

Welcome to Online Lunch Ordering for Lake Norman Charter School

LNC's PTO lunch program uses Orgs Online Software Services for our lunch order program. All lunch orders must be placed and paid for online. Here is what you need to know to get started.

First Time Users: Create Your Online Account

1. Go to <http://www.orgsonline.com>
2. Use the **ACCESS MY ACCOUNT** in the box that appears on the left and select "create new account"
3. Provide the account setup information requested and enter the **school code (if you have a student at more than one school, see the below before moving on to step #5)**
 - a. **High School:** 243LNHSNCNC
 - b. **Middle School:** 244LNMSNCNC
 - c. **Elementary School:** 454LNESNCNC
4. Select continue and complete the account set up. This is where you can add login information for a second user.
5. Please select "YES, I want to receive email notifications" to receive a reminder email at the beginning and end of each ordering period.
6. Complete the security provisions information and select "update".
7. Select "manage family members" on left side of screen, then select "click here to add a new student" to add your student(s) – enter first & last name, grade, gender & select "yes" for LNC student.
8. Be sure to add your student to the school where they will receive lunch...HS, MS or ES.
9. Each family will have **one "Family Account" for all of your students** where you can place orders, view orders, view payments, update account, etc. If you have a student at both schools, you need to:
 - a. Select "request dual school" option that appears on the left side of the screen
 - b. Enter the school code for the other school
 - i. **High School:** 243LNHSNCNC
 - ii. **Middle School:** 244LNMSNCNC
 - iii. **Elementary School:** 454LNESNCNC
 - c. Now you will have the option at the top of the menu on the left of the screen to "switch schools"
10. Each school offers different items/vendors on different days. NOTE that all order MUST be placed and paid for at the school your child attends.

Returning Users with students who must be moved to another school (from ES to MS or from MS to HS)

1. Go to <http://www.orgsonline.com>
2. Use your login name and password from last year (select "forgot my password" or "get help", if needed)
3. You will receive a reminder email at the beginning and end of each ordering period if you answered YES to RECEIVE SYSTEM EMAILS. You can change or confirm your answer under UPDATE MY INFORMATION.
4. Your student's name will still be listed in your account from last year. Do not add your returning student(s) into the system. If you don't see your student, use the "switch schools" link.
5. If you have a student moving to another school (ES to MS/MS to HS) you will need to add that student to the new school's system. You will also need to remove your student's profile from their former school (ES or MS) to avoid ordering at the wrong school.
6. You will use **one "Family Account" to access each school** using a "switch schools" link
7. Once you've logged into your family account
 - a. Select "request dual school" option that appears on the left side of the screen
 - b. Enter the school code for the other school
 - i. **High School:** 243LNHSNCNC
 - ii. **Middle School:** 244LNMSNCNC
 - iii. **Elementary School:** 454LNESNCNC
 - c. Now you will have the option at the top of the menu on the left of the screen to "switch schools"
8. Each school offers different items/vendors on different days. NOTE that all orders MUST be placed and paid for at the school your child attends.

Returning Users (with no changes from last year)

1. Go to <http://www.orgsonline.com>
2. Use your login name and password from last year (select “forgot my password” or “get help”, if needed)
3. Your student’s name will still be listed in your account from last year. Do not add your returning student(s) into the system. If you don’t see your student, use the “switch schools” link.
4. You will continue to use **one “Family Account” to access all schools** using a “switch schools” link
5. You will receive a reminder email at the beginning and end of each ordering period if you answered YES to RECEIVE SYSTEM EMAILS. You can change or confirm your answer under UPDATE MY INFORMATION.
6. Each school offers different items/vendors on different days. NOTE that all order MUST be placed and paid for at the school your child attends.

To Submit an Order:

1. Log into your account and select **LUNCH** under services on the left side of the screen or select “click here to access the lunch system” on the dashboard
2. Select **PLACE LUNCH ORDER** and submit a separate order for each student in your family
3. You will see the **REVIEW ORDER** page
4. Select the **SUBMIT ORDER** button to confirm the order. You must process each order through until you see the **Order Confirmation** page.
5. A **confirmation page** will display on-screen after you submit each order. Be sure to submit an order for all students before selecting **PAY NOW**.
6. To see what you ordered, log into your account and select **VIEW ORDERS**. You will see exactly what the system recorded for each student. You can view your lunch orders at any time.
7. The total amount due for your family (by school) is listed under the **CURRENT BALANCE** as orders are placed. Once all lunch orders are submitted, select **VIEW AMOUNT DUE** to see a recap of your family’s current orders.
8. Select the **PAY NOW** button once all orders have been submitted and confirmed to authorize your electronic check or credit card payment.
9. **PLEASE NOTE:** families with students at both schools will place and pay for the orders at each school. ALL orders must be placed and paid for by the end of each order period.

To Change an Order:

1. Log into your account and select **LUNCH** under services on the left side of the screen or select “click here to access the lunch system” on the dashboard
2. Select **PLACE LUNCH ORDER** and submit a separate order for each student in your family
3. You will see the **REVIEW ORDER** page
4. Select the **SUBMIT ORDER** button to confirm the order.
5. Any changes you make will replace the original order and you will receive another confirmation email.
6. If you have already paid and the balance due is under \$5, you will pay the difference on the next order.
7. If you have already paid and you have a credit, that amount will automatically be subtracted from your next order.
8. To see what you ordered, log into your account and select **VIEW ORDERS**. You will see exactly what the system recorded for each student. You can view your lunch orders at any time.

Important Information:

- Set your account up and place your order as soon as possible so we can help you prior to the close of the order period.
- You will receive a reminder email at the beginning and end of each ordering period if you answered YES to RECEIVE SYSTEM EMAILS. You can change or confirm your answer under UPDATE MY INFORMATION.
- All orders must be paid prior to the close of the order period. Any unpaid orders remaining after the order period is closed will not be processed.
- The system will not accept late orders; please be sure to submit and pay for your order early.
- If you forget your password or need help, you can select “forgot my password” or “get help” on the login page; or email the school coordinator at hslunches@lncharter.org, msslunches@lncharter.org or eslunches@lncharter.org.