

Dear Parent,

Viva Student Foods Services is the food service provider for Orangewood Academy. For your convenience, Viva is partnered with MySchoolAccount.com for the managing of lunch orders and payments. This service offers you the ability to preorder your child's Ala Carte meal items, make deposits directly into their account, and track what your child is eating. In addition, you may also transfer funds between students, **and have an email notification sent to you when an account balance gets low.** Deposits and payments can be made automatically with a checking or savings account or a Credit Card. Each child's account will be updated nightly so that preorders and account balance information will be current the following day.

To take advantage of this service, simply create a parent account:

1. Go to **[www.vivafoodservices.com](http://www.vivafoodservices.com)**.
2. Click "Create Account" on the top menu bar.
3. Fill in the required information on the "Parent Account Sign-Up page."
4. Create a User ID and Password
5. Choose **Viva Student Food Services** from the "School District" drop down menu.
6. Click the "Accept" box, and then click "Signup." An email will be sent to your email address that will contain a "verification code."

After you receive the "verification code" you may begin to add your child's information. To do this, you will need to:

1. Go to **[www.myschoolaccount.com](http://www.myschoolaccount.com)** and login using your previously created user ID and password.
2. Enter the "verification code" to verify your account and email address.
3. Begin adding your student information according to the guidelines provided along with the following information:  
ID: Provided by the school      Student Pin Number: Provided by the school
4. Your students will use the pin number in the cafeteria to receive their food items.
5. **After the student(s) are added you will be able to view account activity and make payments to their accounts.**
6. The Ala Carte menu is available on the **[www.vivafoodservices.com](http://www.vivafoodservices.com)**. Select the MENU tab on the top menu bar. Select Orangewood Academy as your school and enter **OWA1212** as your password. Please note the first three letters are capitalized.
7. In addition to Ala Carte items, your student can also purchase an optional full lunch for a cost of \$5.50 which includes a bottle of water and side order. The full lunch options will be listed in the Cafeteria as well as on the bottom of the Ala Carte menus available on the desk of the front office.

We urge you to take full advantage of this system by preordering your student meals items in advance. Please note lunch items are prepared daily. You will not be able to place an order after 8:00 a.m. and can resume ordering at 1:00 p.m.

In case of an absence, please call our customer care line at (714) 398-7011. You will receive credit for that day. If no one is available, state the first and last name of your child, grade, and teacher. **YOU MUST CALL BEFORE 7:00 A.M.** the morning of the absence. No exceptions will be made.

Sincerely,  
Viva Student Food Services

**Questions regarding your My School Account should be directed to [Customercare@vivafoodservices.com](mailto:Customercare@vivafoodservices.com), or call (714) 398-7011**