

How to register

Parents can register to establish a Nova Food account.

1. Click on **Join Now**, located near the top right of the website.
2. Complete the registration form with all the required information.
3. You will be presented with your **User ID**. Please remember this User ID as it is required for you to login. You will also get a copy of this information emailed to you.

Purchasing Additional Credits

Note: Before purchasing credits, ensure that you are logged into your account

1. From the main order page, you will notice a few links on the left side of the website. Click on **Purchase Credits** to proceed
2. Choose your desired refill amount and proceed by clicking on **Buy Additional Credits**
3. You will be redirected to MiraPay payment website. You may pay by VISA or Mastercard
4. Once your payment has been processed by MiraPay, you will be redirected back to the Nova Food website with the refill amount sitting in your account, ready to be used

Placing an order

Note: Please ensure that your account has enough credits to place an order, as well as a minimum of 1 child location BEFORE placing an order.

1. Click on **Order Now**, located at the top left side of the website.
2. You will be prompted to choose the child you wish to order for. Click [continue] below it
3. You will be presented with a calendar view of this month. Any dates that are available for you to order a lunch will be colored white.
4. Click on the date that you wish to place an order for, and a popup window will appear.
5. Choose the desired menu items that you wish to purchase and click on **Submit Order** once you are finished. *Credits will be deducted immediately after your choose to submit your order.*
6. A summary of your order will be presented. A summary email will also be sent to you. . If you want to repeat the same order for another date: click [Duplicate Order] and click on the date you want to have it repeated.
7. A summary of your order will be presented. A summary email will also be sent to you.

Canceling an Order

1. Visit the main order page (by clicking on **Order Now** from the top left of the website).
2. If you have more than 1 child delivery location, you will be prompted to choose the location that you wish to place an order for.
3. You will be presented with a calendar view of this month. Any dates that have orders made will be colored in dark green.
4. Click on the date that contains the order that you wish to cancel.
5. You will be presented with your current order details. At the bottom of this window, click on **Cancel Order**.
6. Your order will be cancelled and credits will be refunded back to your account.

Repeating an Order

1. Visit the main order page (by clicking on Order Now from the top left of the website).
2. You will be prompted to choose the child you wish to order for. Click [continue] below it.
3. You will be presented with a calendar view of this month. Any dates that have orders made will be colored in dark green.
4. Click on the date that contains the order that you wish to repeat. Click [repeat] below and click on the dates that you want to repeat.
5. You will also receive an 'order summary' email for your new orders.