



Say goodbye to queuing with the Fusion Mobile app!

Hello «FirstName»,

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!

Getting started

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.



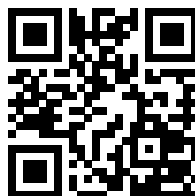
If you have problems finding the app, head on over to <https://connect.crbcunninghams.co.uk> for the download links.

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:



«OnboardingCode»

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 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 lunch 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 catering staff will have your food ready and waiting for you to collect.

In Phase 2 of implementation of the app we will include the option to order snacks at break time, but in the first few weeks we will only be offering a lunch service.

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 with the app?

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

Lunch Time Service

Please Note: This fusion mobile app is to work alongside the normal service and all academies will also be providing an adapted counter service. The mobile app is not a replacement service.

Kind regards,

The Catering Team