

Select - Quick start guide (Parents)

This guide is designed to take you through the basic features of Select, and to help with any common problems that may occur.

Accessing Select

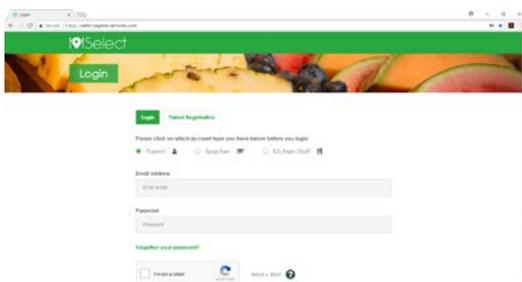
You can access Select in multiple ways:

1. In your browser, simply type select.aspens-services.com to go straight to the site.
2. From the Aspens website, select the “School Meal Payment” option from the top menu, and then from the next page, choose the “Updated Meal Ordering System” option to be taken to Select. You can either click the picture or click the “Continue to site” button.
3. Search Google for “aspens select” and choose the “Link to Aspens Select – Aspens Services” link (it should be the top non-sponsored link)

Registering for the first time

If you haven’t used Select before, or if your school has just started using Select, you’ll need to register to use the site.

NOTE: If your child’s school was recently migrated from the old school meal payment system to Select, you will not need to register again. You can simply log in with the same email address and password that you used before. Make sure you are logging into Select and not the old site.

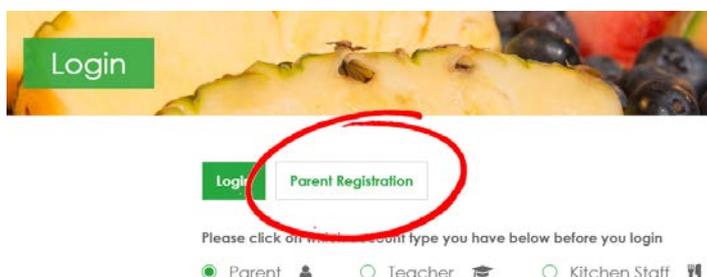


This is the new site



This is the old site

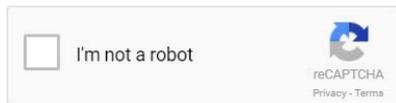
From the login screen, select **Parent Registration**



On the Parent Registration page that appears, fill out the required information (Title, First Name, Last Name, Email Address, Password, Security Question and Answer, Telephone Number)

You’ll also need to tick the “I’m not a robot” box:

Why do I need to prove I'm not a robot?



We use reCAPTCHA on our website to protect our site from malicious software attacks and spam. “Bots” and other malicious software can’t figure out the tasks, but humans can, so it blocks the bots from accessing our site while letting you (the human) in. If the bots were able to get in, they might be able to prevent you from accessing the site and ordering meals, so that’s why we need to stop them. Most of the time all you need to do is click the box, but sometimes you might need to complete a short picture-based task. Once you see the green tick, you can continue to log in.

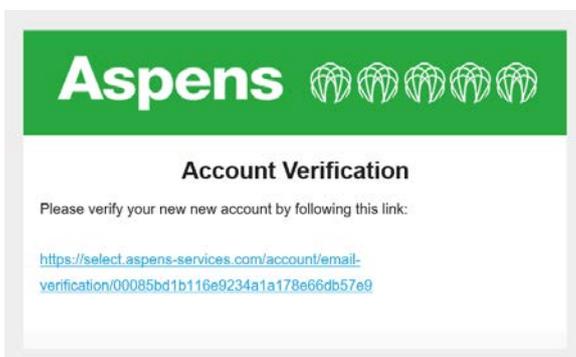
Once you’ve entered your information, click Register at the bottom of the page. You should see the following message:



Registration Complete

Your account has been registered. Please check your emails for a verification link so you can login to your account. [Go to login](#)

Next you’ll need to check your emails for our verification email. All you need to do is click the link in the email, and this will verify your account.

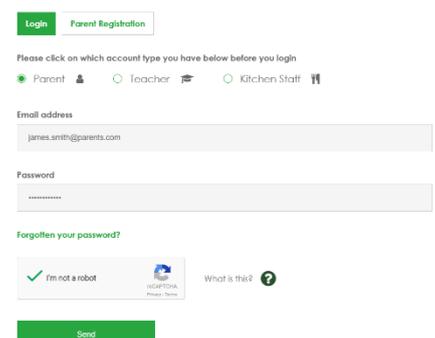


You are now registered for Select, and you can now log in using the email address and password you registered with.

Logging In

Logging in is as easy as heading to the login page, entering your email address and password, saying you’re not a robot, and clicking send.

Make sure that the “Parent” option is selected, otherwise you will not be able to log in.

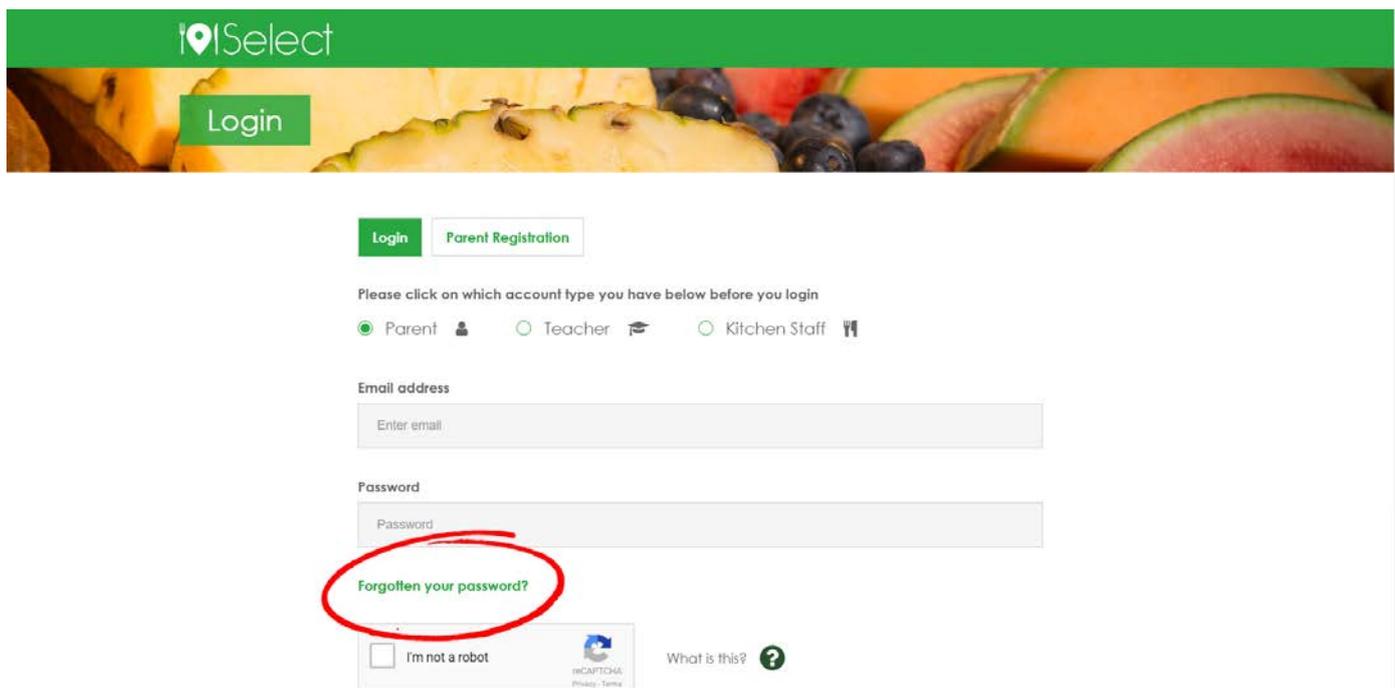


Common login problems

Failing the “I’m not a robot” reCAPTCHA	Make sure that you have completed any picture-based tasks, and that the box is showing a green tick before continuing.
I’m getting an “Incorrect Login Details supplied” message when I try to log in.	Make sure you are logging in with the email address you registered with and that you are entering your password correctly. Also, make sure you aren’t trying to log in as “Kitchen Staff” or “Teacher”.
“I’m trying to log in but it’s asking for all my details again”	It sounds like you’ve accidentally entered the “Parent Registration” page and are re-registering for Select. There is no need to do this, simply return to the previous page and log in with the email address and password you registered with.
I can’t remember my password!	You can reset your password using the “Forgotten Your Password?” link on the log in page.
There’s red text that says “Verification expired. Check the checkbox again.”	You completed the reCAPTCHA but you took too long to click the green send button, so the verification expired (you normally have about 2 minutes). Simply re-tick the box and continue.
My login page looks entirely different, there’s no captcha, and I see completely different options to the ones in this quick start guide.	You might be trying to log in to the wrong site. The correct site will say “Select” at the top, and the web address will be select.aspens-services.com . If you’re on aspens-services.co.uk/meals/ , you won’t be able to log in and need to use Select to log in.

Resetting your password

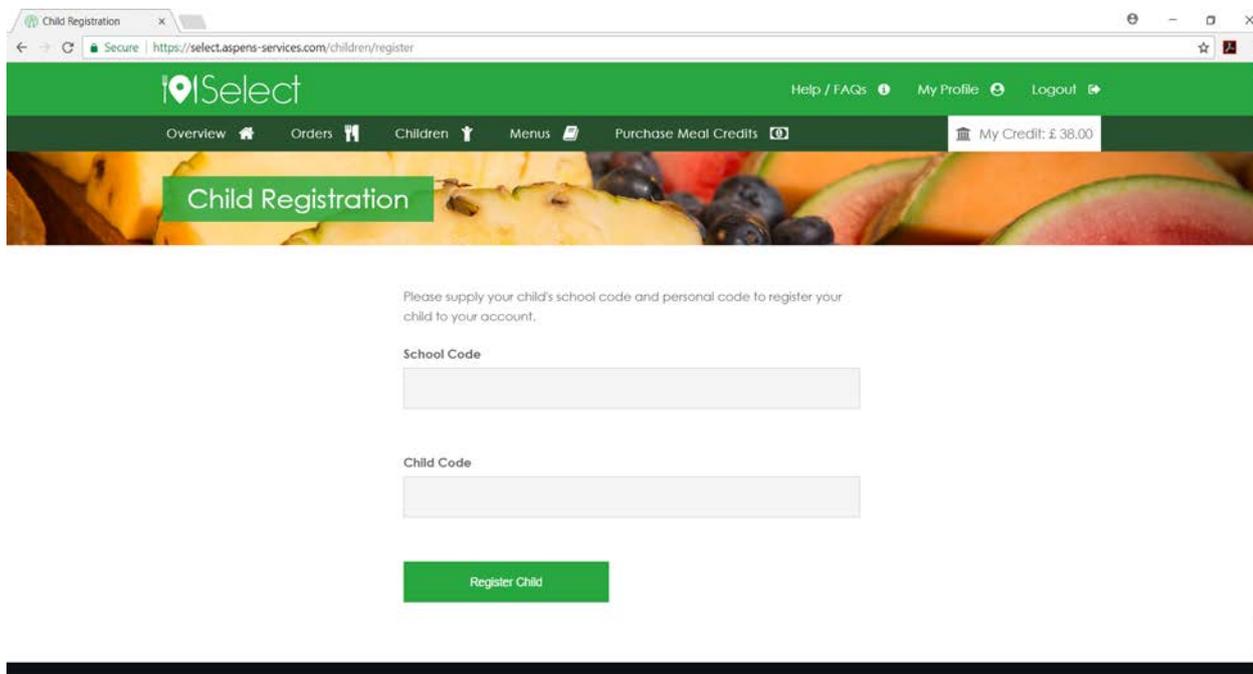
If you're having trouble remembering your password, you can now simply reset your password. From the login page, click the **Forgotten your password?** link.



The screenshot shows the iSelect login page. At the top, there is a green header with the iSelect logo and a 'Login' button. Below the header, there are two tabs: 'Login' (selected) and 'Parent Registration'. A message reads: 'Please click on which account type you have below before you login'. There are three radio buttons: 'Parent' (selected), 'Teacher', and 'Kitchen Staff'. Below this are two input fields: 'Email address' and 'Password'. A link labeled 'Forgotten your password?' is circled in red. At the bottom, there is a checkbox for 'I'm not a robot', a CAPTCHA logo, and a 'What is this?' link.

Adding a Child

Your school will provide you with their school code and a child code for each child you have that attends. The first time you log in you will be asked for this information. Once you've added one child, you can easily add another by going to Children > Register Child



The screenshot shows the 'Child Registration' page in a browser window. The browser address bar shows 'https://select.aspens-services.com/children/register'. The page has a green header with the iSelect logo and navigation links: 'Help / FAQs', 'My Profile', and 'Logout'. Below the header is a dark green navigation bar with links: 'Overview', 'Orders', 'Children', 'Menus', 'Purchase Meal Credits', and 'My Credit: £ 38.00'. The main content area has a green banner with 'Child Registration'. Below the banner, there is a message: 'Please supply your child's school code and personal code to register your child to your account.'. There are two input fields: 'School Code' and 'Child Code'. At the bottom, there is a green 'Register Child' button.

If you have different children at different schools, you can still add all your children to your one parent account. If your spouse/partner wants to register, they can also do so, and you can both have the children in your account. One parent cannot spend another parent's credit however.

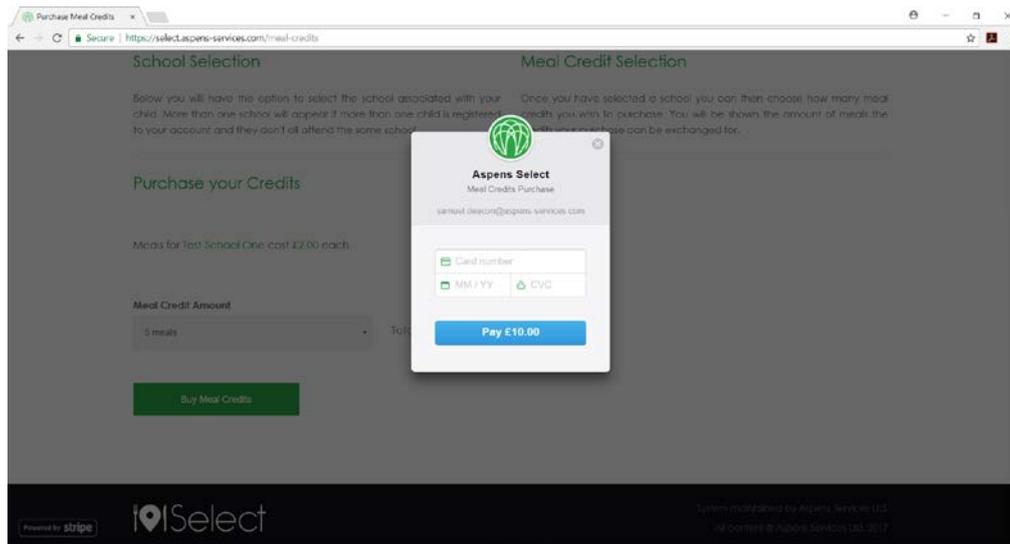
You can remove children from your account by going to Children> View Children and clicking the red “Unregister” button.

Purchasing Credits

Once you’ve added your children, click the “Purchase Meal Credits” option from the menu. Bear in mind if your child receives free school meals, you won’t need to purchase any credits.

If you have children at different schools, you’ll need to choose which school you are purchasing meal credits for. (This is because different schools charge different amounts for their dinners).

Select how many meal credits you wish to purchase and click “Buy Meal Credits”. Then enter your card details to make a payment.



Once this is done, after a few moments the credit will appear in your account. (Please be patient if the credit doesn’t show immediately)

Free Credits

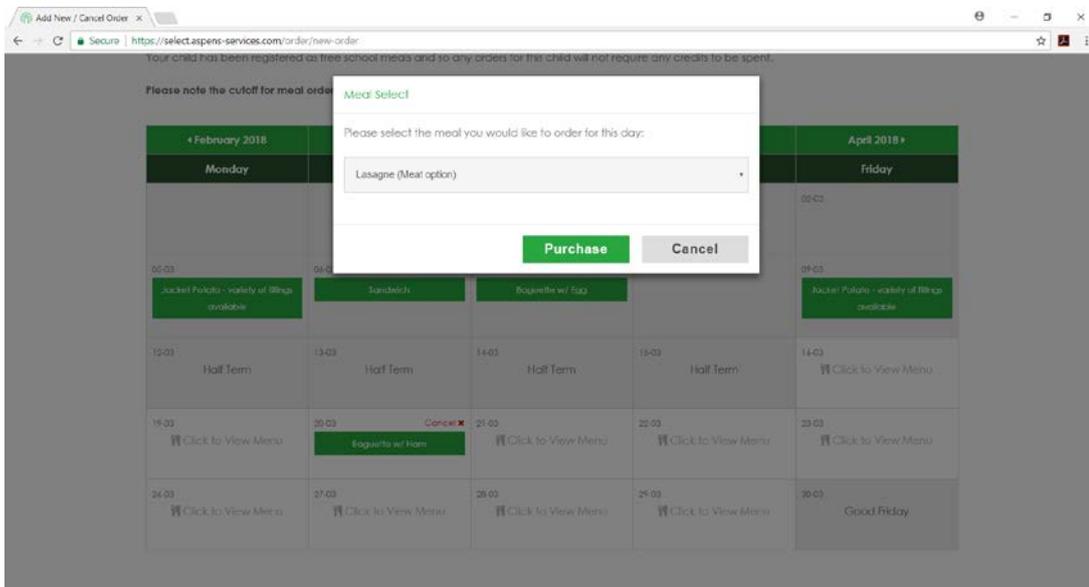
Ordering over a certain quantity of meals will reward you with free meal credit. This credit is kept separate to your main credit balance and you’ll be asked while ordering whether you want to use it up or not. If you ordered a meal with free credit and then chose to cancel that order, the credit will return to your free credit balance.

Ordering Meals

From the top menu go to Orders> Create New / Cancel Order

Select which child you are ordering meals for (you might see different menus for different children depending on which schools they attend and any dietary requirements they have). Select the date from the calendar you wish to order a meal, and then choose the option from the menu.

Click the green “Purchase” button, and your order will be placed.



Note: Most schools offer a different Meat option and Veg option each day, as well as common options every day such as Jacket Potato, Sandwiches and Baguettes. A few schools choose to only have a “School Meals (choose on the day)” option, where the child would choose on the day rather than booking meals ahead of time.

Cancelling orders

From the calendar page, you can cancel existing orders by simply clicking the red **Cancel x** on a date you’ve placed an order, and clicking Confirm. Any credit you’ve used will be refunded to your account, and you can use it to place another order if necessary.

Viewing Menus

You can easily view the menu options for each term by clicking the “Menus” link from the top menu. Most schools operate a 3 week rotation of menus each term, and these update regularly.