



Chartwells @ Dover Court International School

- A MEMBER OF COMPASS GROUP PLC -

Compass Group is a global leading food service and hospitality company and has specialised in the education sector through their subdivision, Chartwells. It is a diverse family of food and nutrition specialists dedicated to providing the academic community with innovative, healthy dining options. From kindergarten to college, the foods we serve helps fuel the ideas and dreams of future generations. But we do more than feed hungry students. We practice a single-minded commitment to building strong bodies, sharp minds, and establishing the foundation for a long, healthier life. We call this Eat. Learn. Live.

School Lunch Pre-ordering Process

Step 1: Create Parent Account: <https://secure.myschoolaccount.com/CreateAccount.aspx>

- enter the required personal information
- enter SG as the 2 digit for abbreviation for the “state” which represents Singapore

Step 2: Log In to Your Account: <https://secure.myschoolaccount.com/Login.aspx>

Step 3: Add students to your account.

- Click on the “Manage Students” button followed by clicking on the ADD STUDENT button once the page loads.
- Enter the student ID (please email dcis@compass-group.sg or call 9786 7672 to acquire the ID of your child) *this is a security measure that cannot be overridden as your child need to be linked to the parent account by the unique ID.
- A parent can have multiple students assigned to an account, but a student can only be assigned to ONE parent at a time.

Step 4: Complete your meal pre-order process

- This system works on a declining balance.
- You can put money on your account via online credit card payment.
- You can put as much or as little money on your account at any given time that you would like.
- Please note, there is an administration fee of \$6 per credit card transaction.
- In order to process an order online:
 - Please select your which child you would like to order for
 - Choose the date and the menu item you would like to order.
 - You can choose as many days as you would like to order at once.
 - When you are done with your order, select CHECK OUT CART
 - Verify the order and hit NEXT.
 - You will get the Purchase Information Screen – Hit FINISH to complete the order.

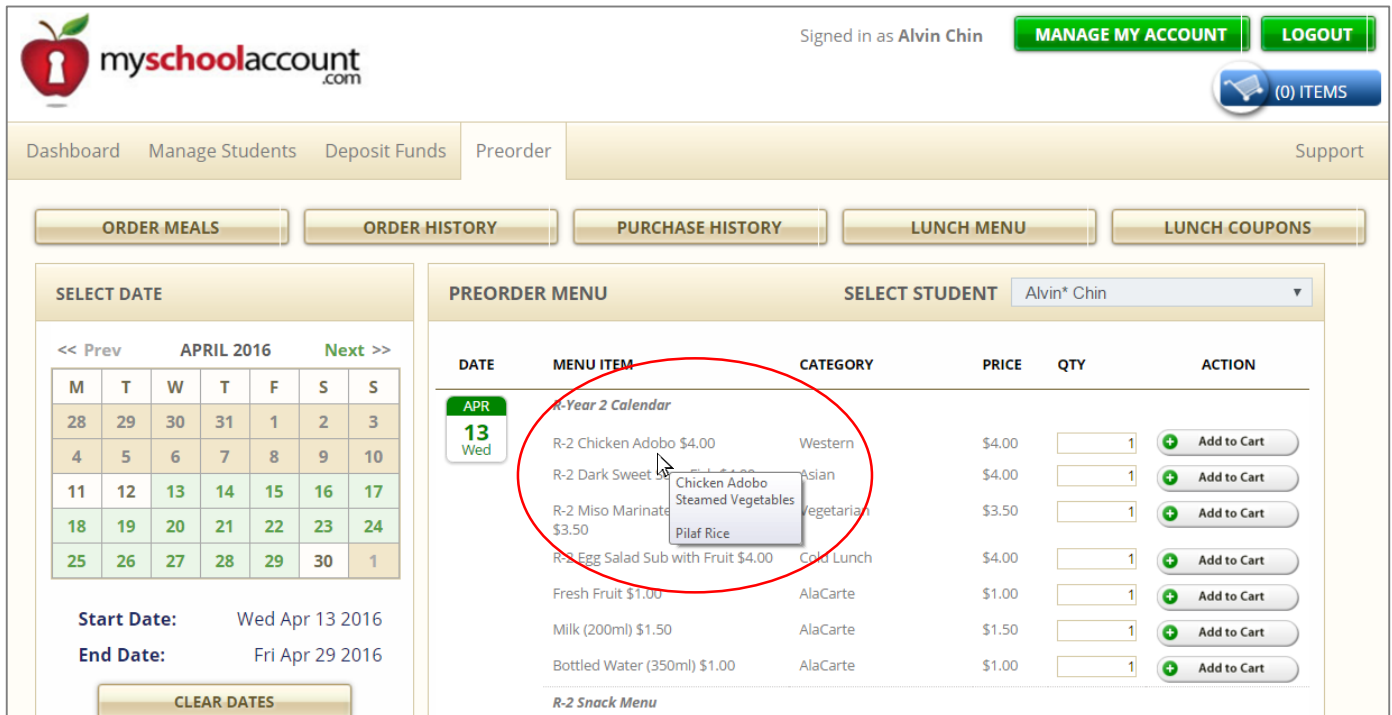
FREQUENTLY ASKED QUESTIONS (FAQ)

Where do I get my students' ID number?

Please email dcis@compass-group.sg or call 9786 7672 to acquire the ID of your child.

Where do I see the details of the menu on the website (www.myschoolaccount.com)?

You can point your mouse cursor on the menu item and a description box will appear (as shown in the picture below).



The screenshot shows the myschoolaccount.com website interface. At the top, there is a navigation bar with links for Dashboard, Manage Students, Deposit Funds, Preorder, and Support. A user is signed in as Alvin Chin, with buttons for Manage My Account, Logout, and a shopping cart icon showing 0 items. Below the navigation bar are buttons for Order Meals, Order History, Purchase History, Lunch Menu, and Lunch Coupons. The main content area is divided into two sections: 'SELECT DATE' and 'PREORDER MENU'. The 'SELECT DATE' section shows a calendar for April 2016, with the start date set to Wednesday, April 13, 2016, and the end date set to Friday, April 29, 2016. The 'PREORDER MENU' section shows a table of menu items for the selected student, Alvin* Chin. The table has columns for DATE, MENU ITEM, CATEGORY, PRICE, QTY, and ACTION. A red circle highlights the 'R-2 Chicken Adobo' menu item, which has a price of \$4.00 and a quantity of 1. A tooltip appears over the item, showing a list of items: 'Chicken Adobo', 'Steamed Vegetables', and 'Pilaf Rice'. Other menu items include 'R-2 Dark Sweet', 'R-2 Miso Marinade', 'R-2 Egg Salad Sub with Fruit', 'Fresh Fruit', 'Milk (200ml)', and 'Bottled Water (350ml)'. Each item has an 'Add to Cart' button.

DATE	MENU ITEM	CATEGORY	PRICE	QTY	ACTION
APR 13 Wed	R-2 Year 2 Calendar				
	R-2 Chicken Adobo \$4.00	Western	\$4.00	1	+ Add to Cart
	R-2 Dark Sweet \$4.00	Asian	\$4.00	1	+ Add to Cart
	R-2 Miso Marinade \$3.50	Vegetarian	\$3.50	1	+ Add to Cart
	R-2 Egg Salad Sub with Fruit \$4.00	Cold Lunch	\$4.00	1	+ Add to Cart
	Fresh Fruit \$1.00	AlaCarte	\$1.00	1	+ Add to Cart
	Milk (200ml) \$1.50	AlaCarte	\$1.50	1	+ Add to Cart
	Bottled Water (350ml) \$1.00	AlaCarte	\$1.00	1	+ Add to Cart

I forgot my password. How can I get my password?

Click the "Forgot Password?" link in the myschoolaccount.com login page. Enter the e-mail address you used when you created your myschoolaccount.com account and click Retrieve Password. Your password will be e-mailed to you.

Can I cancel a pre-order?

Once a pre-order has been submitted, you can no longer cancel or change an order through the website. You will need to contact dcis@compass-group.sg to inquire about changing/cancelling your orders. This is because we order food ingredients well in advance based on the orders that parents have placed online. If parents have the option to change their orders online, it could cause overages or shortages for the food service provider. Therefore, the system has been setup to not allow changes once an order has been submitted.

What is the cut-off time to do the pre-ordering?

The cut-off time is 12.00pm one day prior to the lunch service. If you miss the cut-off time, please contact dcis@compass-group.sg or call 9786 7672. We are happy to assist and ensure your child receives the food.

How long will it take for my deposit to show up in my child's account?

The cut-off time for online payments is midnight (EST) each night. Payment made before midnight (EST), will post to the student "Deposit Funds" the same night and be available to the student in the morning. Payments made after midnight (EST), will not post until the following night. There are occasions when payments do not post to the local school over night. This could be caused by equipment problems, internet outage in a certain part of the country or a problem on one of our servers. The technical staff at myschoolaccount.com closely monitors the network traffic between our system and your local school. Any time there is a problem, we try to have it resolved within 24 hours so there is a minimal delay in posting the payments.

Can I make payments to multiple children's accounts with one payment?

Yes. You will need to enter a specific payment amount for each child.

How do I add additional students after the initial set up of my account?

Students can be added by clicking the "Add Student" button located on the myschoolaccount.com dashboard. Students can also be added or removed from the "Manage Students" section.

Can I receive an email when my child's account balance is low?

Yes. You can establish an account balance notification threshold for each child. Once the account balance falls below the established amount, myschoolaccount.com will automatically send you an email notice.

Can I request to change brown rice to white rice for my child (as he/she does not like brown rice)?

As we promote healthy eating, our main rice offering is brown rice. We do not accommodate food preference. If your child has special dietary requirements (i.e. food allergy), please let us know. We will do our best to work with you to ensure your child receives a meal he/she can eat.

Can I still make the pre-order payment in school canteen via cash/cheque?

For this term, we will continue to accept payments in the canteen via cash or cheque. For cheque, please address it to "Compass Group (Singapore) Pte Ltd".

What happens to the money in my child's account at the end of the school year?

The balances will automatically rollover to the next school year. If however, your student is graduating or changing schools, we will provide a refund. Please contact us directly to inquire about the refund process.