



# CRBCunninghams

education solutions



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# Fusion Online

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CRBCunninghams

# Table of Contents

- What is it? ..... 1
  - So, what can you do in the app?..... 2
- Onboarding ..... 3
  - 1. Enter your onboarding code..... 4
  - 2. Enter your details ..... 5
  - 3. Activate your account ..... 6
- Using the app ..... 7
  - Banners..... 8
  - Making an order ..... 9
    - Choose an order period..... 10
    - Choose a collection point ..... 11
    - Make your selections..... 12
    - View basket and submit ..... 14
  - Viewing your orders ..... 17
  - Checking your balance ..... 19
  - Logging out ..... 21
- Help ..... 22
  - I don't have an onboarding code ..... 23
  - I can't activate my account ..... 24
  - I've forgotten my password ..... 25
  - I've changed my email address ..... 29
  - My phone has been lost or stolen ..... 30
  - I don't want to use the app anymore ..... 31

## What is it?



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 the Fusion Mobile app!



The app is only available on iOS and Android.

## Download the app

You can download the app by scanning the relevant QR code for your phone, or by searching 'Fusion Mobile' on your app store.



If you have problems finding the app, head on over to <https://connect.crbcunninghams.co.uk> for the download links.



## *So, what can you do in the app?*

### 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 app 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

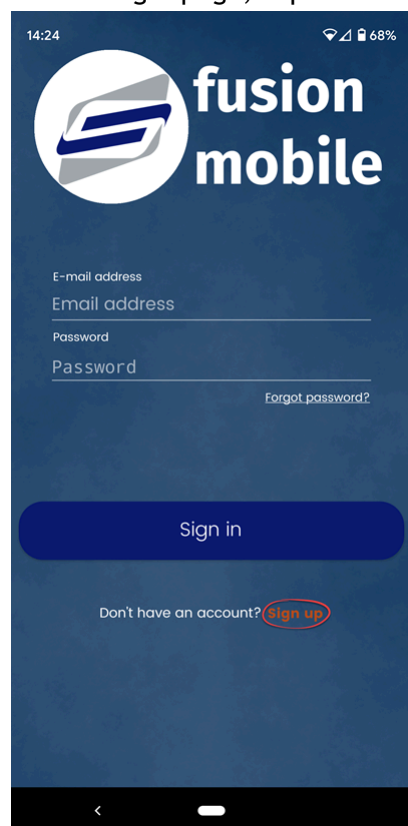
If you've placed multiple pre-orders, it's easy to check what you've ordered from within the app. We'll show you all your meal choices along with your unique order number, so that when it's time to collect your food all you need to do is turn up and show your order number.

## Onboarding

After you have downloaded the app, you will need to create your account that can be used to pre-order your food.

 You will be issued a unique onboarding code by your school. You will be unable to create an account without this.

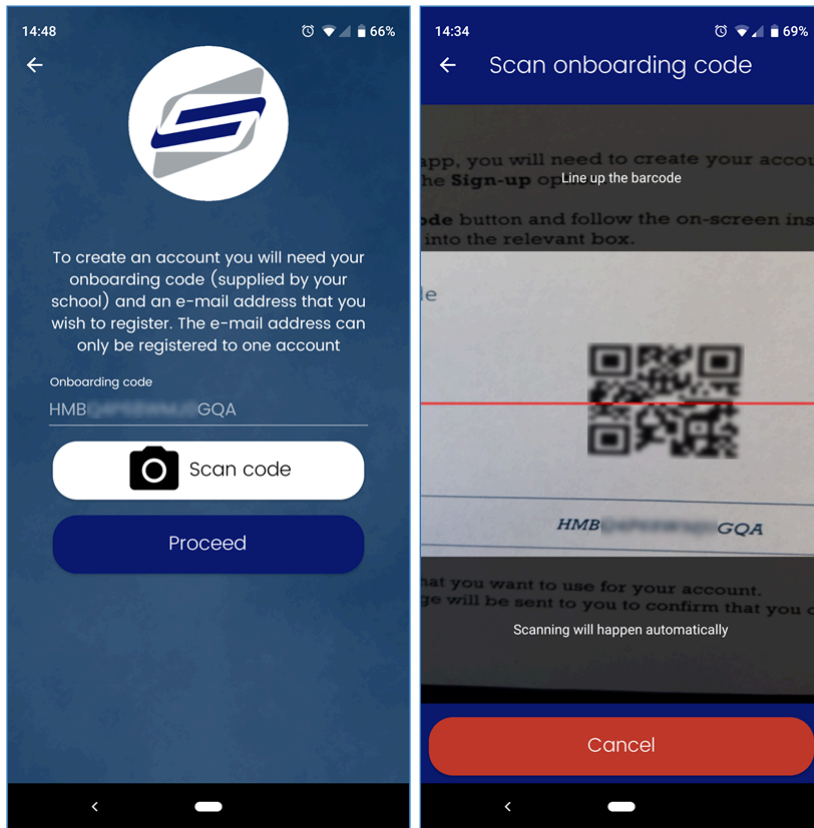
On the login page, tap on the **Sign up** option.



## 1. Enter your onboarding code

Next, either enter your unique onboarding code or simply press the **Scan code** button and follow the on-screen instructions.

 The app will require permissions to use your devices camera if you wish to use the scan feature.



*The codes are intentionally blurred in these images to prevent use.*

## 2. Enter your details

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).



Your name will be displayed within the message at the top of the screen. If this is not your name, **DO NOT PROCEED AND SPEAK TO YOUR SCHOOL.**



Please take care to ensure that you enter your details correctly. By registering for an account you are agreeing that you have read and understand our Privacy Policy. This can be viewed here: <https://connect.crbcunninghams.co.uk/Help/Privacy>.


After you have entered your details, press the **Register** button. You will receive an activation email shortly afterwards.

The screenshot shows a mobile app interface for account registration. At the top, the status bar shows the time 14:35, signal strength, Wi-Fi, and 68% battery. The app header is dark blue with a back arrow and the text 'Hi Alfredo Adams, please fill in the form to create a new account'. The form fields are as follows: 'E-mail address' with the value 'alfrdeothegreat@fakemail.com'; 'Password' with masked characters '\*\*\*\*\*'; 'Confirm your password' with masked characters '\*\*\*\*\*'; 'What is your favourite colour?' with the value 'Blue'; and a link 'Change question by tapping on it' below the color field. At the bottom, there is a green 'Register' button. Above the button, a line of text states: 'By registering for an account you are agreeing that you have read and understand our Privacy Policy', with 'Privacy Policy' being a clickable link.

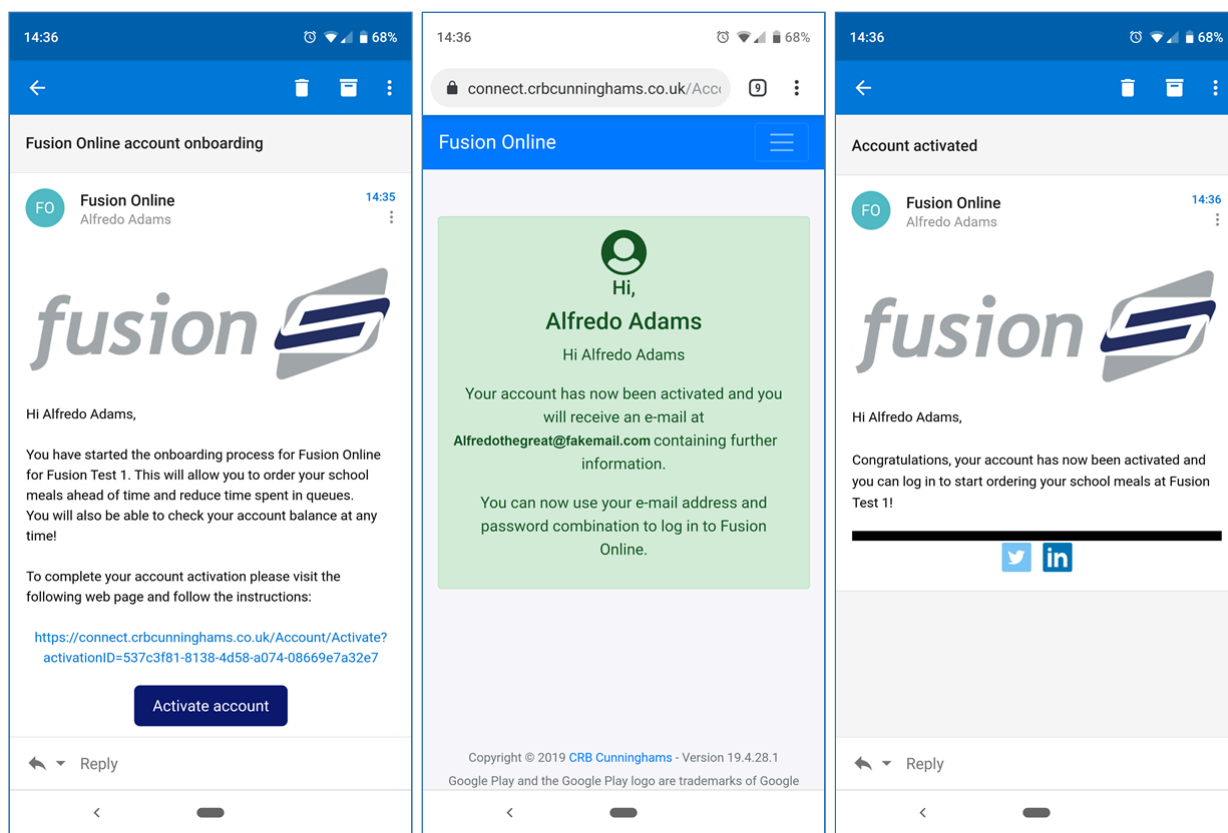


### 3. Activate your account

An activation email from 'appsupport@crbcunninghams.co.uk' with the subject 'Fusion Online account onboarding' will be sent to the email address that you entered in the previous step. To complete your account activation, you will need to click the link from within this email.

 If you cannot find the email, please check your Junk folder. If you are still unable to locate the email, or have accidentally deleted it, please contact your school who will be able to support you.

After clicking the link, you will receive a final email to confirm that your account has been activated. You can now log in and start ordering your school meals!

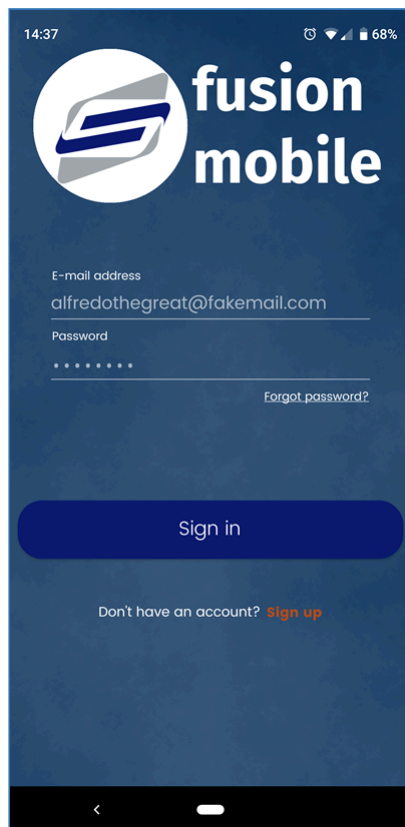


## Using the app

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Once you have completed the onboarding process, you can now sign in and start to use the app.

Open the app and enter the email address and password that you registered with. Press **Sign in** to enter.

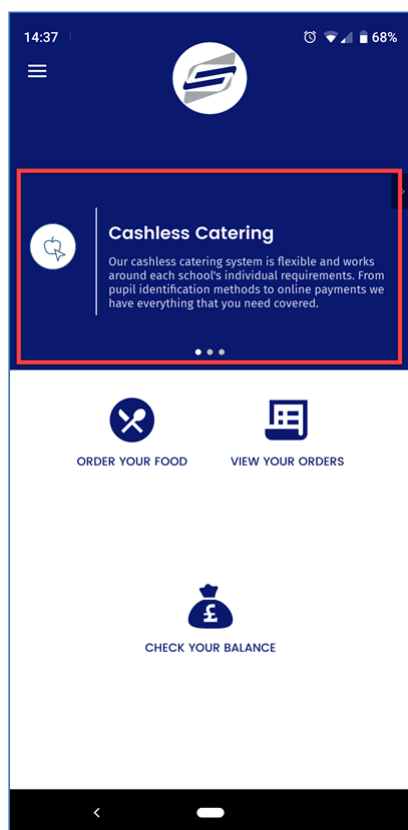


## Banners

Banners are displayed on the top half of the app. Banners are designed to alert you to information that may be useful to you. The number of dots indicate how many banners there are to be displayed and you can swipe left and right to cycle through them.



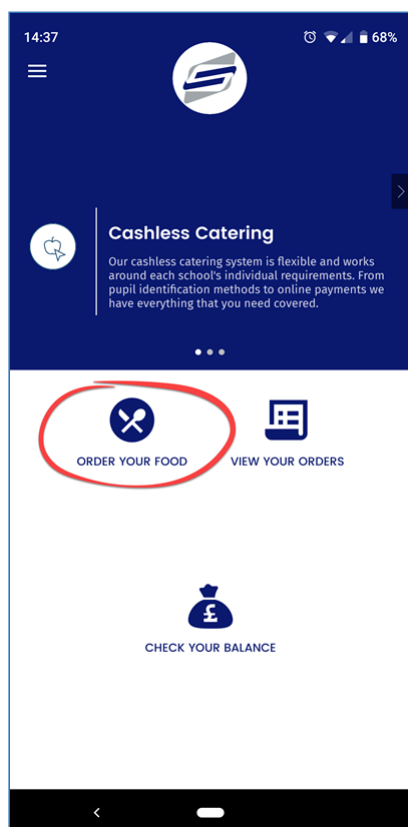
When pressed, some banners may open up a new web page with more information.



## Making an order

The primary reason this app exists is so that you can pre-order your school meals. To start an order, press the 'Order your food' icon.

! Your school will let you know when they will start accepting orders. If your school is not yet "live" with the system, you will be able to go through the process of ordering so you can get a feel for the app, but the order will be rejected when submitted.



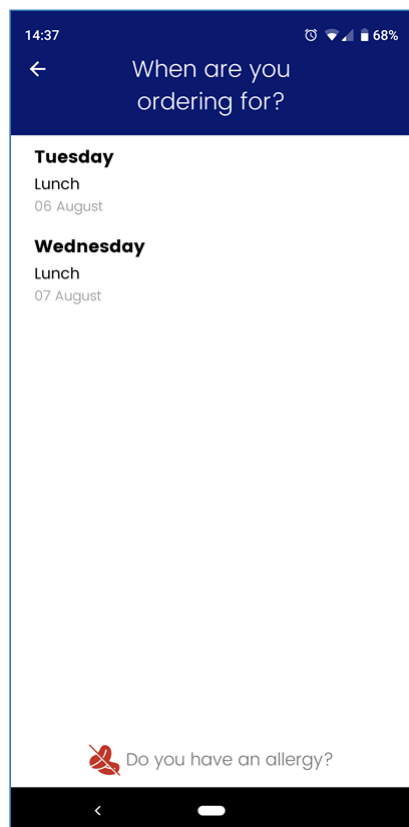


## Choose an order period

The first stage of placing an order is for you to choose when you are ordering for. All possible ordering periods will be presented to you. Simply choose the date and time that you wish to order for. Don't worry if you make a mistake, we can get back to this screen at any time.




Even if there is only a single ordering period available, you will still need to select it as confirmation to limit mistakes from being made.



## Choose a collection point

Depending on your schools configuration, you may be asked to choose where you wish to collect your order from. Simply choose a collection point by pressing it and you will be taken to the menu.

 If there are no options available, this screen will be skipped. The collection point options should be self-explanatory, but consult your school if have any questions as to where these locations are.



## Make your selections

Now we can make our meal choices. The options available will be unique to your school and will likely differ depending by order period.

## Order rules

Your school may have stipulated rules that your order needs to meet before it can be submitted. These rules will vary on a school by school basis, but as an example, you may need to order a minimum or maximum number of items from a particular menu, or there may be rules on the entire order such as a minimum and maximum spend or even a combination of these rules.



You will not be able to submit your order if your selections do not meet the requirements specified by your school.

The rules that your order needs to adhere to are explained below:

1

**Minimum for the entire order**

Your entire order must meet the minimum quantity and/or minimum total spend.

2

**Maximum for the entire order**

Your entire order must not exceed the maximum quantity and/or maximum total spend.

**3**

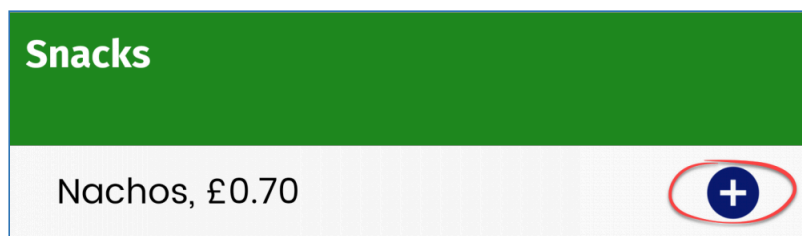
**Minimum number of items from this menu** Your must select at least this number of items from this menu. Menus that have a minimum quantity will be coloured red until the minimum quantity is met.

**4**

**Maximum number of items from this menu** You are unable to select more items from this menu than the number specified.

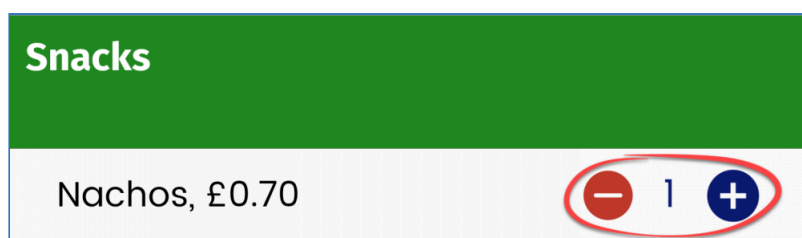
## Selecting items

Choosing which items you would like is as simple as pressing the + button on that item. This will add the item to your basket.



When adding an item, some items will require additional options. For example, when ordering a sandwich, you may be asked what bread type and filling you would like, or what drink you would like as part of a meal deal. These additional options are selected in the same way and may also contain rules. When the rules are met, the **Add to Basket** button will become green and list the total price of the item. Press this to confirm and return to the main menu.

When the item has been successfully added to your basket, the quantity will be displayed and a red - is now also available. Pressing the + button will add another of these items while pressing - will remove one.



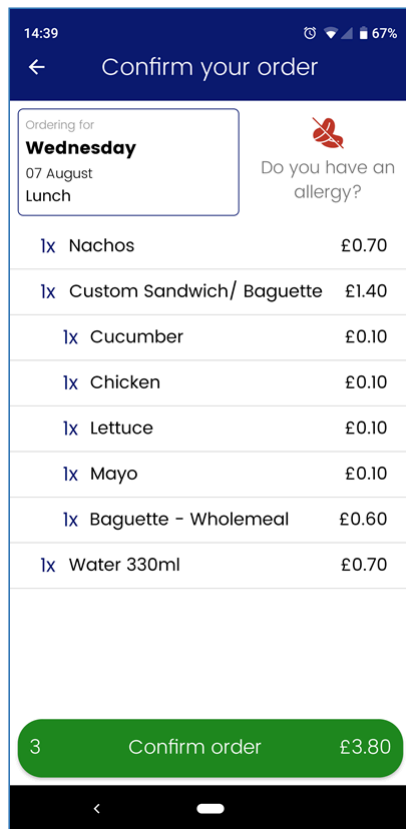
The app will only allow you to add additional items as long as you have not reached the maximum number of items or the maximum spend.

Continue making your choices until you are ready to submit.



## View basket and submit

When you have finished your order, you will need to submit it to your school for confirmation. It is at this point that the order will be confirmed or denied.

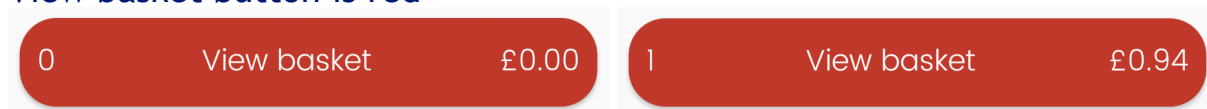


### Step 1: View basket

The first stage of confirming your order, is viewing your basket. This screen will display your entire order and you can correct any mistakes by going back to the ordering screens.

At the bottom of the screen is a **View basket** button. This button is either red or green depending on your selections:

#### View basket button is red

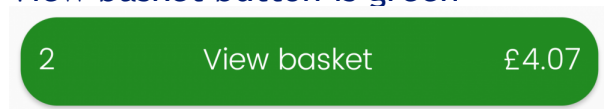


When this button is red, this means that your order does not meet at least one of the rules that your school have implemented. Pressing the button at this point does not do anything and you will need to amend your order to comply with the rules.



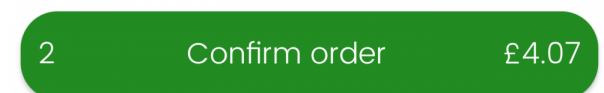
The rules were discussed in the 'Make your selections' section.

## View basket button is green

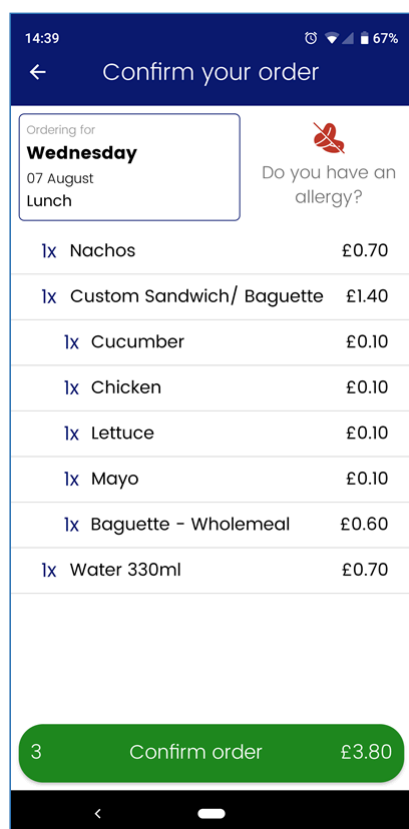


When your button is green, this means that your selections successfully meet all the rules and you can proceed to viewing your basket.

## Step 2: Confirm your order



Now review your order. If you want to make any changes, press the back arrow button (top-left) which will take you back to the selection screen. If you are happy with your choices, press the **Confirm order** button. The order will be sent to your school.

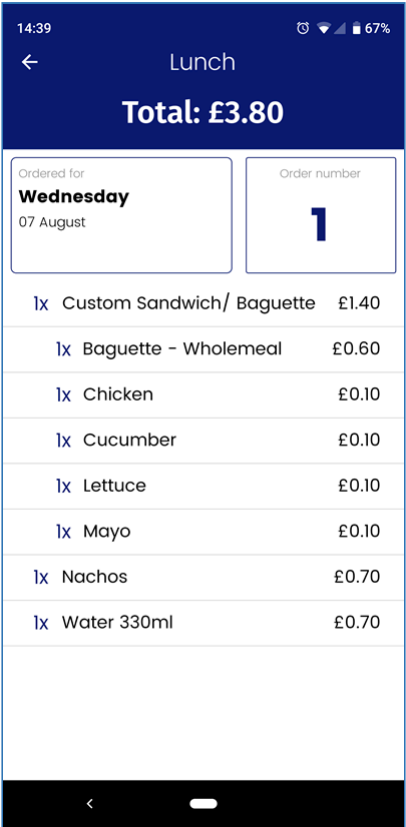


When your order is submitted, your schools system receives it and attempts to process it. It will either be successfully processed or not:

## Order successful

When the order has been successfully placed, you will be displayed a “receipt” that details your order

along with an order number.

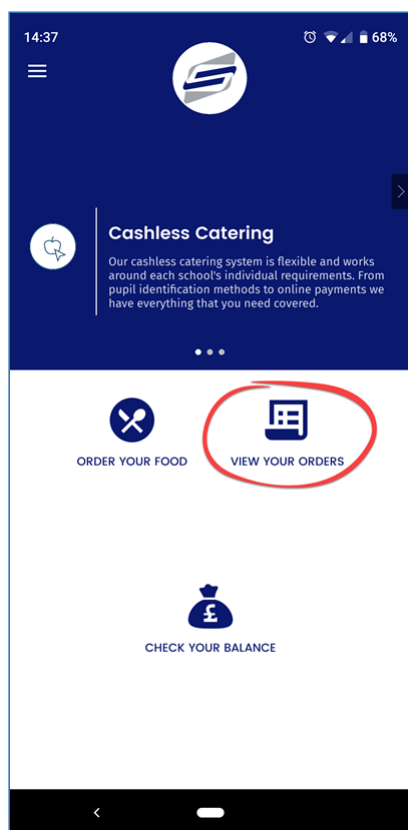


Order not successful

If there are issues with your order - for example you do not have enough money in your account or the school server is offline - your order will not be successful, you will not be charged and you will be notified as to why the order has failed.

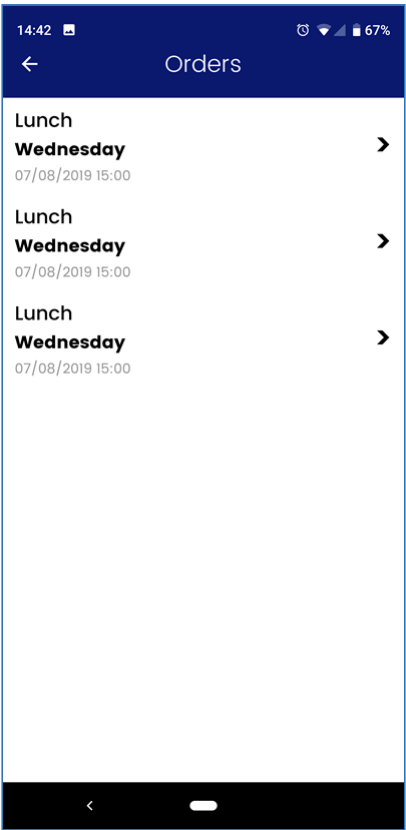
## Viewing your orders

After placing an order, you can view your current and future orders from within the app. To do this simply press the 'View your order' icon from the app home screen.

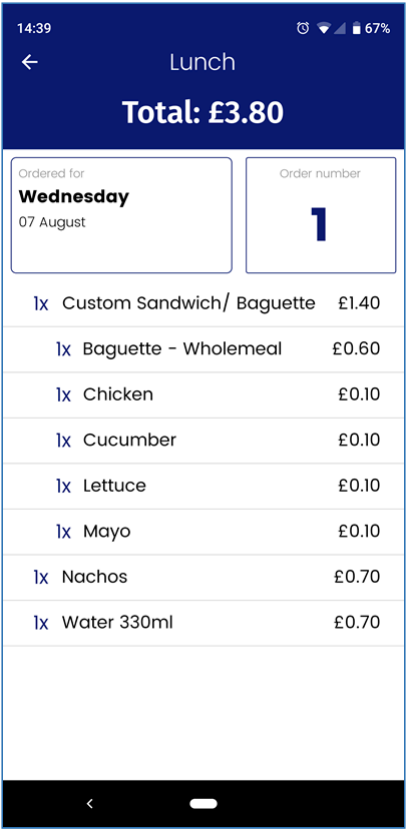


From within this screen, your current and all future orders will be displayed.



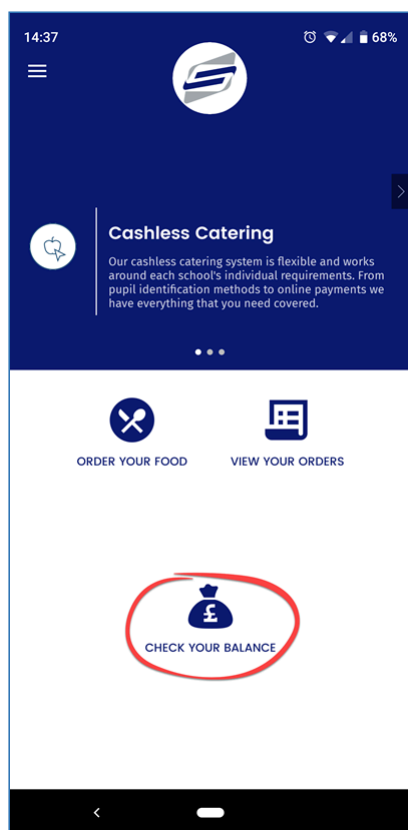


Selecting an order will display the receipt for that order.




## Checking your balance

Within the app, you can check your cashless catering system balance at any time of day. This is a live balance at the point you press the **Check your balance** button from the apps home screen.



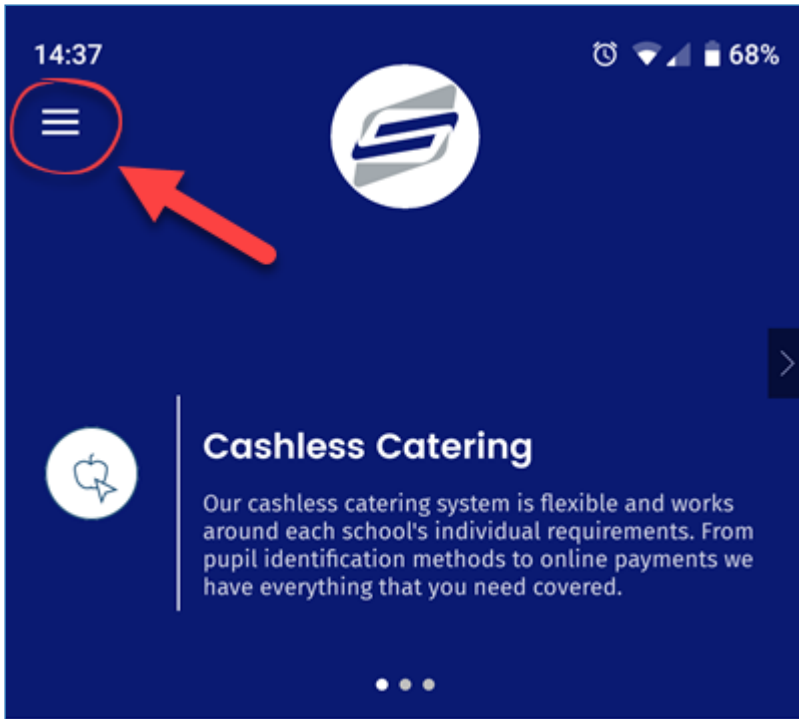
Your total balance will be displayed at the top of the screen and broken down into the individual purses. The 'purses' that are displayed to you will depend on your schools cashless system and its configuration. The main purses to draw your attention to are the 'Catering' purse which is the one that is topped up when you add money to the system, and the 'FSM' purse which will list any available Free School Meal allowance.

14:41	🔒 📶 67%	← Your balance is	14:42	🔒 📶 67%	← Your balance is
<b>£3.40</b>			<b>-£2.60</b>		
👤 Catering	£3.40		🍴 Breakfast	£0.00	
🍴 Breakfast	£0.00		🍴 FSM	£0.00	
🍴 FSM	£0.00		👤 Supervisor	£0.00	
👤 Supervisor	£0.00		🍴 UFSM	£0.00	
🍴 UFSM	£0.00		👤 Catering	-£2.60	
<input type="checkbox"/> Show all purses?			<input type="checkbox"/> Show all purses?		

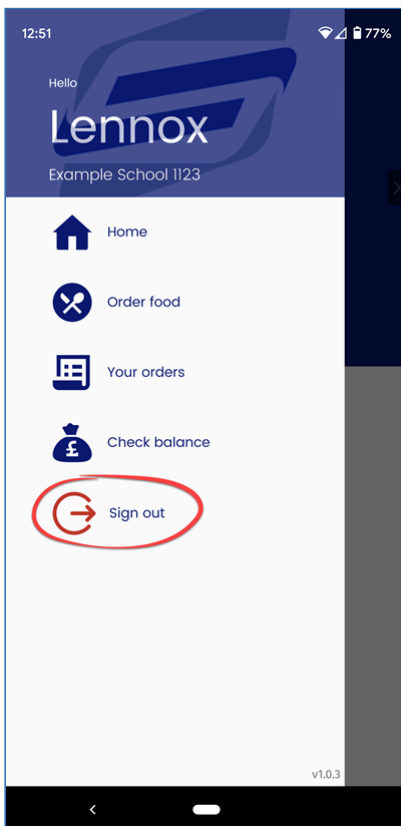
 The balance is a “live” balance. So, if you are eligible for a free school meal allowance, this may only be available during a certain time of day (for example just at lunchtime), so if you check outside of these times, this will be shown as £0.00.

## Logging out

If you wish to log out of the app, you can do so by pressing the menu button from the top-left corner of the app.



From here, press the **Sign out** option. This will sign you out and take you back to the login screen.



# Help

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We're hoping that the app is really easy to use, but don't worry, if you do run in to any problems, the following pages should get you up and running in no time.

## *I don't have an onboarding code*

Before you can sign up to the Fusion mobile app, you will need to your unique onboarding code. This code will usually be given to you in the form of a letter, but if you don't have your code, you will need to speak to your school admin team and they will sort this out for you.

## *I can't activate my account*

After starting the sign-up process, you will be sent an activation email that contains a special link for you to activate your account. Without this, you will not be able to activate your account and log into the app.

### **Check your junk folder**

Occasionally, this email may be sent to your junk folder by your email provider. Check this folder to see if it is in there. You can also try searching for 'Fusion Online' or 'appsupport@crbcunninghams.co.uk' to find this.

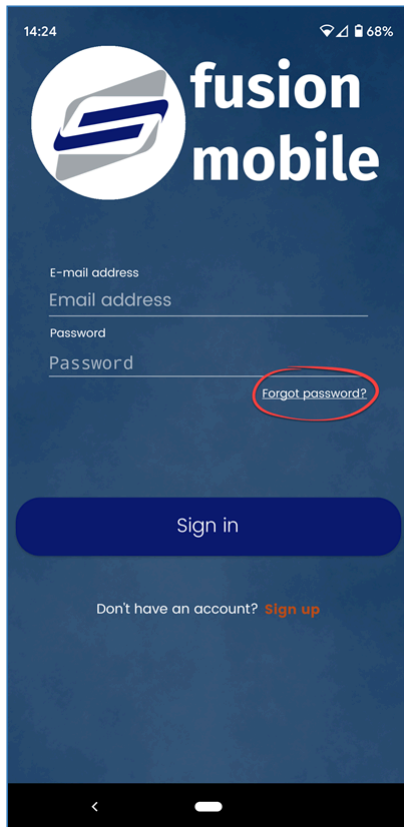
### **Ask your school administrator to activate your account for you**

If you are positive that you cannot find the email, and that you definitely entered the correct email address when you registered, you can speak to your school administrator to manually activate your account for you. They can also confirm that the email address you used is correct.

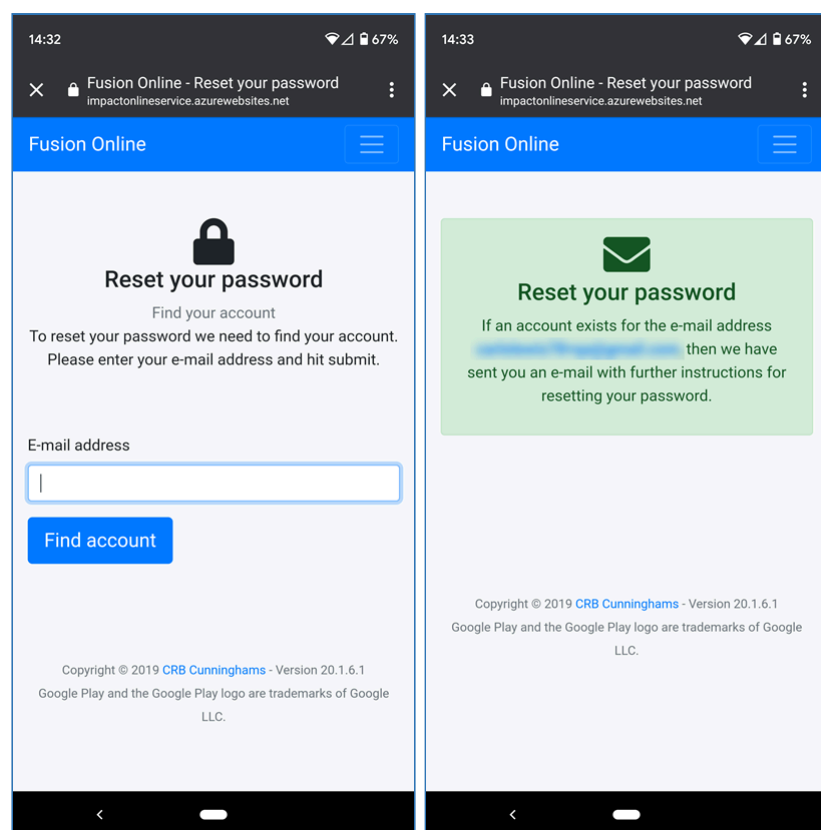



## *I've forgotten my password*

Every now and then, we can all forget a password. Thankfully, the Fusion Mobile app has you covered. From the app login screen, you can press the **Forgot password?** link and this will start the process of resetting your password.

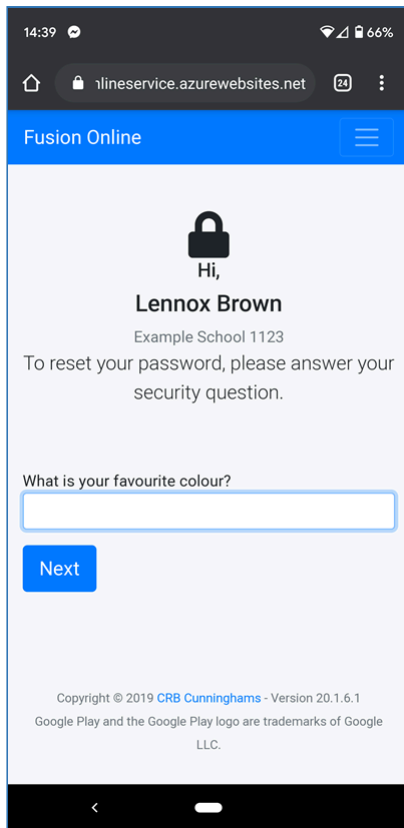


Pressing this link will open a web page asking you to enter your email address. Enter your email address and press **Find account**. This will send an email with a reset password link.




 If you cannot remember the email address that you used, you will need to speak to your school administrator. If you no longer have access to that email address, see the 'I've changed my email address' section.

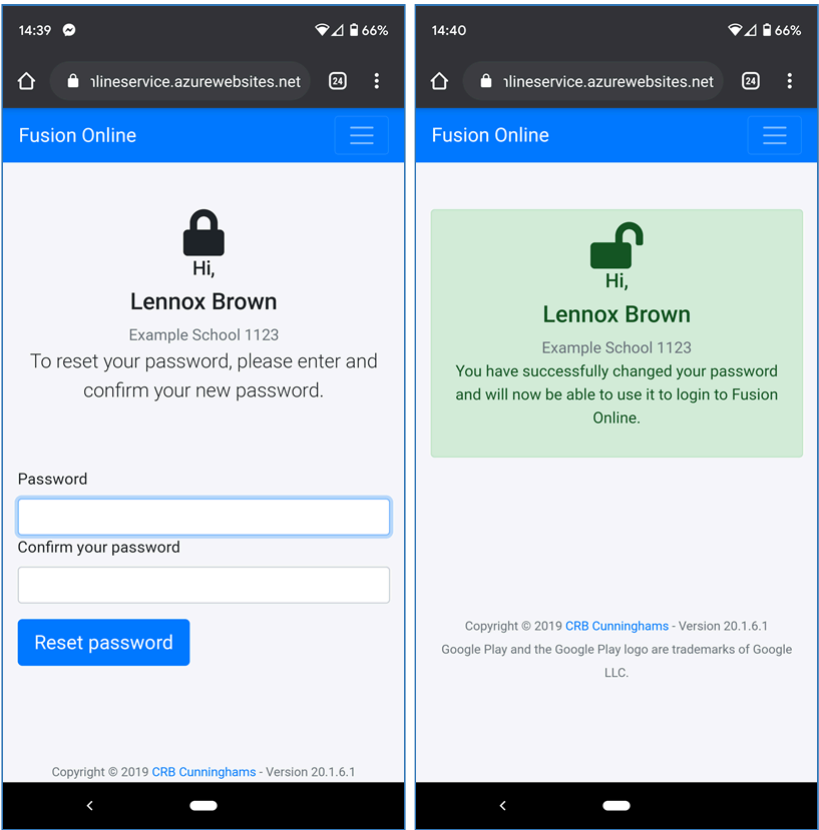
Click the link contained within the email. A new web page will be opened and you will need to enter your security question. Press **Next** once done.



The screenshot shows a mobile app interface for 'Fusion Online'. At the top, there's a status bar with the time 14:39, signal strength, and 66% battery. Below that is a browser address bar showing 'lineservice.azurewebsites.net'. The app header is blue with 'Fusion Online' and a menu icon. The main content area is light purple and features a lock icon, the text 'Hi, Lennox Brown', and 'Example School 1123'. It instructs the user to reset their password by answering a security question: 'What is your favourite colour?'. There is a text input field and a blue 'Next' button. At the bottom, there is a copyright notice: 'Copyright © 2019 CRB Cunningham - Version 20.1.6.1' and a disclaimer about Google Play trademarks.

 If you cannot remember the answer to your security question, you will need to speak to your school administrator and ask them to deactivate your account. Once deactivated, you will need your onboarding code again and re-register.

If you have entered the correct answer, you will now be asked to enter a new password for the account. Enter this and press the **Reset password** button. Your password will be reset and you will now be able to log into the app using your new password.



## *I've changed my email address*

If you have changed your email address and you can no longer access your old one, you will need to speak to your school administrator who will be able to change this for you. Alternatively, they may deactivate your account and you will be able to re-register using a new email address.

## *My phone has been lost or stolen*

If your phone has been lost or stolen, and you are concerned that someone may use the app to place unauthorised orders, you should speak to your school administrator who can force a sign out on all locations where you are currently signed in.

Alternatively, they could de-activate your account which would also sign you out on all locations and you will need to re-register before you can use the app again.

## *I don't want to use the app anymore*

If there ever becomes a time where you no longer wish to use the app, you should speak to your school administrator. They will be able to deactivate your account.