- ✓ Follow steps to set up your family account
- ✓ Click on the **Order** link to begin ordering.

REGISTRATION RETURNING PARENTS:

- ✓ Go to www.myhotlunchbox.com
- ✓ Click on **ORDER NOW**
- ✓ Click on “**ORDER NOW For Schools**”
- ✓ Sign in with your username and password (if you forgot, click “forgot username or password”)
- ✓ Choose grade for students that **NEED LOCATION** and update that profile.
- ✓ Once all profiles are updated – Click on the **Order** link to begin ordering.



LUNCH PROGRAM QUESTIONS For Technical Problems or questions regarding Food or Policy, including Missed/Late Orders, Credits, and Changes/Cancellations, please email info@myhotlunchbox.com or call (888) 894-8295.

PAYMENT INFORMATION The program accepts payment by **Debit Card** or **Credit Card: Visa, MasterCard or Discover**.

- If you are ordering for more than one student, please be sure to add all items for your student(s) into the shopping cart **BEFORE** checking-out.
- Be sure to proceed to checkout and process your payment. Orders that are left in the shopping cart will NOT be processed and your student(s) will not be included in the lunch service.
- **Once your payment is processed, you will be able to add, edit or cancel any order up to 24 hours prior to the delivery DAY. You do NOT have to order for the entire month or two at one time, however there is a \$10 minimum order (or a \$1 processing fee will be applied).**

BE SURE TO GET EMAIL NOTIFICATIONS Make sure you have a valid email address in your profile to receive notifications including ordering reminders, important communication, confirmations, password resets AND add info@myhotlunchbox.com to your email safe list.

Thank you for participating in our school lunch program!