




Fusion App



I have downloaded the app, how do I register?

Where do I get my onboarding code?

I've registered the wrong onboarding code / email address, what do I do now?

I have forgotten my password and need to reset it

What if I have an allergy?

How do I add funds to my (child's) cashless account?

What is your privacy policy?



Please click the boxes for further info

I have downloaded the app, how do I register?

After you first download the app you will be required to **onboard**. This is a process where you create login credentials that are matched against your school cashless account. To complete the onboarding process you will need your onboarding code, which is provided to you by your school.

I don't have my onboarding code

If you do not have your onboarding code then you will need to contact your school to obtain it.

I have my onboarding code

Underneath the *Sign in* button on the login page there is a link to **Sign up**. Tap on this link and you will be prompted for your onboarding code.

I have a QR code and my phone has a camera

If the letter you received from your school contains a QR code and your phone has a camera then you can tap on the **Scan code** button and, after granting permission to the app to use your camera, you will be able to place the QR code in front of your camera. The app will automatically recognise your code and will then prompt you to create a new account.

I do not have a QR code or my phone does not have a camera

On the letter that you receive from your school your onboarding code will be listed. Using the on-screen keyboard, type this code into the onboarding code box on screen and then tap on the **Proceed** button.

Creating your account

You will now be prompted to create an account. To do so, you will need your e-mail address (It can only be linked to one cashless account) and you will need to choose a password and security question/answer pair. The password that you use should be at least 8 characters and contain at least one *UPPERCASE* letter, one *lowercase* letter and at least one *number*. To make your password even stronger try adding one or more symbols as well!

The security question and answer will be used if you ever forget your password and need to request a new one.

When you are happy with your entries tap on the **Register** button and an e-mail will be sent to the address that you specified to verify that it belongs to you. You will need to open this e-mail and click on the **Activate** link contained within it.

If you do not receive the e-mail please check in your Junk/Spam folder as occasionally it can be moved here by your mail provider.

Where do I get my onboarding code?

Your unique code will be given to you directly by your school. CRB Cunninghams are unable to access this code for you. After you first download the app you will be required to **onboard**. This is a process where you create login credentials that are matched against your school cashless account. To complete the onboarding process you will need your onboarding code, which is provided to you by your school.

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If you do not receive the e-mail please check in your Junk/Spam folder as occasionally it can be moved here by your mail provider.




I've registered
the wrong
onboarding
code / email
address, what
do I do now?

If you have registered (and activated) using an incorrect onboarding code or email address then you will need to contact your school to deactivate your account. After that you will be able to register again using the correct onboarding code supplied by your school.

I have registered, but not yet activated

If you haven't activated your account by clicking on the link in the activation email, then you can still register again using your correct onboarding code. This will be supplied by your school.



I have forgotten
my password
and need to
reset it

If you have forgotten your password you can [reset it here](#) or on the Fusion app.



What if I have an allergy?

If you have a food allergy or intolerance, or someone you are ordering for has, please contact the school kitchen to check whether your chosen food is suitable, before placing your order. Please contact Mrs Hunton on ext 264 or by email (JHN@trinity.cumbria.sch.uk) to let us know of any allergies. If you're unable to contact the school, we recommend not placing or cancelling your order.

Read the FAQs below for more information about our allergy policies.

Why isn't CRB Cunninghams able to guarantee my meal is suitable for my allergies or intolerances?

We wish we could, but the school kitchen themselves are responsible for cooking your order. If you want to make sure their food won't affect your food allergies, they're the best people to get in touch with. Additionally, the kitchen is best placed to answer your questions about ingredients used in your meal and how they are cooked, i.e. whether shared fryers and grills are used and whether this may mean that the food is not suitable for you.

Why should I have to contact the restaurant if I have a food allergy or intolerance? Why can't CRB Cunninghams check?

Because we're not prepared to put your health at risk. The only person who can tell you exactly what's going into your food is the chef cooking it for you. Even if we confirmed a school's menu was suitable for people with food allergies or intolerances, they could always change their ingredients at a later date. Then we'd be giving you out-of-date information. We don't want to take that risk with your health.

How does CRB Cunninghams make sure the information on Fusion Online is correct?

When a school signs up to Fusion Online, they have to provide us with up-to-date menu information. We then include this when presenting their menu page. We also require them to notify us if any menu details change.

Aren't food businesses required by law to provide information about certain allergens?

Definitely. School kitchens usually give access to this information by making it clear you can obtain food allergy information by contacting a member of the canteen staff. We're always happy to give you the school's number so that you can call them directly to inform them of your food allergies and/or intolerances and check whether your chosen food is suitable for you, before placing your order directly with them.

I have some more questions about food allergies – what can I do?

We always recommend you contact the school directly to discuss your specific food allergies or intolerances before placing your order directly with them.

How do I add funds to my (child's) cashless account?

Funds are managed by the cashless system installed at the school level. If you are already familiar with topping up via online payments or cash within the school, then you can continue to do so as you normally would.

I'm a new student and am not sure how to top up my cashless account

In this instance, you will need to contact your school, to ask them which methods of fund top up they support.

Typically, they will support an online payment provider (such as [iPayimpact](#)) and/or cash payments via cash revaluation machines installed within the school.



What is your
privacy policy?

Fusion's private policy is available on their website under the 'help' section.

