



## School holiday system checks

To help plan for the new school term and to continue the smooth running of sQuid Dinner Money, we have created this guide to help alleviate any issues that may affect system operation on your return to school.

### Pre-holiday checks

It is important to note that any end of term IT work you carry out on site can adversely affect the operation of your sQuid Dinner Money system. You should contact [support@squidcard.freshdesk.com](mailto:support@squidcard.freshdesk.com) to let them know if any of the following work is taking place so that arrangements can be made with sQuid to carry out remedial work and testing as required. Please be aware that resources for this work immediately following a major school holiday (particularly September) are extremely limited. You are strongly advised to book well in advance for testing to take place during a school holiday.

- IP changes
- Server moves
- MIS changes
- Internet connectivity, e.g. proxy settings or changes to your ISP including filter content.

### Back to school checks

It is important to test your sQuid Dinner Money system at least the day before you need to use it, maybe on Inset days. This is especially important in September when you have new starters. Please check the following:

- Check you can log in to **Admin**
- Check **new students** have pulled through to the system
- Do you need to update your **FSM Value**?
- Do you need to change the **prices** of your products?

Once you have checked and made all of the changes above, you must run a **Day End**. This will make sure all of your new starters, year groups, Free School Meals and Universal Free School Meals are up to date.

### MIS updates not pulled through

Should your MIS update not run in time and the students show in the wrong years, you will need to manually update the UIFSM credits. For any previous Year 2s that should now be Year 3s, you will need to remove their UIFSM credit. You can do this by following the instructions below:

- Go to the **People** tab
- Filter by **year** and highlight all the **students** required

- Click on the **Adjust Funds** icon
- Enter notes in the **Description** box
- Select the transaction type **UIFSM Reclaim**
- The amount of the Universal Free School Meal value to be reclaimed will show in the **Additional Funds** box
- Click the **green tick**

To add UIFSM for new reception years, repeat as above, except for changing the **Transaction type** to UIFSM Deposit and enter the value in the **Additional Funds** box.

### Checking the Calendar End Date

Log in to **sQuid Admin**. Click on **Calendar** tab, select **Edit Calendar**.



**Year Start/Year End:** select dates for the calendar to start/end. You can either type into the date fields or select the **Date** button to view a mini-calendar, from which you can select the desired date.

If your school uses **online preorder**, please make sure you have entered all holidays including inset days.

### Menu displaying incorrectly on Web Client

Should your menu be showing you the wrong meal choices, please follow instructions below:

- Log in to **sQuid Admin**
- Click on the **Pre-Order** tab
- Select the correct **week number** and **day**
- Click on the **Select Today's Menu** icon

If you are still experiencing issues after this has been completed, please contact [support@squidcard.freshdesk.com](mailto:support@squidcard.freshdesk.com) or call them on 0208 339 2111