



Guide for Parents

How to set up a Blue Runner Account

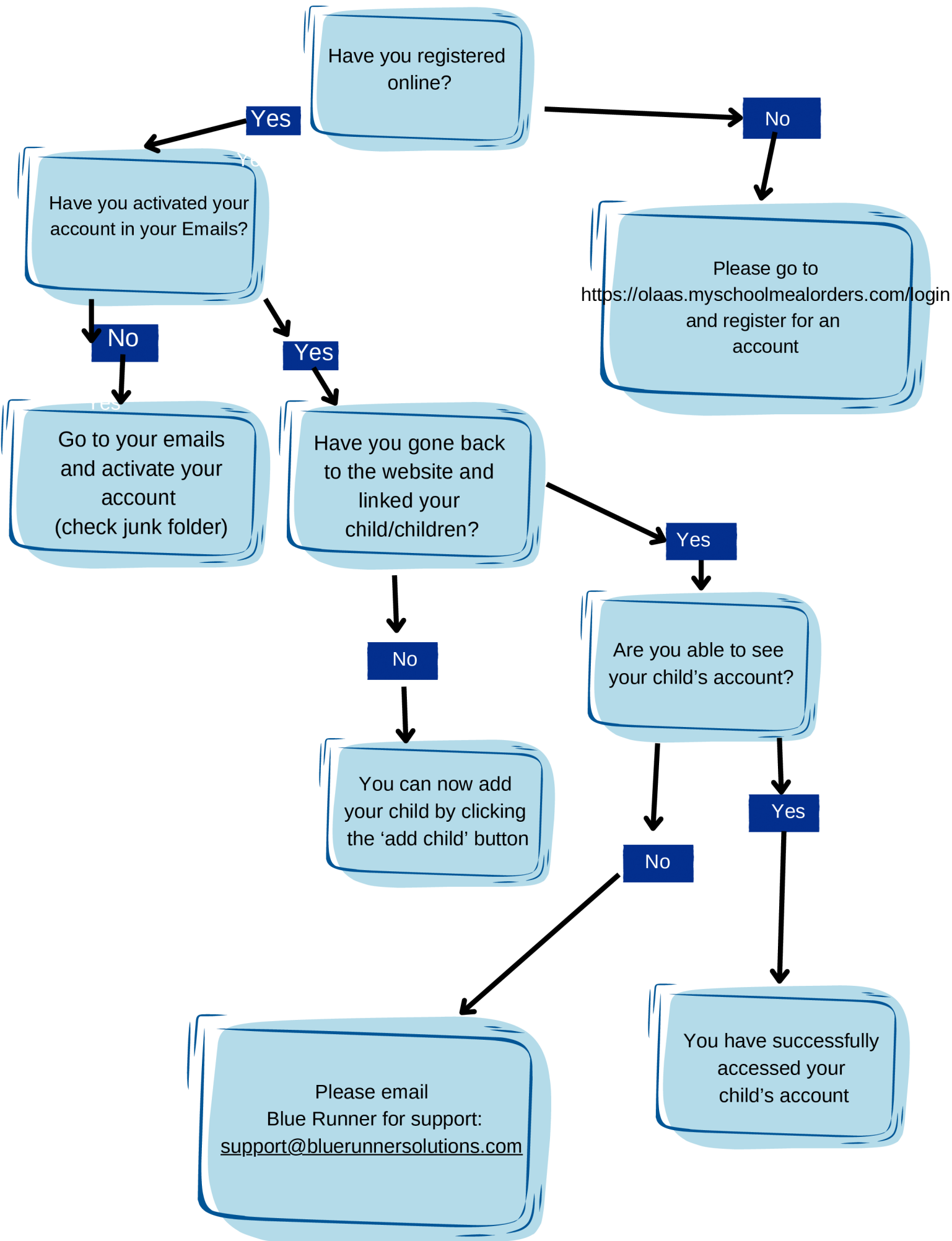
Register an Account using the link provided
Your Password must contain at least 1 special character for example @,%,#

Once your account is created, you will receive a verification email. Remember to check your junk mail. You must verify before you can use the account.

Once you have verified your account, you need to add your child. You must use the same name the school uses, no nicknames as the system will not recognise this.

Once you have linked your child, you can then access your ParentPay account to first top up your balance and then use Blue Runner to order child's meals and see your transaction history.





Have you registered online?

Yes

No

Have you activated your account in your Emails?

No

Yes

Please go to <https://olaas.myschoolmealorders.com/login> and register for an account

Go to your emails and activate your account (check junk folder)

Have you gone back to the website and linked your child/children?

Yes

No

Are you able to see your child's account?

You can now add your child by clicking the 'add child' button

No

Yes

Please email Blue Runner for support: support@bluerunnersolutions.com

You have successfully accessed your child's account

Parent FAQ's

I am trying to login but its saying my account is not recognised?

If you have not used your account for some time as a safety measure we sometimes lock the account, please contact your School Office to send you a password reset link to your email.

The system does not recognise my child?

Please make sure you are not using any other names than what the school has, or we have been given, as the system is sensitive to this. Make sure full names are used.

My child has a special dietary requirement, what do I do?

Please notify your school directly and they will then update your Caterer.

My meals have changed on the system, why is this?

Your meal may change if we have changed the menu for a theme day or special event, for example, you are then able to amend your order once the updated menu has been added.

Why do I have to top up first on ParentPay?

Your child's meals must first be paid for before you can order them. You will NOT be able to your order any meals unless you have credit, or until you have cleared any debt, on your ParentPay account.

I have registered my account but it wont allow me to login?

Have you verified your account by clicking the link in your emails, please also check your spam mail.

Topping-up on ParentPay account

Please only use the ParentPay to check and top-up balances as this is live data.

Where do I find my transaction history?

In the 'My Account' tab on the top bar, your transactions can be found here

What do I do if my child has Free School Meals?

You will still need to order your child's meals on Blue Runner, but you do not have to pay on ParentPay.

How do I register for an account?

To register please go to <https://olaas.myschoolmealorders.com/login>

Can I use 1 account if I have more than 1 child?

Yes, you can link all your children into the same account on Blue Runner for ease.

Why can't I find my child's school?

You will find your child's school if you start typing it in the School search box.