

Say goodbye to queuing with Fusion Online!

Hello «Forename» *(«Year\_\_Class»)*,

We are excited to share with you our pre-ordering service that will allow you to purchase items from your school canteen using your mobile phone. Say goodbye to queuing with Fusion Online!

# Getting started

## Download the app

You can download the app by scanning the relevant QR code for your phone, or by searching ‘Fusion Online’ on your app store. Alternatively, head on over to [https://fusion.crbcunninghams.co.uk](https://fusion.crbcunninghams.co.uk/) where you can find download links or use our web-browser version.

|  |  |
| --- | --- |
|  |  |
|  |  |

## Create an account

After you have downloaded the app, you will need to create your account that can be used to pre-order your food. On the login page, tap on the **Sign-up** option.

Next, either click on the **Scan Code** button and follow the on-screen instructions to scan your ***onboarding code*** below or simply type it in.

### Your unique onboarding code:

«Onboarding Code»

Now, enter the e-mail address that you want to use for your account. Enter a password and choose a security question, providing an answer that you will remember (You’ll need this if you ever forget your password).

Tap on the **Register** option and you’ll receive an activation e-mail shortly afterwards. Follow the instructions in the e-mail to complete your registration.

Once activated, you can log into the app and start placing orders!

# So, what can you do with Fusion Online?

## Check your balance

That’s right! No longer do you need to queue at a device in the school to check whether you have enough funds remaining to order that meal you’ve been thinking about; you can now check your balance at home or on the school bus, at any time of day.

## Order your food in advance

Obviously, the most important part of a pre-order service is the ability to order your food in advance, and you can do precisely that. Choose when you’re ordering for, where you want to collect your food from, and then choose from our tasty menus and we’ll take care of the rest.

Bring your phone with you to collect your meal to show your unique order number and our canteen staff will have your food ready and waiting for you to collect, no queues, no hassle!

## View your upcoming meal selections

If you’ve placed multiple pre-orders, it’s easy to check what you’ve ordered from within the app. We’ll show you all your meal choices along with your unique order number, so that when it’s time to collect your food all you need to do is turn up and show your order number.

# What if I need help?

We’re hoping that Fusion Online is really easy to use, but don’t worry, if you do run in to any problems you can always visit <https://fusion.crbcunninghams.co.uk/help> to view a range of articles that should get you up and running in no time.

## What if I don’t have a compatible device?

The Fusion Online app is compatible with devices running iOS version 9+ and Android version 4.4+. If you do not have access to a device that is compatible, you can head on over to <https://fusion.crbcunninghams.co.uk> on any device that has a web-browser which means that you could order your meal from a computer in the school library, or even on a games console!

## Can I add multiple accounts to the app?

Not currently, no. Fusion Online was developed with the intention of students ordering their own meals on their devices. However, we are aware that a number of parents wish to do this on their child’s behalf, so this is something that we are looking into for future development.

Kind regards,

The CRB Cunninghams team