Frequently Asked Questions: Lunch System Transition

The Transition

When does the new lunch software system go into effect? The transition to HotLunch.com will be officially complete on Monday, February 9th. Starting on this date, all lunch orders must be placed through the new platform.

Will Meal Manage still be available? No. To ensure account accuracy and prevent double-billing, we are moving entirely to HotLunch.com. Meal Manage will be discontinued for our school on Friday, February 6th, after which all activity will happen on the new site.

What happens to the money in my old account? Any existing credits or balances from your Meal Manage account will automatically migrate to your new HotLunch.com account once you set your account up.

What if I don't transition to the new system? Because we are retiring the old software, a new account is required to preorder meals and manage payments online. If you do not create an account, you will not be able to utilize the online ordering features for the remainder of the school year.

Fees & Payment

Is the $10 sign-up fee per student or per family? The $10 annual sign-up fee is charged per family. This fee is applied once per year on July 1st. To help with the transition this year, Nourish is providing a $5 credit to your account shortly after you register.

Are Free and Reduced lunch families required to use the app? Is the fee waived? Yes. Families receiving Free or Reduced lunch benefits are still required to use the app to preorder meals or manage accounts. Additionally, if your scholar orders a la carte food items or desserts, you will need an account to pay for those items, as they are not included in the standard meal for free and reduced families. For these families, the annual sign-up fee will be waived.

Is there a convenience fee for adding funds? No. When adding funds to your account via credit or debit card, there is no standard processing convenience fee.

Is cash still an option? We strongly encourage the use of our secure online system for speed and accuracy. However, if you prefer to pay with cash, you may do so by bringing it to the school office in a sealed envelope with the scholar's name clearly marked.

Ordering

Are preorders necessary or optional? Preordering is highly encouraged but not mandatory. Preordering allows you to secure your child's meal choices up to one week in advance and helps us minimize food waste.

What if I forgot to order? Can my scholar still eat? Yes. Since pre-ordering is not mandatory, your scholar may still go through the line and select their meal for that day.

Technology & Support

Is there an Android app, or is it only for iOS? Currently, the mobile app is only available for iOS. However, the HotLunch.com website is fully mobile-friendly and can be accessed easily through any web browser on an Android device.

How do I get help if I'm stuck? For technical issues with the website or app, please use the "Software Support" button on the bottom-left of your account dashboard. For questions about menus or school-specific lunch policies, please contact Mr. Lashley at jlashley@biaschool.org.

I forgot my password and the 'reset' email isn't coming. What do I do? If you have already attempted to use the "Software Support" button without success, please contact Mr. Lashley at jlashley@biaschool.org for direct account assistance.

Quick Setup Reference

- **Website:** https://nourish.ahotlunch.com/login
- **Campus Code:** BIA
- **App Domain (iOS):** nourish