



# PARENT USER GUIDE

My Evolve Hub · ordering meals, trips and payments

**SCHOOLS HELP CENTRE**

External guide · Version 0.3 · September 2026

## Document control

|                |                                        |
|----------------|----------------------------------------|
| Version        | 0.3                                    |
| Date           | September 2026                         |
| Document owner | evolve4 – Schools Help Centre          |
| Support        | help@evolve4.com · www.myevolvehub.com |

## Contents

|                                             |           |
|---------------------------------------------|-----------|
| <b>Welcome to My Evolve Hub</b>             | <b>3</b>  |
| <b>1. Registration</b>                      | <b>3</b>  |
| 1.1 Logging In                              | 3         |
| 1.2 Signing Up                              | 4         |
| Creating an account                         | 4         |
| <b>2. Authorising Your Child</b>            | <b>5</b>  |
| 2.1 Set Up a Diner                          | 5         |
| To add a child                              | 5         |
| <b>3. Allergies and Dietary Preferences</b> | <b>6</b>  |
| 3.1 Allergies                               | 6         |
| 3.2 Dietary Preferences                     | 6         |
| <b>4. Ordering Meals</b>                    | <b>6</b>  |
| 4.1 Choose the Child You Are Ordering For   | 6         |
| 4.2 Open the Menu                           | 7         |
| 4.3 Choose a Meal                           | 8         |
| 4.4 Meal Vouchers                           | 9         |
| 4.5 Ordering Ahead of Time                  | 9         |
| <b>5. Paying for Meals</b>                  | <b>9</b>  |
| 5.1 The Basket                              | 9         |
| 5.2 Processing the Basket                   | 9         |
| 5.3 Paying                                  | 10        |
| <b>6. Requesting a Refund</b>               | <b>10</b> |
| <b>7. Trips, Clubs and Other Payments</b>   | <b>11</b> |
| <b>8. Help and Support</b>                  | <b>12</b> |
| <b>9. Common Questions</b>                  | <b>12</b> |

## Welcome to My Evolve Hub

# Welcome to My Evolve Hub



My Evolve Hub is where you order your child's school meals and pay for trips, clubs and other school items — all in one place, from your phone, tablet or computer. This guide walks you through it step by step, with screenshots of exactly what you will see.

Everything is designed to take just a couple of minutes a week: choose the child, choose the meals, process the basket — done. Look out for the blue Handy hint boxes for shortcuts, and the amber boxes for the things it is important not to miss.

If you get stuck, your School Office is always your first port of call. Anything they cannot resolve, our friendly support team is here at [help@evolve4.com](mailto:help@evolve4.com).

### Ordering a meal in four steps

| 1                                                                 | 2                                   | 3                                 | 4                                       |
|-------------------------------------------------------------------|-------------------------------------|-----------------------------------|-----------------------------------------|
| Log in at<br><a href="http://myevolvehub.com">myevolvehub.com</a> | Select your child under<br>ACCOUNTS | Pick the meals or meal<br>voucher | Process the basket to send<br>the order |

## 1. Registration

If your child has not used Evolve before, we have our own website: [www.myevolvehub.com](http://www.myevolvehub.com)

Here you will be able to select the meals for your child and manage payments for trips, clubs and even uniforms relating to your child's school.

**Please be aware** – if you are asked to download an app, it is not us. Evolve only uses the website [www.myevolvehub.com](http://www.myevolvehub.com)

### 1.1 Logging In

If you have previously used Evolve, or have already signed up, ensure that you can log in using the correct email address and password.

- Password reset – if you cannot remember your password, you may find that the 'Magic Link' does not work. If this happens, please email [help@evolve4.com](mailto:help@evolve4.com) and a member of our friendly support team will manually reset your password or email address.

Go to [myevolvehub.com](http://myevolvehub.com) and log in using your (parent/carer) email address and password.

## 1.2 Signing Up

**Please note** – if you already have an account and can log in, you do not need to create a new account to add another child or diner.

To access and use the website you will need to create your account. You will find the Create Account button at the bottom of the log-in page shown above.

### Creating an account

Click CREATE ACCOUNT, then complete the following fields:

- Parent first name – enter your first name.
- Parent last name – enter your last name.
- Your email – enter the email address you would like to use to log in.
- Create password – choose a password you will remember. There are no set password requirements.
- Create – select the green CREATE button to create your new account.

**Handy hint** – please do not use your child's name when registering; the account should be in your name as the parent or carer.

Once the account has been created:

- A confirmation email will be sent to the email address you registered with.
- Click the link in the email to activate your account. You will then be taken back to the log-in screen.

**Handy hint** – always check your junk email folder, or any linked email accounts, if you cannot find the email.

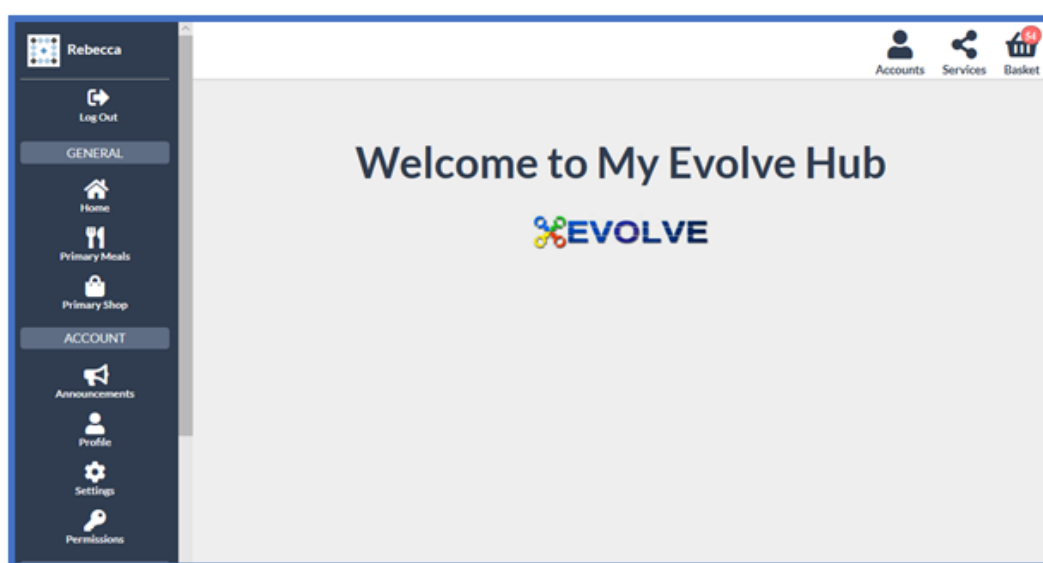
## 2. Authorising Your Child

Before you can order anything, your child needs to be linked to your account. Your school will send you an activation letter containing an authorisation (auth) code.

When you are logged in you will see a Navigation Menu down the left-hand side of the screen. In the top right corner you can switch between the accounts attached to you and open your basket, where you pay for your orders.

**Handy hint** – if you are using a phone or tablet, tap the three black lines in the top left to open the menu options.

The top left corner of the screen shows who you are signed in as — this is you, the account holder.



### 2.1 Set Up a Diner

Setting up a diner means adding your child (a pupil) to your parent account. From the Navigation Bar on the left of the screen:

- Select SETTINGS. The Settings screen opens with several tabs.
- Click on the PERMISSIONS tab. This shows who you are currently authorised to manage, and lets you add new accounts.

#### To add a child

- Click ENTER against the Auth Code section.
- Enter the code shown on your activation letter.
- Click AUTHORISE. A message will appear on screen confirming 'The auth code was applied successfully'.
- Select EDIT in the Managed Users section. You will now see your child's name, along with any other children attached to your account.

**Handy hint** – to find more information about these areas, select the VIEW button next to the How do Accounts Work section.

## 3. Allergies and Dietary Preferences

**Please be aware** – as the parent or carer you have complete control over what your child can and cannot see on their menu, using Allergies and Dietary Preferences. It is incredibly important that this is set up correctly. Schools and Evolve staff do not monitor, or take responsibility for, adding or removing a child's allergens or dietary preferences.

Your school letter will tell you which food allergies or dietary preferences are currently recorded against your child. If these are wrong or incomplete, please update them so that your child only sees meals that are suitable for them.

### 3.1 Allergies

- Click the ACCOUNTS icon in the top right corner and select the CHILD you want to update. Once chosen, the top left of the screen will show 'acting for' and your child's name.
- Go to the SETTINGS tab. You will see two options to edit: Allergies and Dietary Preferences.
- Select ALLERGIES to edit. This displays the full list of allergens officially recognised by the UK Government.
- Select the TICK BOX on the right-hand side to apply an allergen for that child. Once selected, the tick box will turn green.

**Handy hint** – if your child is allergic to eggs, ticking eggs will remove any meal containing egg from their menu.

### 3.2 Dietary Preferences

Preferences are for selecting what your child prefers to eat, for example No Beef, No Pork, No Lamb, No Poultry, No Fish, Vegetarian, Vegan, Halal or Kosher.

- Select EDIT to bring up all the options available for your child.
- Select the TICK BOX on the right-hand side to apply a preference. Once selected, the tick box will turn green, then click CHANGE to save.

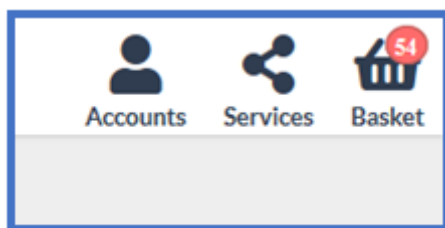
**Handy hint** – if your child is vegetarian, ticking Vegetarian will only allow vegetarian options to be selected from the menu.

## 4. Ordering Meals

**Remember** – you will not be able to order meals after your school's cut-off time. If you are unsure of the date or time you need to order by, please check with the School Office or ask our Chatbot.

### 4.1 Choose the Child You Are Ordering For

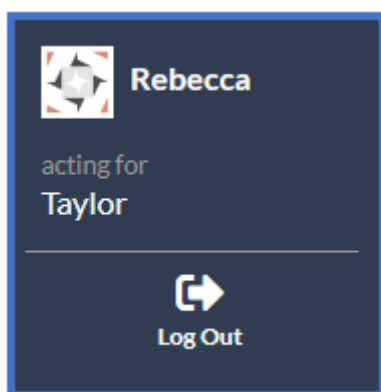
- Click the ACCOUNTS icon in the top right corner of the screen.



- You will then see a list showing your name (the account holder) and your child or children's names. Select the child you are ordering for.



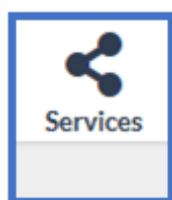
- The top left of the screen confirms who you are acting for.



- You need to change this for each child you are ordering for.

## 4.2 Open the Menu

- Click the SERVICES icon in the top right corner of the screen.



- Select PRIMARY MEALS from the pop-up window to begin ordering a meal.



### 4.3 Choose a Meal

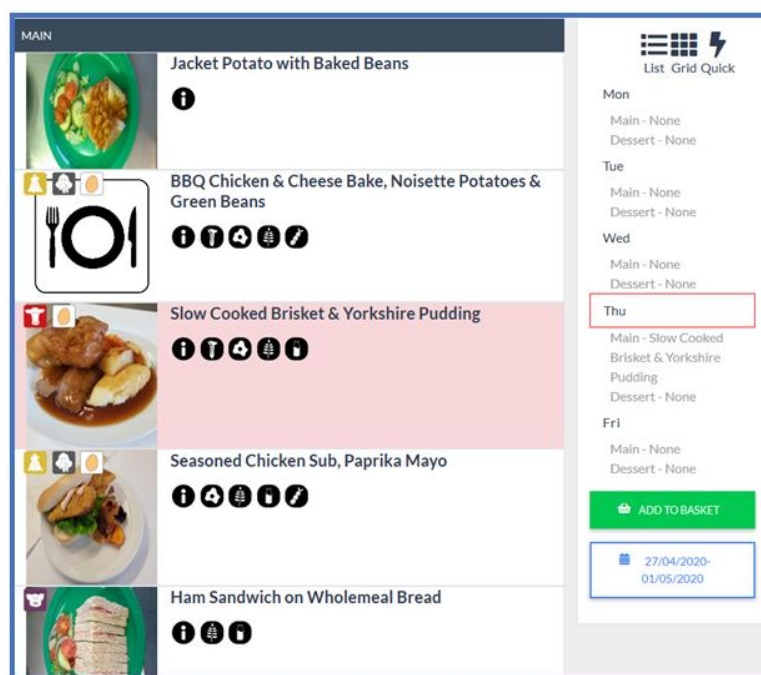
The school menu will open and show the meal options for the day.

**Handy hint** – if you cannot see a menu, make sure you have selected your child before going into Primary Meals. If they are selected and you still cannot see a menu, please contact the School Office as they may need to set your child up as a ‘Diner’.

**Important** – all meals show Allergen and Dietary Information next to their picture. Click or press the black icons to see which allergens are present. An orange icon means the meal may contain that allergen.

- On the right-hand side of the screen the days and dates are listed. Select the day you are ordering for.
- To select a meal, click on the main course your child would like, then the dessert. Your choices will highlight and appear on the right-hand side of the screen.
- Click ADD TO BASKET. Repeat this for each day and for each child.
- Once you have ordered for that day, the menu will show grey and the confirmed order will show in yellow on the right-hand side of the screen.

**Handy hint** – you must select both a main course and a dessert for the meal to go into the basket. You can change your choice at any time before the cut-off time at no extra cost — simply choose a different main and dessert and press ADD TO BASKET to overwrite the order.



## 4.4 Meal Vouchers

Some schools do not publish a full menu of individual dishes online. Instead, the only option shown on the menu is a Meal Voucher. If this is the case at your school, you order the voucher rather than a named main course and dessert.

- Select MEAL VOUCHER from the menu for the day you are ordering for.
- Click ADD TO BASKET, then process and pay for the basket in the usual way (see section 5).
- Your child then chooses their own meal in school, at the counter, during meal serving time. The voucher covers whichever choice they make on the day.

**Handy hint** – if a Meal Voucher is the only option you can see, this is normal and you are not missing any choices. Your child's allergies and dietary preferences are still applied, so please make sure these are recorded correctly (see section 3).

## 4.5 Ordering Ahead of Time

If you need to order meals for your child ahead of time, this can be done from the same menu screen.

- Select the BLUE CALENDAR button, found underneath the Add to Basket button, to open a calendar.
- Use the arrows at the top to move to the correct month, then select the date you wish to order for.
- Choose the meal for that date and click ADD TO BASKET as normal.

**Handy hint** – the date you have selected is highlighted in blue, and today's date has a dot underneath it.

# 5. Paying for Meals

**Please note** – if you are ordering for more than one child, the system splits the meals by child in the basket, making it easier to see what you have ordered.

## 5.1 The Basket

- Click the BASKET icon in the top right corner of the screen to begin paying for the meals you have selected.
- In the basket, each child has a header showing a key: Payments due, Refunds that may be owed, Vouchers that apply money off meals, and Other (costs for trips, clubs and similar).
- Cancel your order – pressing the black CANCEL ORDER button removes the meal from the basket if you have made a mistake.



## 5.2 Processing the Basket

- Scroll to the bottom of the page and select the black PROCESS BASKET button.

**Important** – if you do not process the basket, your order will not reach the school and the kitchen will not receive it, so your child will be given a default meal. This applies even if your child is entitled to Free School Meals and the balance is £0.00 — the basket must still be processed for the order to go through. Not processing the basket can also cause loading issues and problems paying for trips, clubs and other meals.

- Process refund – if you have requested a refund, it also needs to be processed for the money to go back to your bank account. Press PROCESS REFUND at the bottom of the page.

|                   |              |
|-------------------|--------------|
| Total Refund      | £0.00        |
| Total Cash        | £0.00        |
| <b>Total Card</b> | <b>£0.00</b> |

**PROCESS BASKET**

Card Payments and refunds are processed separately. Items to be refunded will be refunded to the payment method used for the original charge. Cash items are there as a reminder and should be paid directly to the school or supplier.

Cancelling an item will permanently cancel an order. Saving an item will mark the item as saved for later, and the item will not form part of any processing.

Items that are part payable will allow you to change the amount you wish to pay off. Once a part payment has been made, you may make additional payments by adding the part payable item to the basket, after which you will be able to alter the amount.

Any invalid items in your basket will be cancelled and removed when your basket is processed.

Please remember that processing the basket is essential regardless of the monetary value of items within it. The basket serves not only to pay for items but also to place orders. Therefore free items are not placed as orders until the basket is processed.

## 5.3 Paying

To complete your payment, follow the steps below.

- Process – once the process button is pressed you will be taken to the payment page.
- To pay – the left-hand side of the screen displays what you are due to pay.
- Payment method – the right-hand side of the screen is where you enter your card details.
- Confirmation – once your payment is made you will receive an email confirmation.

## 6. Requesting a Refund

**Important** – you will need to message the School Office once you have requested a refund, as they need to approve it. Refunds can take up to 3–5 working days to process once fully approved.

From the Navigation Menu on the left of the screen:

- Select PRIMARY MEALS, then click on ORDERS (the small ticket icon on the left-hand navigation menu).
- Make sure you have selected the child you need the refund for, by clicking their name under the ACCOUNTS icon at the top right of the screen.
- Find the meal in the Meal Orders list. This section also shows the current status of each meal:
  - **Fulfilled Paid** – the meal has been taken by your child.
  - **Preparing Paid** – the meal is within the preparation window and can no longer be cancelled.
  - **Created Paid** – the meal is outside the school cut-off time, so you can cancel it and receive a refund.
- More details – once you have found the meal, press the blue MORE DETAILS button to view the meal options.

- Meal options – this screen shows the meal details, the status of the order, the option to cancel the meal (if before the cut-off time) and the option to REQUEST REFUND.

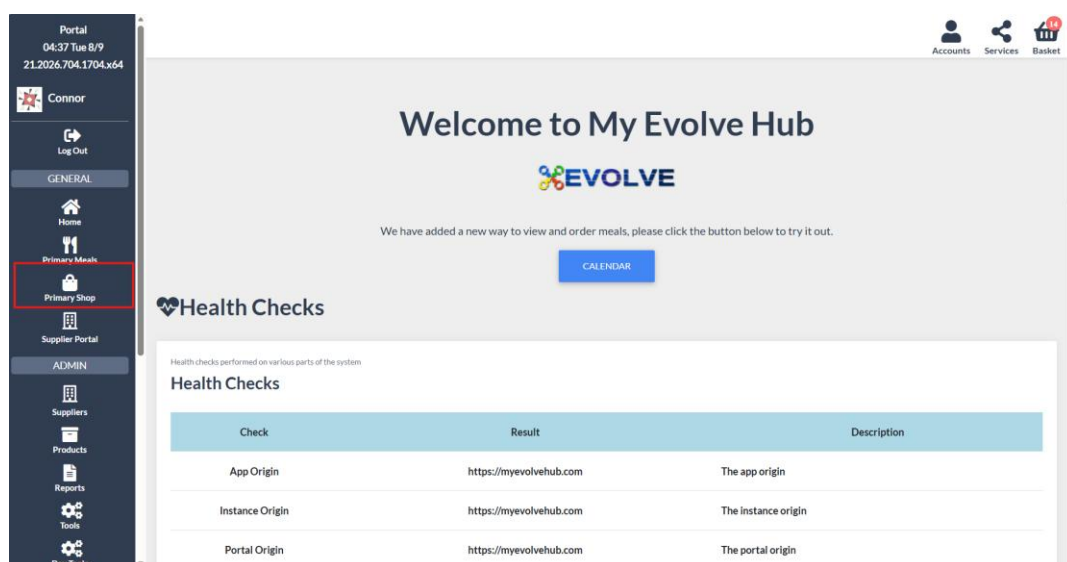
**Handy hint** – you can use the calendar and date filters at the top of the Meal Orders screen to find the date of the meal you need.

Remember to process the refund in your basket (see section 5.2) for the money to be returned to your bank account.

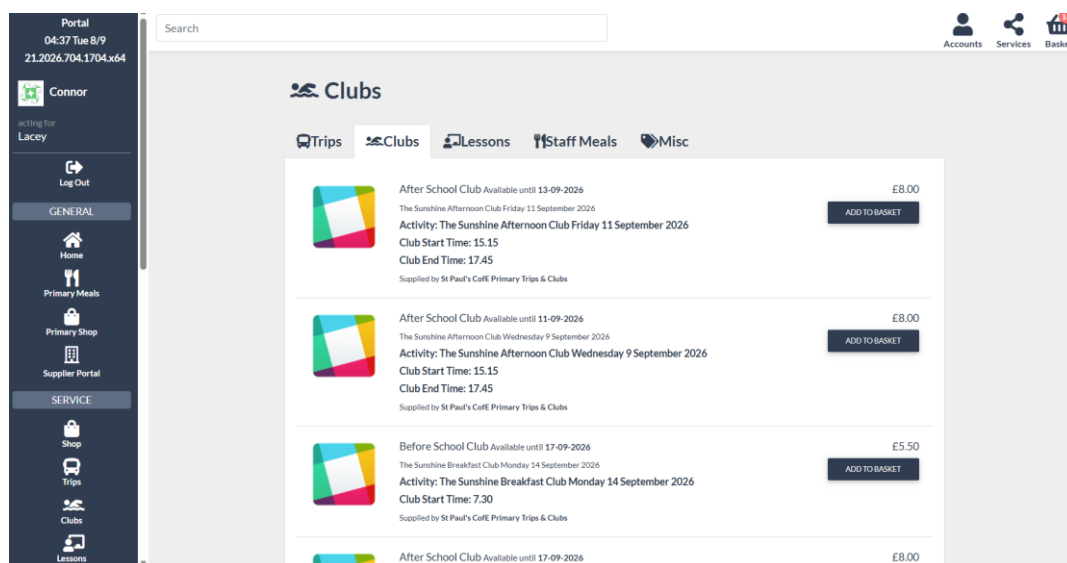
## 7. Trips, Clubs and Other Payments

My Evolve Hub is not just for ordering meals. Many schools use the website to collect all payments relating to pupils — school trips, clubs, extra-curricular activities, uniform and items such as toast or milk. These are all found under Primary Shop.

- From the Navigation Menu on the left, select PRIMARY SHOP.



- Inside Primary Shop there are tabs along the top of the screen — Trips, Clubs, Lessons, Staff Meals and Misc — and each tab shows the relevant options for your child.
- Make sure you have selected the correct child you intend to pay for. Any payments assigned to them show in the middle of the screen.
- Choose the trip or club by selecting the black ADD TO BASKET button. Red text tells you the date from which the trip will be available to order.
- Process and pay for the basket in the same way as meals (see section 5).
- Requesting a refund – if you need a refund for a trip or club, follow the guide for meal refunds but this is done in PRIMARY SHOP rather than PRIMARY MEALS.



If there is a club or trip you are expecting to see but it is not there, please speak with the School Office.

## 8. Help and Support

If you have a question about your child's meals, orders, trips or clubs, your first point of contact is always your School Office.

For anything the school cannot resolve, our friendly support team is available at [help@evolve4.com](mailto:help@evolve4.com).

## 9. Common Questions

| Question                                                  | What to do                                                                                                                                                                                  |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>I cannot see a menu for my child</b>                   | Check you have selected your child under the ACCOUNTS icon before opening Primary Meals. If the menu is still empty, contact the School Office — your child may need setting up as a diner. |
| <b>I have forgotten my password</b>                       | Email <a href="mailto:help@evolve4.com">help@evolve4.com</a> . If the 'Magic Link' does not work, our support team will reset your password or email address manually.                      |
| <b>My child has free school meals — do I still order?</b> | Yes. The balance will show as £0.00, but you must still process the basket for the order to reach the kitchen.                                                                              |
| <b>I can only see a Meal Voucher</b>                      | That is normal at some schools. Order the voucher and your child chooses their meal at the counter during meal serving time.                                                                |
| <b>I have missed the cut-off time</b>                     | Orders cannot be placed after your school's cut-off. Speak to the School Office about that day's meal.                                                                                      |
| <b>The trip or club I expected is not listed</b>          | Speak with the School Office — they control which trips and clubs appear in Primary Shop.                                                                                                   |

| Question                  | What to do                                                                                                 |
|---------------------------|------------------------------------------------------------------------------------------------------------|
| Where has my refund gone? | Refunds must be approved by the school and processed in your basket. Allow 3–5 working days once approved. |

**Remember** – Evolve does not have an app. We only use the website [myevolvehub.com](https://myevolvehub.com).

### Still need a hand?

Talk to your School Office first · then email [help@evolve4.com](mailto:help@evolve4.com)  
[www.myevolvehub.com](https://www.myevolvehub.com) · evolve4, the essential ingredient