

NEW Client Review Allergy Process - How parents submit

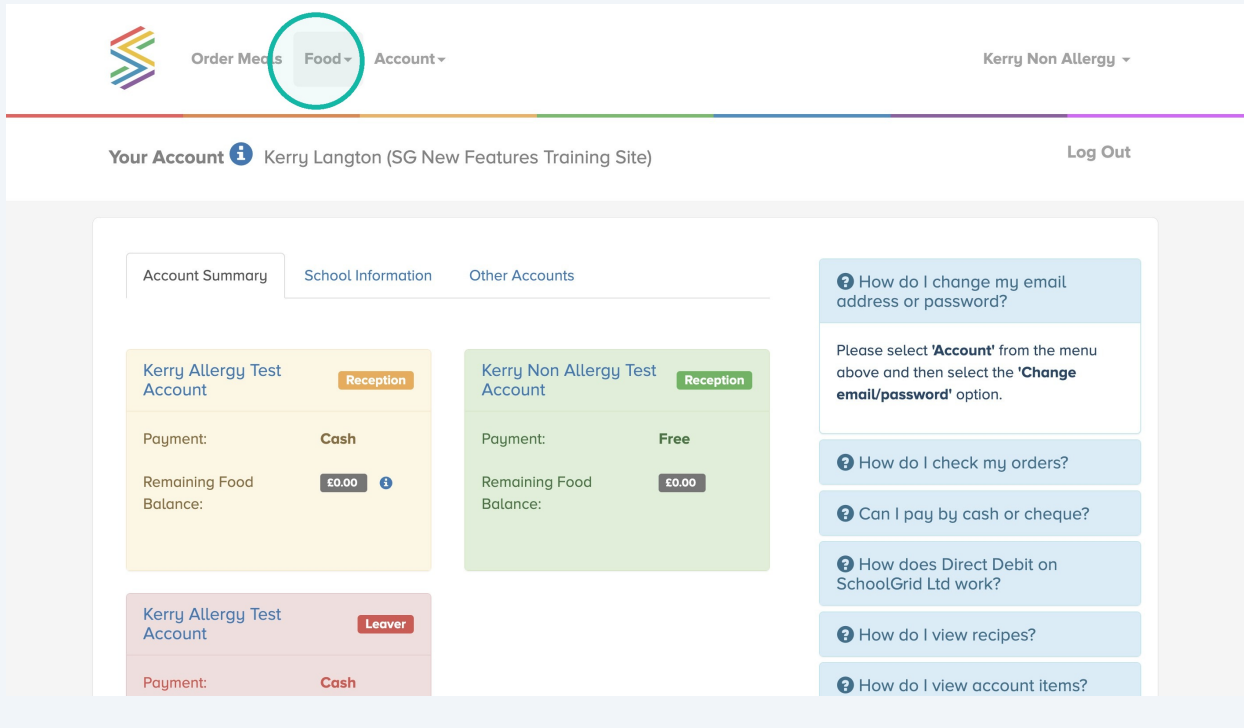


This guide covers the full process for parents on how to add allergies and dietary requirements onto their account and how to submit proof.

1 Navigate to <https://app.schoolgrid.co.uk/schoolaccount>

The screenshot displays the 'Your Account' page in the SchoolGrid app. At the top, there's a navigation bar with the SchoolGrid logo, 'Order Meals', 'Food', and 'Account' tabs. Below this, the user's name 'Kerry Langton (SG New Features Training Site)' is shown, along with a 'Log Out' button. The main content area is divided into three sections: 'Account Summary', 'School Information', and 'Other Accounts'. The 'Account Summary' section shows two accounts: 'Kerry Allergy Test Account' (Reception) and 'Kerry Non Allergy Test Account' (Reception). Both accounts show a 'Payment' of 'Cash' and a 'Remaining Food Balance' of '£0.00'. The 'Kerry Allergy Test Account' also shows a 'Leaver' button. On the right side, there's a list of help topics: 'How do I change my email address or password?', 'How do I check my orders?', 'Can I pay by cash or cheque?', 'How does Direct Debit on SchoolGrid Ltd work?', 'How do I view recipes?', and 'How do I view account items?'. A note above the help topics states: 'Please select 'Account' from the menu above and then select the 'Change email/password' option.'

2 Click "Food"



The screenshot shows the SchoolGrid website interface. At the top, there is a navigation bar with a logo on the left, followed by links: "Order Meals", "Food" (highlighted with a green circle), and "Account". On the right side of the navigation bar, it says "Kerry Non Allergy" with a dropdown arrow. Below the navigation bar, there is a section titled "Your Account" with a user icon and the name "Kerry Langton (SG New Features Training Site)". To the right of this section is a "Log Out" link. The main content area is divided into two columns. The left column contains three account summaries: "Kerry Allergy Test Account" (Reception), "Kerry Non Allergy Test Account" (Reception), and "Kerry Allergy Test Account" (Leaver). Each summary shows the payment method and the remaining food balance. The right column contains a list of help links, including "How do I change my email address or password?", "How do I check my orders?", "Can I pay by cash or cheque?", "How does Direct Debit on SchoolGrid Ltd work?", "How do I view recipes?", and "How do I view account items?".

Order Meals Food Account Kerry Non Allergy

Your Account Kerry Langton (SG New Features Training Site) Log Out

Account Summary School Information Other Accounts

Kerry Allergy Test Account Reception
Payment: Cash
Remaining Food Balance: £0.00

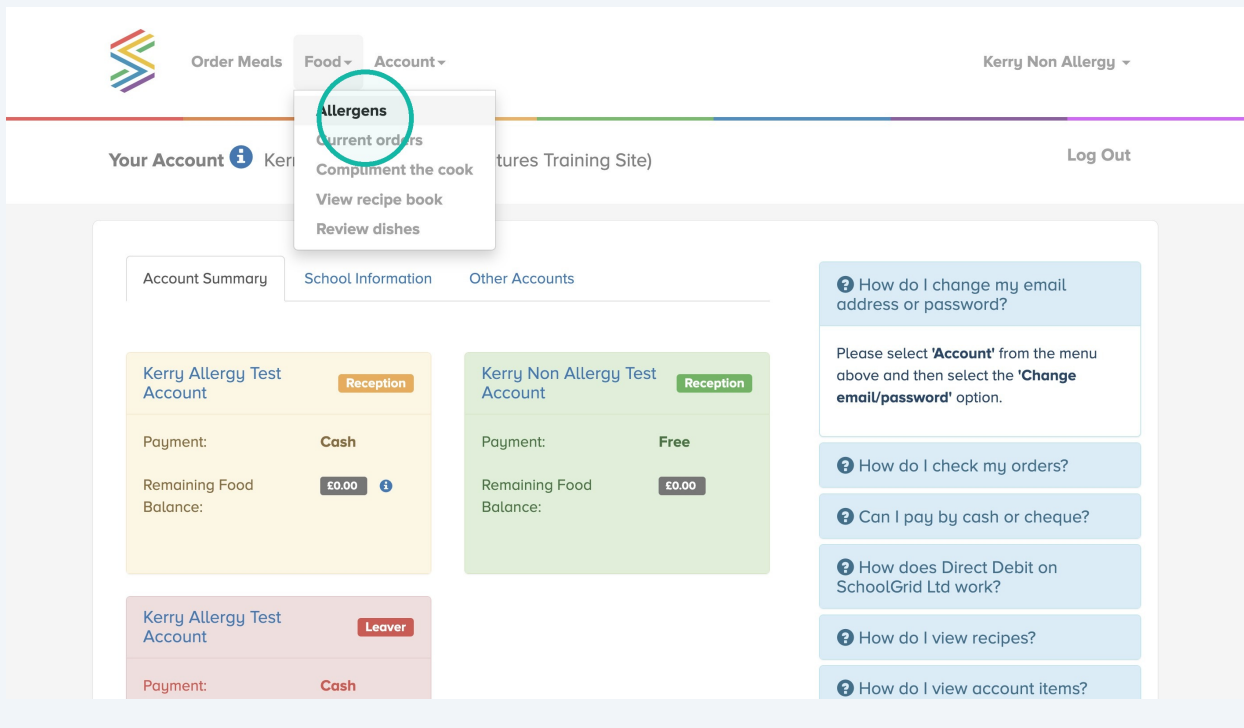
Kerry Non Allergy Test Account Reception
Payment: Free
Remaining Food Balance: £0.00

Kerry Allergy Test Account Leaver
Payment: Cash

How do I change my email address or password?
Please select 'Account' from the menu above and then select the 'Change email/password' option.

How do I check my orders?
Can I pay by cash or cheque?
How does Direct Debit on SchoolGrid Ltd work?
How do I view recipes?
How do I view account items?

3 Click "Allergens"



The screenshot shows the SchoolGrid website interface with the "Food" dropdown menu open. The "Allergens" option is highlighted with a green circle. The dropdown menu also includes "Current orders", "Compliment the cook", "View recipe book", and "Review dishes". The rest of the page content is identical to the previous screenshot.

Order Meals Food Account Kerry Non Allergy

Your Account Kerry Langton (SG New Features Training Site) Log Out

Account Summary School Information Other Accounts

Kerry Allergy Test Account Reception
Payment: Cash
Remaining Food Balance: £0.00

Kerry Non Allergy Test Account Reception
Payment: Free
Remaining Food Balance: £0.00

Kerry Allergy Test Account Leaver
Payment: Cash

Allergens
Current orders
Compliment the cook
View recipe book
Review dishes

How do I change my email address or password?
Please select 'Account' from the menu above and then select the 'Change email/password' option.

How do I check my orders?
Can I pay by cash or cheque?
How does Direct Debit on SchoolGrid Ltd work?
How do I view recipes?
How do I view account items?

4 Tick the box for any of the Key 14 allergies for the child.

Allergens

Submit for Review

☒ Celery	☐ Crustacea	☐ Egg	☐ Fish
☐ Lupin	☐ Milk	☐ Molluscs	☐ Mustard
☐ Peanuts	☐ Sesame seeds	☐ Soya	☐ Sulphur dioxide

☐ **Gluten (all)**

☐ Barley	☐ Cereals	☐ Kamut	☐ Oats
☐ Rye	☐ Spelt	☐ Wheat	

☐ **Nuts (all)**

5 If the child has any other allergies out with the key 14, or dietary requirements such as Vegan etc, tick the Other Allergens button and enter these in the "Other allergens" field.

☐ Almonds	☐ Brazil nuts	☐ Cashews	☐ Hazelnuts
☐ Macadamia	☐ Pecans	☐ Pistachio	☐ Walnut

Please note, we are unable to block the ordering of dishes containing these other allergens. By clicking on the name of the recipe, you can view its ingredients and make your own informed choices.

☒ Other allergens

Dietary Requirements

☐ This child is diabetic.

Parents can view recipe carbohydrate information and staff will be shown to serve this pupil an exact portion at lunchtime.

Documentation Required

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Parent will need to upload proof of allergy and a photo of the child. There is a list of what can be accepted for the parent to upload as proof and also requirements for the photo.

In order for the caterer to review the allergen and dietary information which has been updated they will require medical documentation and a photograph of your child, which can be used for identification purposes, to be uploaded here.

1. Proof of the Allergy:

Acceptable Documents Include:

- **Doctor's Note or Medical Certificate:** A signed document from your child's doctor which clearly states your child's name and their allergies.
- **Allergy Test Results:** Official lab reports from an allergy test that include your child's name and a diagnosis of their allergies.
- **Prescription or Medication Records:** If your child has been prescribed medication for the allergy, such as an EpiPen or antihistamines, you may upload a prescription slip with the child's name and allergy information.
- **Screenshot of the NHS App**
- **The Allergy Action Plan**

Unacceptable Documents:

- **Handwritten Notes:** Notes written by a parent or guardian or non-medical professional without official documentation.
- **Test Results Without Clear Allergy Diagnosis:** Allergy test reports that do not explicitly mention the diagnosis of an allergy.
- **General Health Records:** Documents that are unrelated to the allergy, such as immunization records or general health check-ups.

2. Up-to-Date Photo of the Child

Requirements for the Photo:

- **Clear and Current:** The photo should be recent (taken within the last 6 months) and clearly show your child's face to ensure easy identification at meal times.
- **Well-Lit and Focused:** Ensure that the photo is taken in good lighting, with no shadows or blurriness. Your child's face should be fully visible.

Unacceptable Photos:

- **Outdated Photos:** Photos taken more than 6 months ago or that no longer resemble your child's current appearance.
- **Group Photos:** Photos where your child is not the sole focus, such as group or family photos.
- **Obscured Face:** Photos where your child's face is partially covered by hats, sunglasses, masks, or any other object.
- **Low-Quality Photos:** Blurry, pixelated, or overly dark photos that make it difficult to identify your child.

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Click "Upload File" and choose the file for the allergy/dietary proof.

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- **Outdated Photos:** Photos taken more than 6 months ago or that no longer resemble your child's current appearance.
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- **Obscured Face:** Photos where your child's face is partially covered by hats, sunglasses, masks, or any other object.
- **Low-Quality Photos:** Blurry, pixelated, or overly dark photos that make it difficult to identify your child.

How to Upload Your Documents:

1. **File Types:** We accept JPG, PNG, and PDF formats for both the medical evidence and photo.
2. **File Size:** Ensure that the file size does not exceed 5MB for each upload.
3. **Privacy:** <https://impactfood.co.uk/privacy-notice>

If you have any questions or need further clarification, please contact safety@impactfood.co.uk

Documents:

Upload File

Photograph:

(No. of Images: 0 Max Images: 1 Max Size: 3 MB)

Drag and drop files here, or click to select files manually.
(Optional)

Select File

Submit for Review

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Click "Select File" and choose the file for the photograph of the child.

• **Low-Quality Photos:** Blurry, pixelated, or overly dark photos that make it difficult to identify your child.

How to Upload Your Documents:

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Documents: Upload File

How to Make a SchoolGrid Card
Payment esenda (1).pdf ✕

Photograph:
(No. of Images: 0 Max Images: 1 Max Size: 3 MB)

Drag and drop files here, or click to select files manually.
(Optional)

Select File

Submit for Review

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Click "Submit for Review".

• **Low-Quality Photos:** Blurry, pixelated, or overly dark photos that make it difficult to identify your child.

How to Upload Your Documents:

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Documents: Upload File

How to Make a SchoolGrid Card
Payment esenda (1).pdf ✕

Photograph:
(No. of Images: 1 Max Images: 1 Max Size: 3 MB)

Drag and drop files here, or click to select files manually.
(Optional)

Select File

Submit for Review

10 Click "Continue".

The screenshot shows a web form for uploading documents. A modal window is open, displaying an allergen declaration. The modal contains the following text:

times where possible.

The caterer declares allergens if they are intentionally added to a product, however, they do handle the following 14 listed allergens in their kitchens.

- Gluten (wheat, barley, rye, oats)
- Milk
- Egg
- Soya
- Fish
- Sulphites
- Mustard
- Sesame
- Celery
- Lupin
- Crustacean

The caterer only uses the intended products and allergens in their meals, as specified by their recipes. All meals are prepared in the same kitchen, and are therefore at risk of unintentional cross contamination. Where the caterer's food suppliers have indicated possible cross contamination risks, they also declare their allergen 'may contain' risks.

Please note that the caterer does not use Tree Nuts, Peanuts or Molluscs in their kitchens.

At the bottom of the modal, there are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red circle.

11 A notice is shown on the homepage that the allergen review is in progress and the child has been placed on a restricted menu.

The screenshot shows a user account page. At the top, there is a navigation bar with the following links: "Order Meals", "Food", and "Account". The user's name, "Kerry Non Allergy", is displayed on the right.

Below the navigation bar, the page title is "Your Account" followed by "Kerry Langton (SG New Features Training Site)". A "Log Out" link is on the right.

A yellow banner at the top of the main content area contains the following text:

Kerry Non Allergy Test Account allergen review in progress - currently on a restricted menu

Below the banner, there are three tabs: "Account Summary", "School Information", and "Other Accounts". The "Account Summary" tab is selected.

The "Account Summary" tab displays two account cards:

- Kerry Allergy Test Account** (Reception): Payment: Cash, Remaining Food Balance: £0.00.
- Kerry Non Allergy Test Account** (Reception): Payment: Free, Remaining Food Balance: £0.00.

On the right side of the page, there is a sidebar with a list of frequently asked questions (FAQs):

- How do I change my email address or password?
- How do I check my orders?
- Can I pay by cash or cheque?
- How does Direct Debit on SchoolGrid Ltd work?
- How do I view recipes?
- How do I view account items?

- 12 You can view the restricted menu by going to "Order Meals". Only the options from the restricted menu will show.

Order Meals Food Account Kerry Non Allergy

Order Meals Kerry Non Allergy Test Account (Reception) Log Out

W/C: Monday 20 July 2026 Show Full Menu Show Fat Allergy Management

Thursday, 23 Jul Unable to order after 8:55 am

Mains (for order)

☐ Jacket Potato (Choice)

Friday, 24 Jul No order

Mains (for order)

☐ Jacket Potato (Choice)

- 13 Once the catering team complete the review of the allergy upload, parents will be made aware. If rejected, it will show a message and the note from the catering team why the allergy upload has been rejected by the caterer and asks them to resubmit.

Order Meals Food Account Kerry Non Allergy

Your Account Kerry Langton (SG New Features Training Site) Log Out

Kerry Non Allergy Test Account allergen documentation has been rejected (Reason: Not correct documentation. Please upload one of the approved documents.). Please resubmit

Account Summary School Information Other Accounts

Kerry Allergy Test Account Reception

Payment: Cash

Remaining Food Balance: £0.00

Kerry Non Allergy Test Account Reception

Payment: Free

Remaining Food Balance: £0.00

Kerry Allergy Test Account Leaver

Payment: Cash

Remaining Food Balance: £0.00

How do I change my email address or password?
Please select 'Account' from the menu above and then select the 'Change email/password' option.

How do I check my orders?

Can I pay by cash or cheque?

How does Direct Debit on SchoolGrid Ltd work?

How do I view recipes?

How do I view account items?

How do I ask for more help?

What are my account access levels?

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If it is rejected, just click Food > Allergens and follow the process again, ensuring the correct documentation is uploaded/make any changes the caterer has asked for on the rejection notice.

The screenshot shows the SchoolGrid user interface. At the top, there is a navigation bar with 'Order Meals', 'Food', and 'Account' menus. The 'Food' menu is open, and 'Allergens' is highlighted. Below the navigation bar, the user's account information is displayed: 'Your Account' with a user icon, 'Kerry Non Allergy', and 'Log Out'. A red notification banner at the top of the main content area states: 'Kerry Non Allergy Test Account allergen documentation has been rejected (Reason: Not correct documentation. Please upload one of the approved documents.). Please resubmit'. Below this, there are three tabs: 'Account Summary', 'School Information', and 'Other Accounts'. The 'Account Summary' tab is active, showing three account cards: 'Kerry Allergy Test Account' (Reception), 'Kerry Non Allergy Test Account' (Reception), and 'Kerry Allergy Test Account' (Leaver). Each card displays 'Payment: Cash' and 'Remaining Food Balance: £0.00'. On the right side, there is a sidebar with a list of help topics, including 'How do I change my email address or password?', 'How do I check my orders?', 'Can I pay by cash or cheque?', 'How does Direct Debit on SchoolGrid Ltd work?', 'How do I view recipes?', 'How do I view account items?', 'How do I ask for more help?', and 'What are my account access levels?'. A note above the sidebar asks the user to select 'Account' from the menu and then select the 'Change email/password' option.

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If it's approved, the yellow notice advising the review is in progress will no longer show on the homepage.

The screenshot shows the SchoolGrid user interface after the allergen documentation has been approved. The navigation bar is the same, but the 'Food' menu is not open. The user's account information is displayed: 'Your Account' with a user icon, 'Kerry Langton (SG New Features Training Site)', and 'Log Out'. The red notification banner is no longer present. The 'Account Summary' tab is active, showing the same three account cards as in the previous screenshot. The sidebar with the list of help topics is also present, with the same note above it.

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When you go to Order Meals, it will show the new menu assigned by the caterer team, whether this is a regular menu, or a special diet menu, such as Gluten Free etc. If it is a regular menu with some dishes containing the key 14 allergens that has been added for the child, will be blocked from ordering and show **Allergen** in red.

The screenshot displays the 'Order Meals' web application. At the top, there is a navigation bar with a logo, 'Order Meals', 'Food', and 'Account' links. A user profile 'Kerry Non Allergy' is logged in. Below the navigation bar, the page title is 'Order Meals' followed by a user icon and 'Kerry Non Allergy Test Account (Reception)'. A 'Log Out' button is in the top right. The main content area shows a date selector 'W/C: Monday 20 July 2026' and three buttons: 'Show Full Menu', 'Show Fat', and 'Allergy Management'. The menu is divided into two columns. The left column is for 'Thursday, 23 Jul' and is marked 'Unable to order after 8:55 am'. The right column is for 'Friday, 24 Jul' and is marked 'No order'. Both columns list 'Mains (for order)' with four items each: 'Cheese Pizza', 'Pepperoni Pizza', 'Quorn Dippers', and 'Jacket Potato (Choice)'. The first two items in both columns are marked with '**Allergen**' in red text. Each item has a checkbox and an information icon.

Day	Status	Mains (for order)
Thursday, 23 Jul	Unable to order after 8:55 am	☐ Cheese Pizza **Allergen** ☐ Pepperoni Pizza **Allergen** ☐ Quorn Dippers ☐ Jacket Potato (Choice)
Friday, 24 Jul	No order	☐ Cheese Pizza **Allergen** ☐ Pepperoni Pizza **Allergen** ☐ Fish Fingers ☐ Quorn Dippers ☐ Jacket Potato (Choice)