

Mobile Application User Manual

Download the app

Download the **Hot Oven** App from the below links:



<https://cutt.ly/qfmjPzc>



<https://cutt.ly/TfmjDj2>



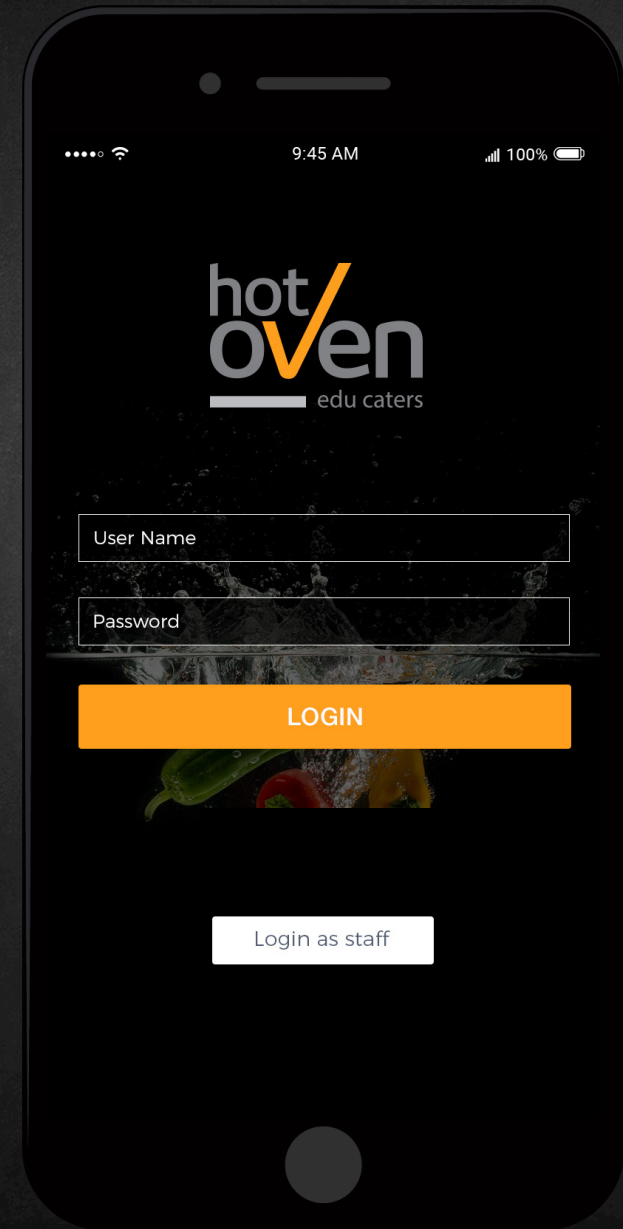
Login

If you are a parent:

- Insert your Parent Portal, username and password.
- Click on Login and you are ready to start!

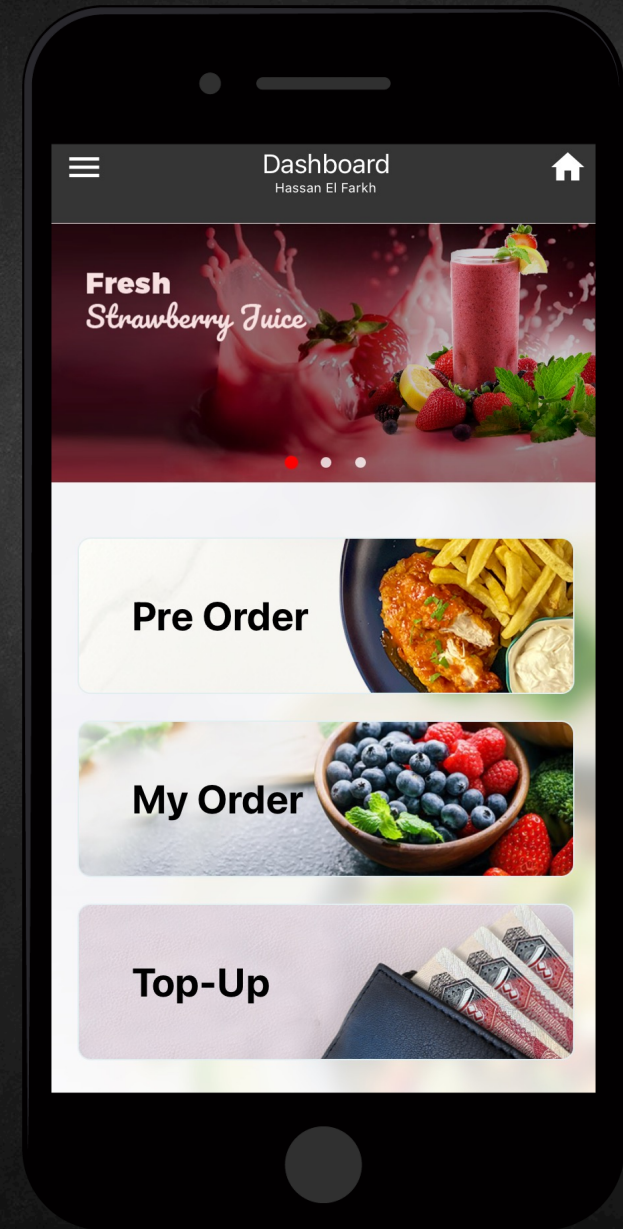
If you are a member of staff:

- Insert your Oracle I.D number as the username with the corresponding password.
- Click on Login and you are ready to start!



Dashboard

- Click on **“Pre Order”** to order in advance for your children
- **“My Order”** allows you to track all your previous and current orders
- Manage all canteen expenses through **“Top-Up”**



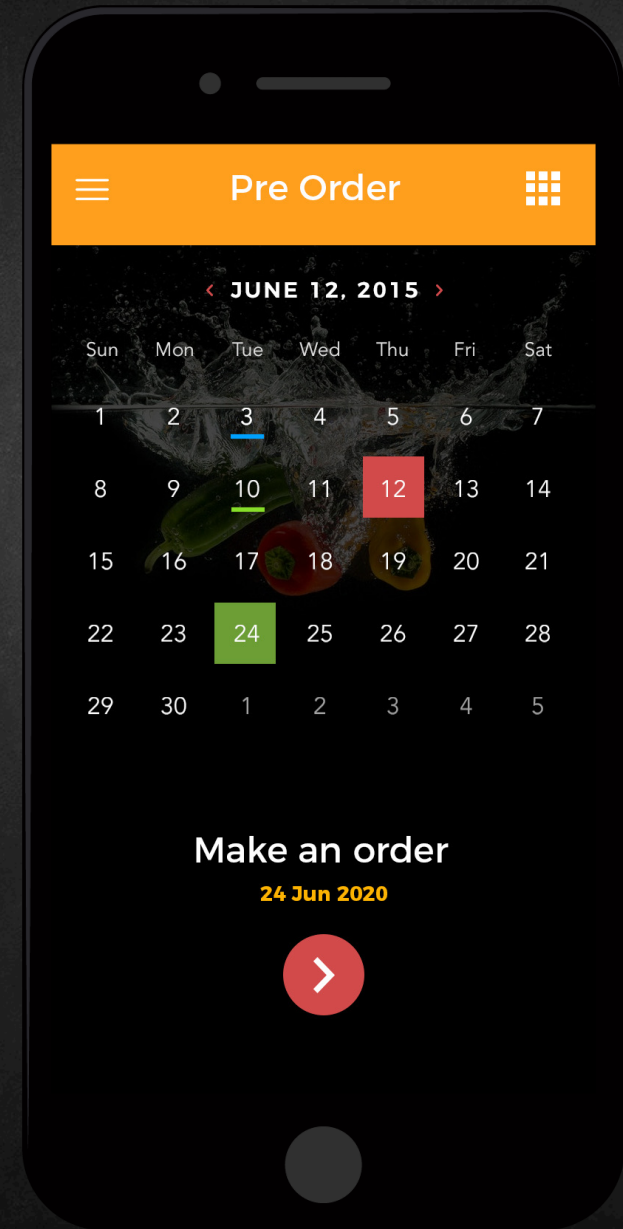
Pre Order

Select the date of your planned order by clicking on the desired date on the calendar.



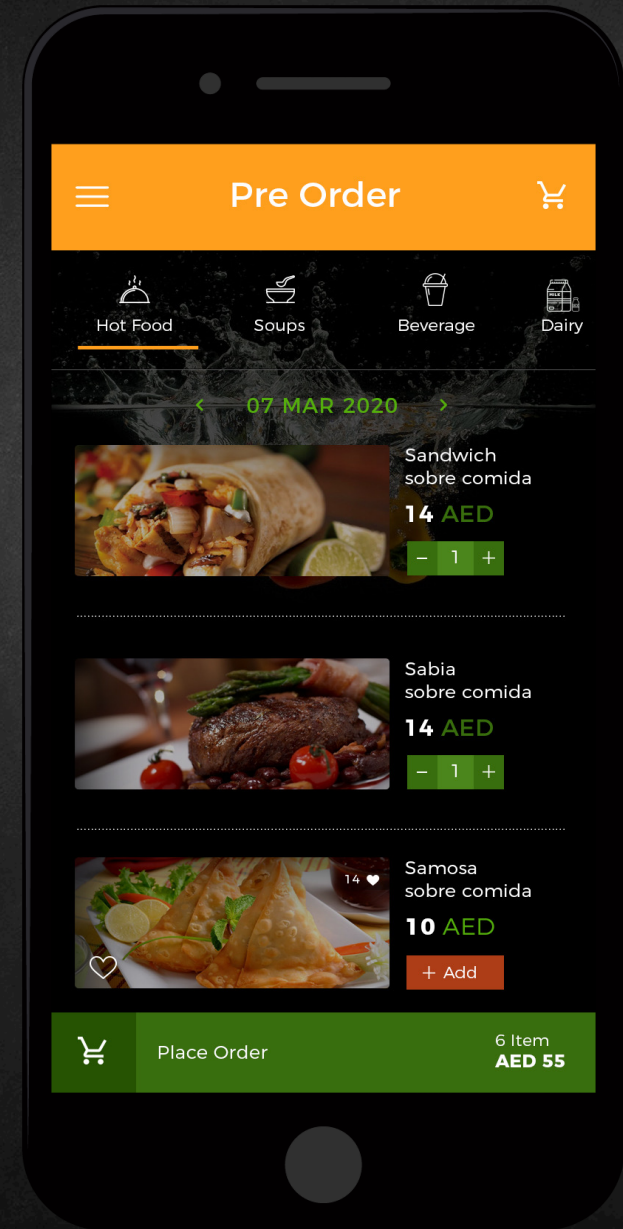
Chef's Note:

Orders should be booked at least 3 days in advance.



Pre Order - Menu

- Select your desired healthy meals and the full amount will be calculated for you automatically.
- Click on “**Place order**” to view all the items added and your total amount.

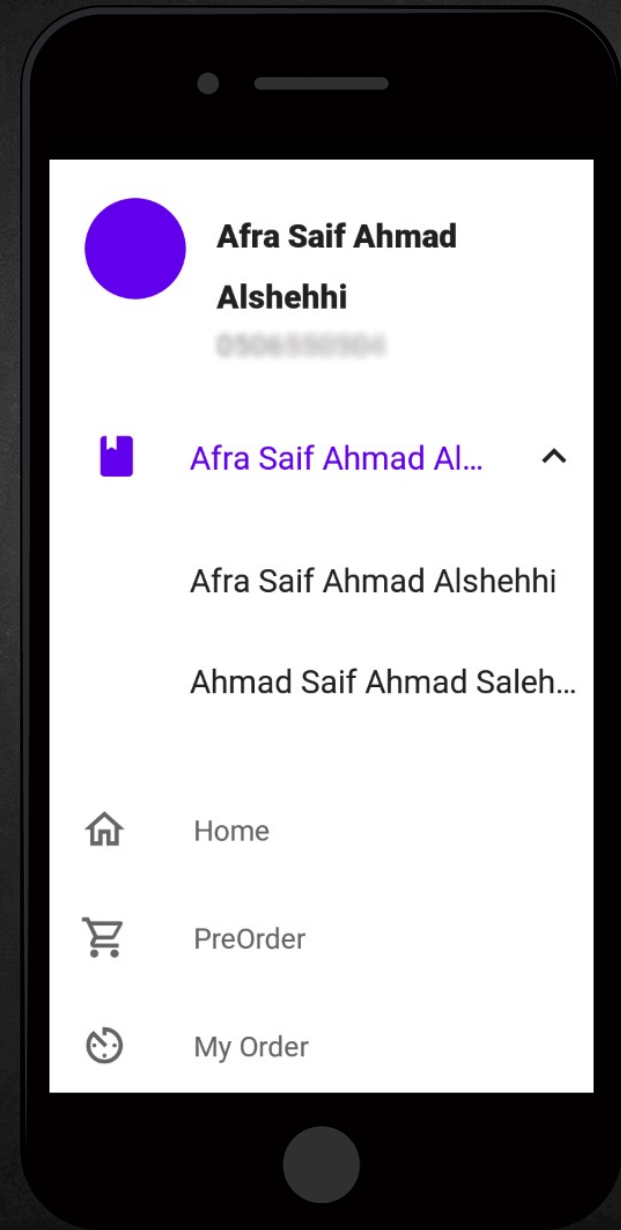


Slide Menu



For parents who have more than one child:

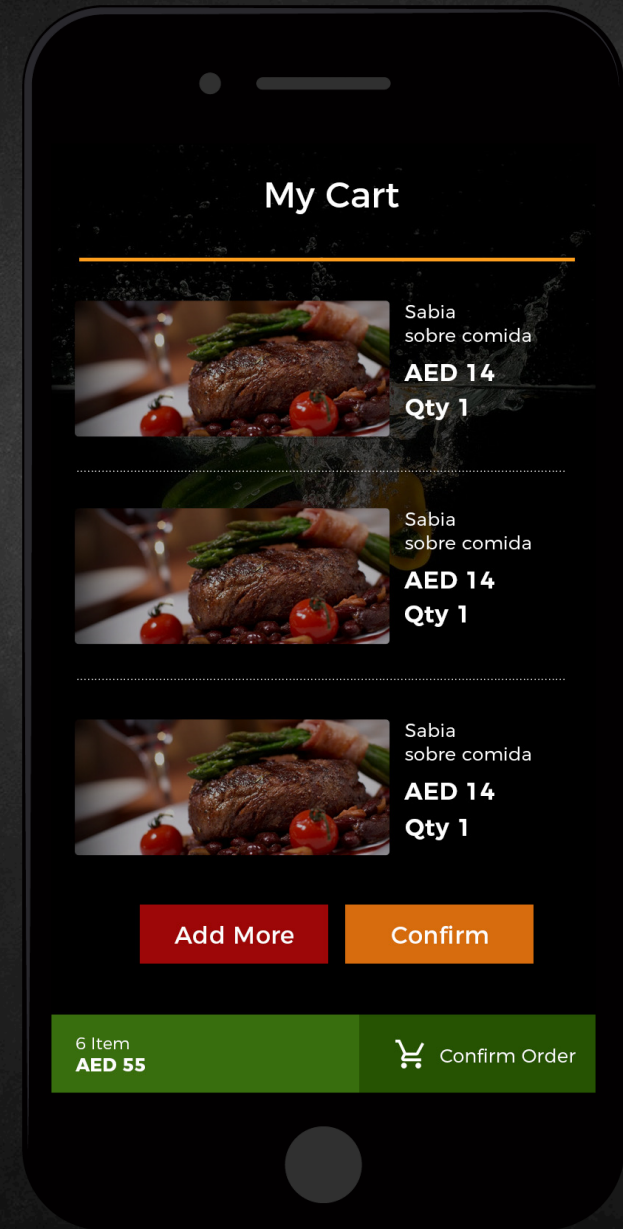
- Click on the menu icon at the top left
- Select the child you are pre-ordering for



Pre Order - My Cart

- You can still add more delicious items by clicking on **"Add More"**
- When you are done click **"Confirm"** to proceed to checkout.

Congratulation, your meal has now been pre-ordered!



My Order

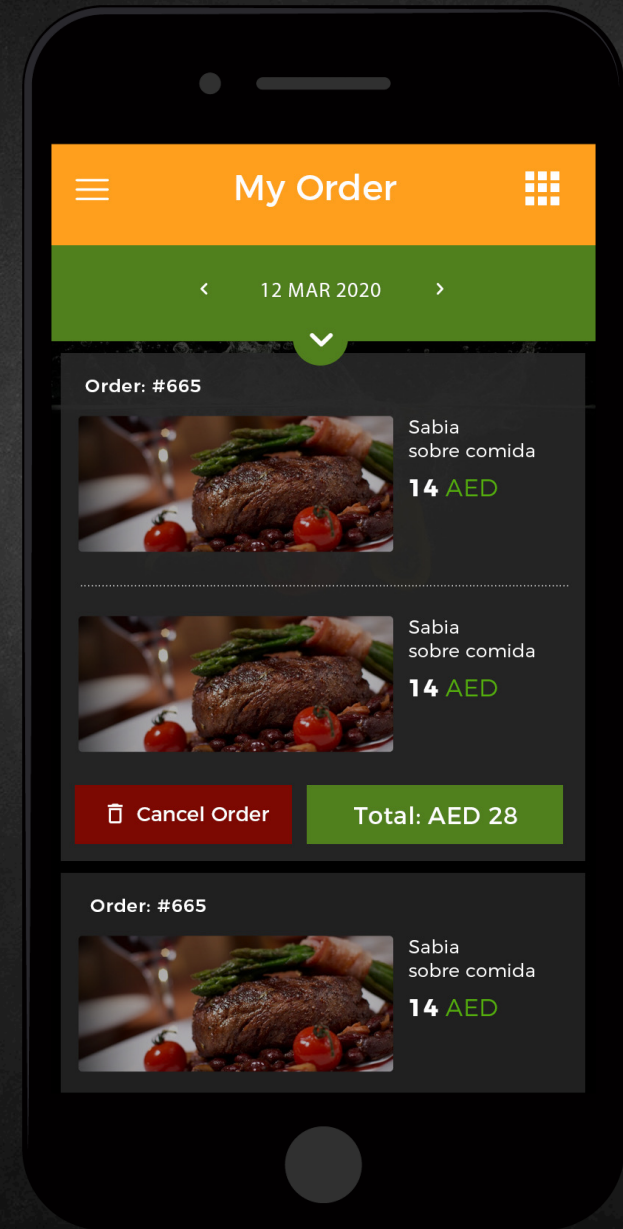
Don't worry, if you have changed your mind, you can still easily cancel your order in 2 easy steps:

- Click on **"My Order"** on the dashboard or drop down menu on the top left.
- Select your placed order and click on **"Cancel Order"**.



Chef's Note:

An order should be cancelled at least 3 days in advance.

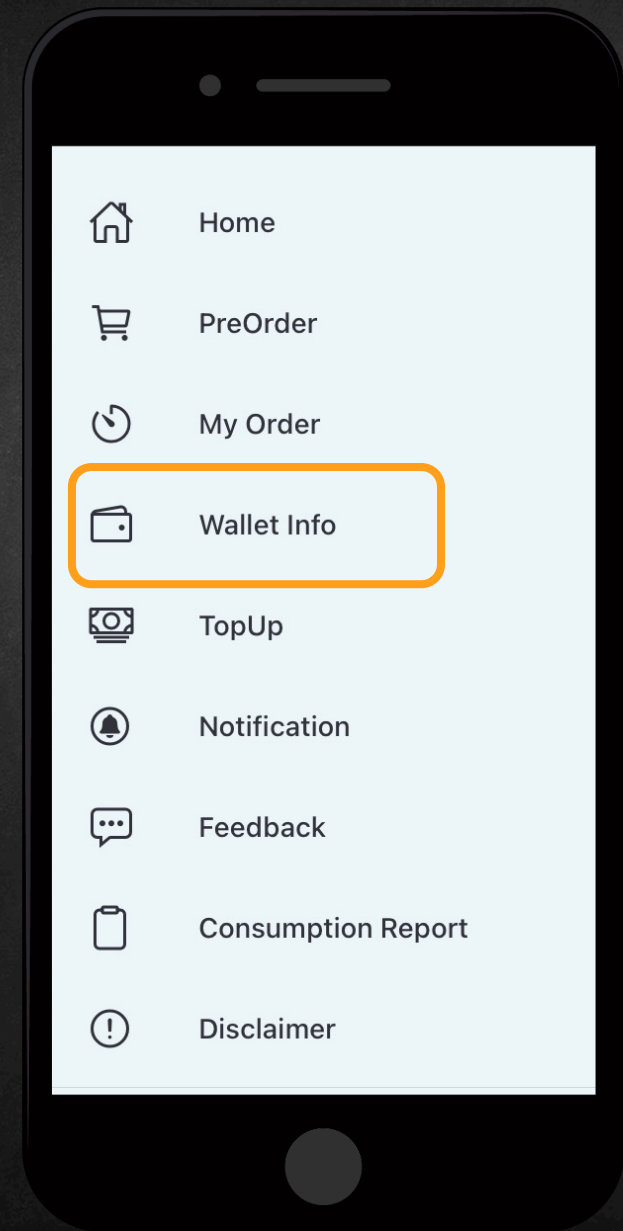


Wallet Info

Unsure about your available balance?

Click on the menu icon at the top left

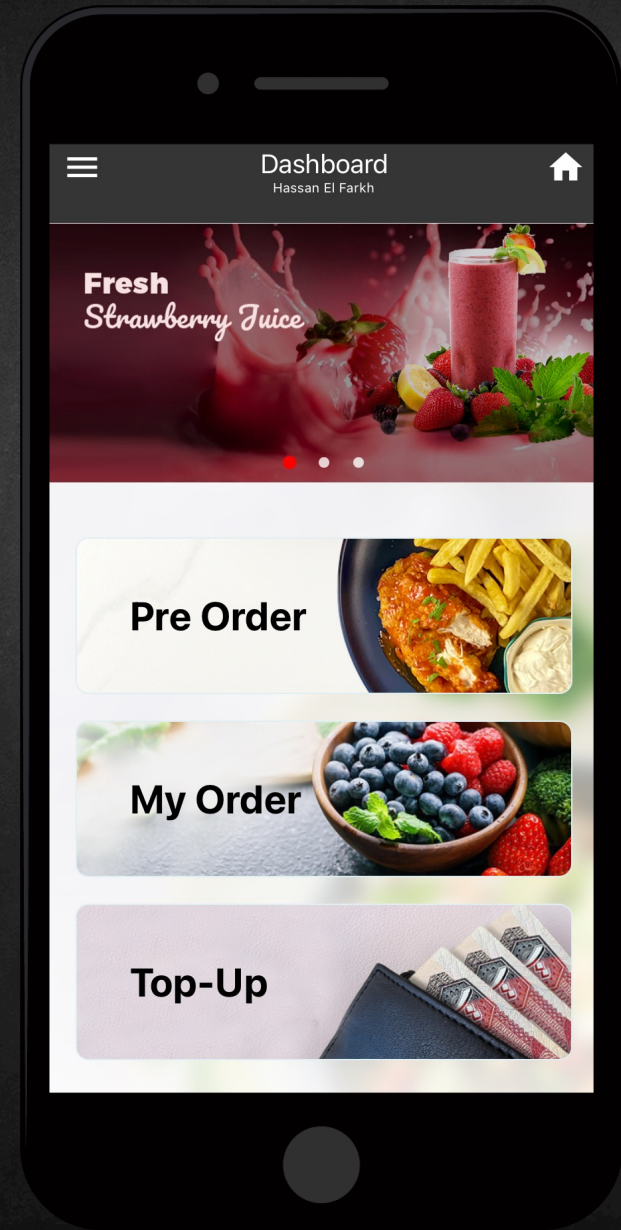
Select "**Wallet Info**" to view your details



Top-Up

Is your account balance in need of a top-up?

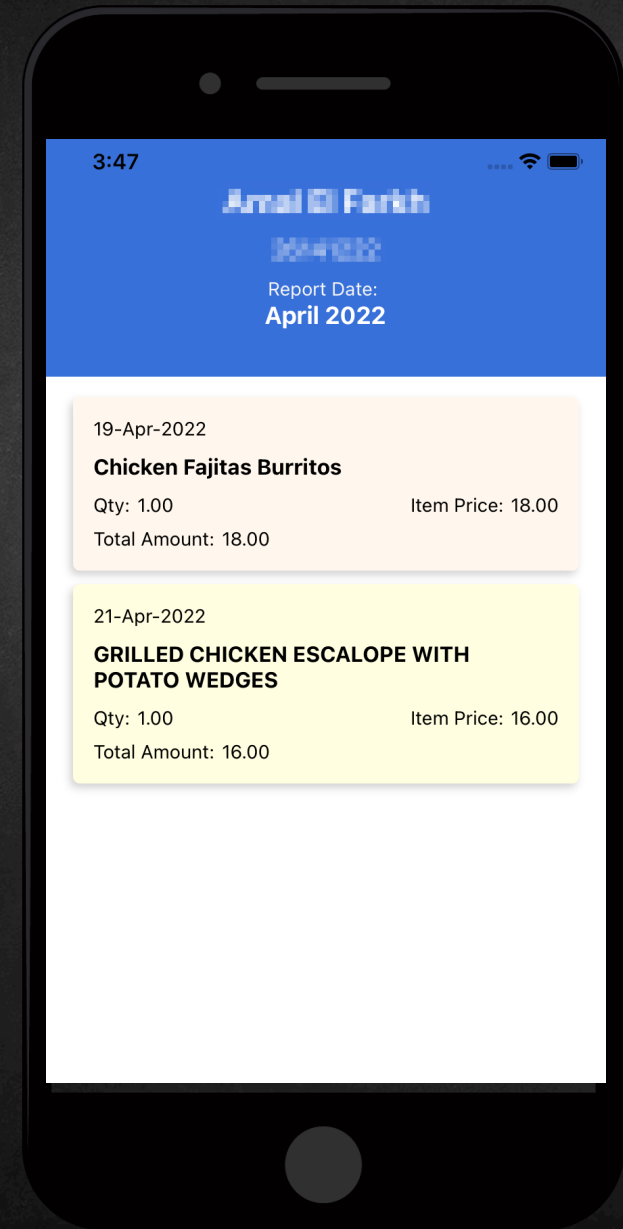
You can now conveniently add credit to your account through “**Top-Up**”



Consumption Report

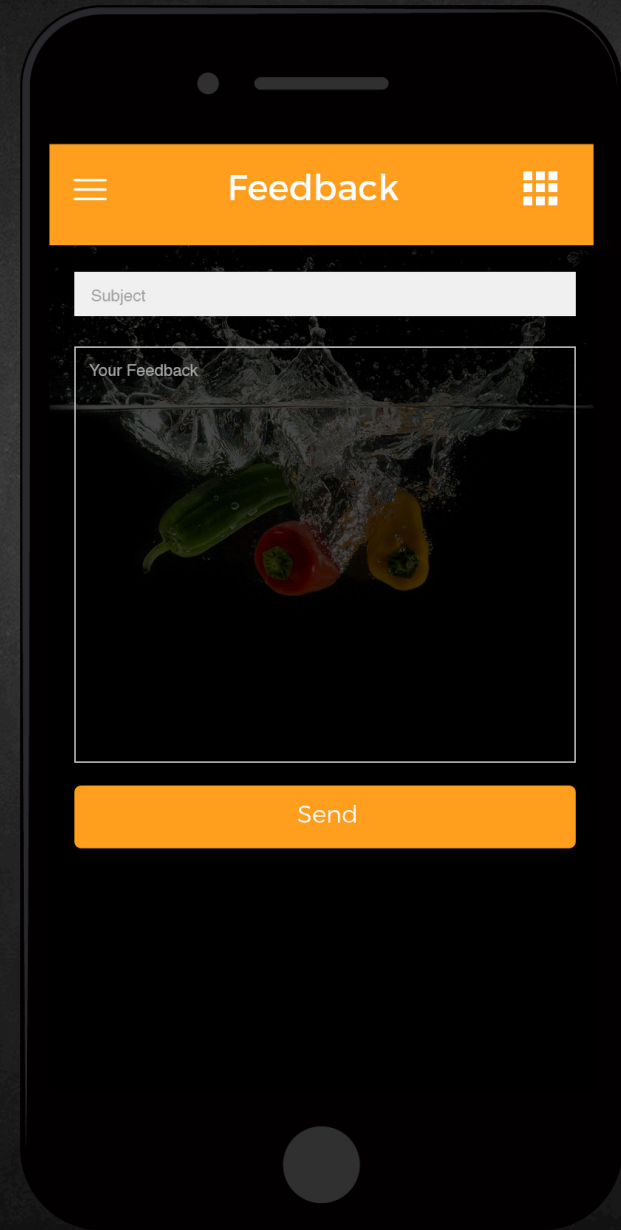
You can now refer to previous orders through the “Consumption Report” tab, from the drop-down menu on the top left.

For parents with more than one child, you may select the name of your child to view individual reports.



Feedback

Your feedback is very important for us.
We value your comments and suggestions!



FAQ's

1 - How do I pay for my meal?

As of now a parent can only add more balance on ground, with the school cashier. Members of staff must visit the Hot Oven cashier on Level 4, Citygate Tower.

2 - How do I log in to the Hot Oven Mobile App?

A parent may login using their existing Parent Portal username and password. Members of staff may login using their Oracle I.D number as the username and their existing HR portal password.

3 - How do I check my available credit?

You may login to the app and select "Wallet Info" from the dashboard.

4 - Will my available Canteen deposit be transferred to the app?

Yes, your existing canteen deposit payment will automatically reflect in the app once you log in.

5 - Do I need to pre- order?

All meals should be pre-ordered and any changes to confirmed orders require 3 days prior notice.

6 - What will happen in case that I preorder, but my kid/s don't come to school the next day for any reason?

If an order is not cancelled within 3 days notice, the refund will not be processed.

FAQ's

7- What if I forgot to top up my child's canteen balance on the parent portal?

We strongly encourage parents to ensure that there is always sufficient balance on the student's canteen account. Students that have insufficient amounts on their accounts will have to communicate it to the canteen staff– we will do our best to make sure no child goes hungry, but we trust your understanding and cooperation on this and will work with the school to ensure there is a system in place.

8 - Can I preorder for more than one day?

Yes, you may pre-order from the 3-day period until the end of the month.

9 - Are there vegetarian options available?

Yes, at Hot Oven we are very much focused on using freshly sourced vegetables and fruits, high-fibre wholemeal products and have created a variety of tasty vegetarian options.

10 - Are all Hot Oven served meals Halal Certified?

Yes, as per the UAE's law this is an absolute requirement.

11 - Will there be live food sales during the school day?

No, live food sales will not take place.

FAQ's

12 - Does Hot Oven cater to children's' allergies?

Yes, our kitchens and products are completely nut-free. If a child has any other allergies or food intolerances, please make sure this is communicated to both the school and the Hot Oven staff in Charge at the school. At this time, we do not cater to individual allergies.

13 - Will the ingredients be listed on the app so I am aware of possible allergies?

Currently, the app does not reflect the ingredients, however, our kitchens and products are completely nut-free. If a child has any other allergies or food intolerances, please make sure this is communicated to both the school and the Hot Oven staff in Charge at the school. At this time, we do not cater to individual allergies.

14 - Whom do I contact if I have a question or suggestion about the school canteen food?

Please contact **800 2326** or ask for the Hot Oven person in charge at the school alternatively you may contact:

JOCELYN POSTRERO – Area Supervisor – **ISCS Muwaileh** - 050 982 5566 - jocelynp@hotoven.ae

JENNIFER ISO - Team Leader – **ASCS Maliha** – 054 452 0711 - jenniferi@hotoven.ae

Leila Ahmed Rajab - Team Leader – **ASCS Layyah** – 052 630 6325 - leila.rajab@hotoven.ae

GIRTIE VALLE ALA - Team Leader - **ISCS & ASCS NAS** – 054 787 7535 - girtie.ala@hotoven.ae



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