

Frequently Asked Questions (FAQ) about the Cafeteria Lunch Account System

1. Do I have to set up a lunch account for my child?

No, it is not mandatory to set up a lunch account. We also accept cash, credit cards, and Apple Pay for lunch payments. However, setting up an online account can make it easier to manage and track your child's lunch purchases.

2. How do I set up a lunch account for my child?

To set up a lunch account, please follow these steps:

1. Visit <https://tchslunch.ahotlunch.com/login>.
2. Sign up for an account.
3. Once you sign up, you will receive an email to activate your account.
4. After activating your account, you will need the school code: **tchs21**.
5. After logging in, you can add your child/children by clicking the "Add Child" option from the menu.

3. What is the school code?

The school code for setting up your account is **tchs21**.

4. Can I set up accounts for multiple children?

Yes! You can add multiple children to your account. Once you're logged in, there is a tab on the left-hand side of the menu where you can add your children who will be purchasing lunches.

5. Is there an app for managing my child's lunch account?

Yes! You can download the **HotLunch** iOS app to manage your child's account on the go. You can find the app on the [App Store](#) by searching for "Hot Lunch School Software." When setting up the app, use the domain **tchslunch**.

6. Can I track my child's lunch purchases?

Yes, once your child's account is set up, you can track their lunch purchases. You'll also be able to set up notifications to alert you when the balance is low, so you can add funds to their account.

7. What payment methods are accepted?

We accept multiple payment methods:

- Online account payments (via the HotLunch system)

- Cash
- Credit card
- Apple Pay

8. How can I add funds to my child's account?

After setting up the account, you can log in at any time to add funds. The system will also send you reminders when the balance is low.

9. Is there a minimum or maximum amount I can add to the lunch account?

There are no specific minimum or maximum amounts. You can add funds as needed, and the system will let you know if your balance runs low.

10. What if I don't want to use the online system?

The online system is optional. You can still pay for your child's lunch with cash, credit card, or Apple Pay directly at the cafeteria.

11. How do I reset my account password if I forget it?

If you forget your password, simply click the "Forgot Password" link on the login page and follow the instructions to reset it.