

North Star Charter School 2014-2015 Lunch Program

Welcome! The North Star Charter School Lunch Program is excited to offer nutritious, well balanced, and affordable meals served daily throughout the school year. All lunch orders should be placed with our easy to use online ordering system. You will find a link to the system on our school website www.nortstarcharter.org under parent resources, or go to www.orgsonline.com.

If you are returning to the Lunch Program you will use the same Family Account you have used in the past.

First time users will create a new Family Account using our **school code: 298NCSID**. Submit all required information to activate your account. Once your Family Account is set up you may: **PLACE LU; VIEW ORDERS; VIEW PAYMENTS, VIEW/UPDATE ACOUNT, AND MORE!**

Submitting Orders

1. Select **PLACE LUNCH ORDER** then submit a separate order for each student having lunch for that day.
2. When each order has been submitted, select the **PLACE ORDER** button at the bottom of the page.

A confirmation email will also be sent as orders are recorded. If you receive duplicate order confirmations do not worry. Duplicate orders are not possible. 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 and **PRINT** your orders at anytime. As orders are submitted, the total amount due for your family is listed under the **CURRENT BALANCE**. After all lunch orders have been submitted, select the **PAY NOW** button to submit your online payment. Follow the on-screen prompts to complete and submit your payment. A Convenience Fee charge will appear when you view the total amount due. This charge is to help cover processing fees charged to the lunch program to accept online payments. If you have any question regarding your payment, select the **VIEW PAYMENTS** option to see what was recorded to your account.

Please remember:

- The first time you visit the school lunch website, login as a **FIRST TIME USER** to activate your account.
- You will use the school code shown above to activate your account.
- Follow the on-screen prompts to setup your family account, place orders, view orders, make payments.
- You need to place a **separate order for each child** (or staff member) that is ordering lunch.
- Submit all orders before selecting the **PAY NOW** button to submit a payment.
- If you encounter a login problem use the **GET HELP** button to request assistance.
- If needed, select the **RETRIEVE MY PASSWORD** option to have your password immediately sent to you by email.
- You **MUST** process each order through until you see the **Order Confirmation** page. This system does not recognize your order until you see this page.

Questions: Please email gwen.gandafoods@q.com or call 208.322.3671