

The Impact Food App - FAQs

Introducing the Impact Food App, the easy and convenient way to order meals for your child.

How do I register for the Impact Food App?

You will be sent an email containing a unique link to register to the app which will be delivered from kontakt@kanpla.dk. This unique link identifies you as the parent / guardian of your child. Please do not share or forward this link to anyone else.

You will be asked to confirm your child's school and class as part of the process.

I have multiple children at the same school: do I have to register each one separately?

Yes. If you have multiple children at the same school, each child will be allocated a unique link – this ensures the safety and security of your child's data.

You will be sent a link for each child. Once each child is registered you can add them all to the one account to make it easier for you to manage.

Go to your *account settings* on the app and use the '*add child*' process to merge the accounts.

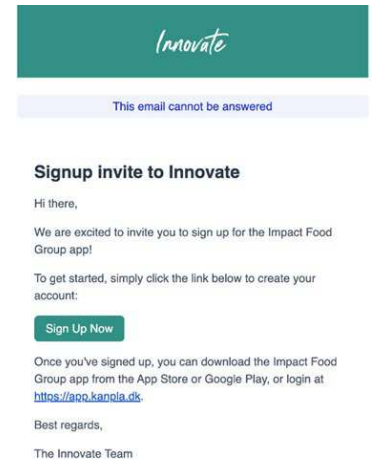
My child has food allergies. How do I let you know what they are?

During the registration process, we will ask you to select and confirm the food allergies for your child.

You will not be able to progress your registration without confirming what they are or confirming that your child is allergy free.

If you have multiple children, you will need to do this for each child during the registration process.

- Video guide: [How to update allergy information](#)



I am entitled to free school meals; can I still use the app?

Yes! Through information sharing with your school, we know who is eligible for free school meals and apply the entitlement to your child's account.

You can choose and order your child's meals without having to add a balance.

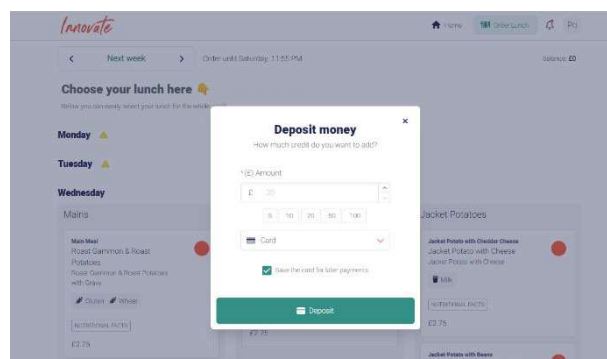
If you feel you are eligible for free school meals and your account is not set-up correctly, please contact your school to update the information they hold for you.

How do I add money to my account?

Before you can begin ordering meals you will need to add a balance to your account.

Click the *Balance* icon on the top right of your screen. Add your card details and the amount you wish to add and follow the instructions on the screen.

It works much like any the payment process you'd find in other apps.



Once you have added a balance, you can begin to order the meals.

- **Video guide:** [How to update your balance](#)

The school told me about the Impact Food App but I haven't received my invitation. What do I do?

Please contact kanpla@kanpla.io to request an update or a new invitation to be sent to you.

How do I order meals for my child?

- **Video guide:** [How to order lunch for your child](#)

The lunch menu is easy to navigate and use and works much like any shopping app you currently use.

We ask for meals to be ordered by Saturday 11pm for the following week. This helps us ensure everyone gets a meal they will enjoy and minimise food waste

I've received the email, but the link is not working and says there is an error.

We're sorry you've encountered an issue registering. Please contact tech support at kanpla@kanpla.io to resolve this issue.

The details of my child /ren are incorrect. What do I do?

We receive the details of your child through information sharing with the school. Please contact your school and make sure they hold the correct information for you and your child.

Once the school has updated things their end, the correct information will show on your child's account.

Further support and information

For technical issues please contact: kanpla@kanpla.io or use the *Help* button within the app to chat to someone.

For help with Free School Meal entitlement please contact: **your school**

For help with missing or incorrect child details please contact **your school**

For help with refunds please contact: Primary@impactfood.co.uk