



HEAVEN SENT CATERING LLC.

“A Taste Above the Rest”

Getting Started with Heaven Sent Catering’s Online Ordering System

Welcome to Heaven Sent Catering LLC.'s lunch ordering site. We hope you will find ordering lunches to be easy and intuitive. You will find below step-by-step instructions for getting started.

Start by logging in to: <https://heavensentcateringllc.h1.hotlunchonline.net/>. Next, click on the *Student* tab (top left), then click on *Create a new Student*. Select your School. Select your Student's Grade from the dropdown box. Enter their first name and last name and click *Submit*. Your student account has been created.

For families with multiple students, please repeat the above process for each child.

To order lunches, click on the *Order* tab (top left). Make your selections by clicking on the Entrée name, reviewing the meal description, and then clicking *Add to Cart*. The Entrée you selected will turn green, indicating it is in your cart. You may also click *Add All Similar* to add all similar items to your cart.

Families with multiple students may order for each student by highlighting each name. The names are listed on the upper left hand side of the screen. You may order and pay for all students at once. You do not need to log in and out for each student.

Once you have made your selections and are happy with your order, it's time to pay. Click on the *Checkout* button, in the bottom right hand corner of your screen. The next screen to appear will show you a summary of which lunches you bought and for whom. When you have reviewed your order and are satisfied, click *Pay Now*. If you review your order and see a change you would like to make, click *Make Changes*.

After you click *Pay Now*, you will be sent to a secure checkout page, where you will finish your transaction by entering your credit card information.

You will want to make sure you have your correct email address on file. In the event that you forget your Hot Lunch Account password, your email address is used to ensure your identity in the password resetting process. We do not store a human readable version of your password in our system, so please do not contact Heaven Sent Catering LLC. to retrieve your password. Instead, use the "Forgot my Password" link on the sign in page.

Thank you for ordering lunches with Heaven Sent Catering LLC. Please contact us if you have any questions regarding use of the program.

Technical Questions: 1-866-529-2064 (toll free) or support@hotlunchonline.com

Food and Menu Questions: 443-527-5566 or jford@heavensentcaters.com