



# Online Ordering Parent Guide

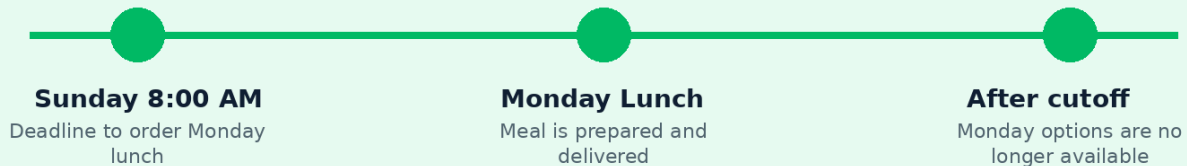
How to Register, Order, Pay, Track, Message, and Request Cancellations or Refunds

Website: <https://www.weareontheway.ca>

**Guide purpose:** This guide shows parents how to create an account, select the school lunch menu, place an order, pay online, track the order, message the provider, and request help with cancellations or refunds.

## Important Ordering Deadline

**24-hour cutoff: order by 8:00 AM the day before lunch.**



*Ordering deadline reminder*

## Before you start

- On your desktop or mobile phone, use the website link: <https://www.weareontheway.ca/>
- Have your email address and phone number ready.
- Know your child's school, grade, homeroom/classroom, and full name.
- Place orders before the cutoff: 8:00 AM the day before order delivery
- Payment options may include online payment, PayPal, Apple Pay, or Google Pay, depending on what is available at checkout.

### Ordering cutoff reminder: order by 8:00 AM the day before order delivery

**Example:** If you want lunch for Monday, you must order by Sunday at 8:00 AM. If you are too late, the Monday meal options will no longer be visible on the school menu, or they may show as unavailable/sold out.

## Step 1: Open the OnTheWay Website

Start at the OnTheWay homepage.

1. Go to <https://www.weareontheway.ca/>
2. Click Register if you are a new parent.
3. Click Login if you already have an account.
4. Use the EN dropdown top right of the screen if you need to change the language.

**Tip:** Use the parent/customer registration option. Do not register as a provider.

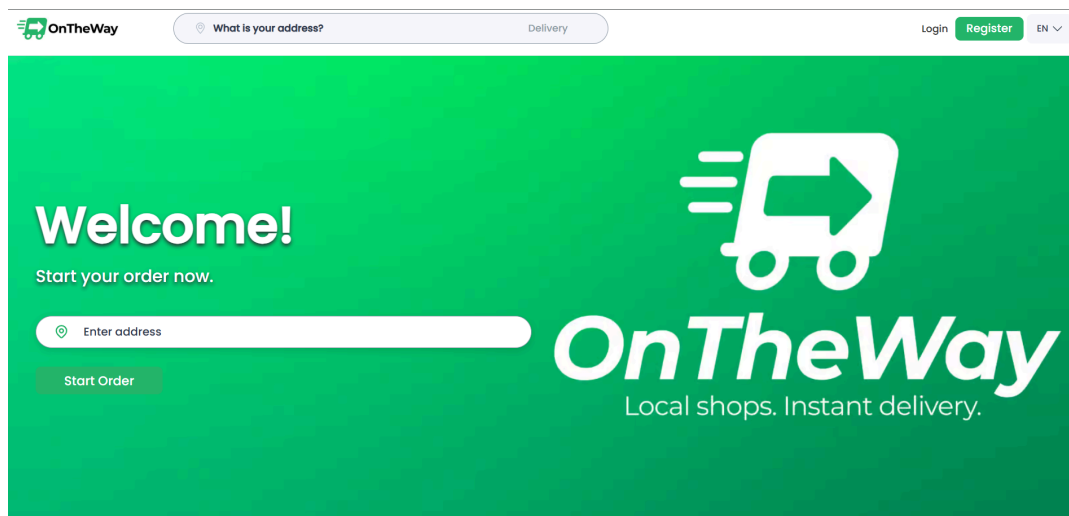


Figure 1: Homepage with Login and Register buttons

## Step 2: Register Your Parent Account

Create your account using your parent or guardian information.

1. You can either do the following steps to register OR continue with either google or facebook
2. Enter your first name and last name.
3. Enter your email address.
4. Enter your phone number.
5. Create a password.
6. Check “I Agree with Terms & Conditions.”
7. Click Register.

**Tip:** Checkbox to Receive Newsletters and Exclusive Promotions to stay up to date with the lunch program

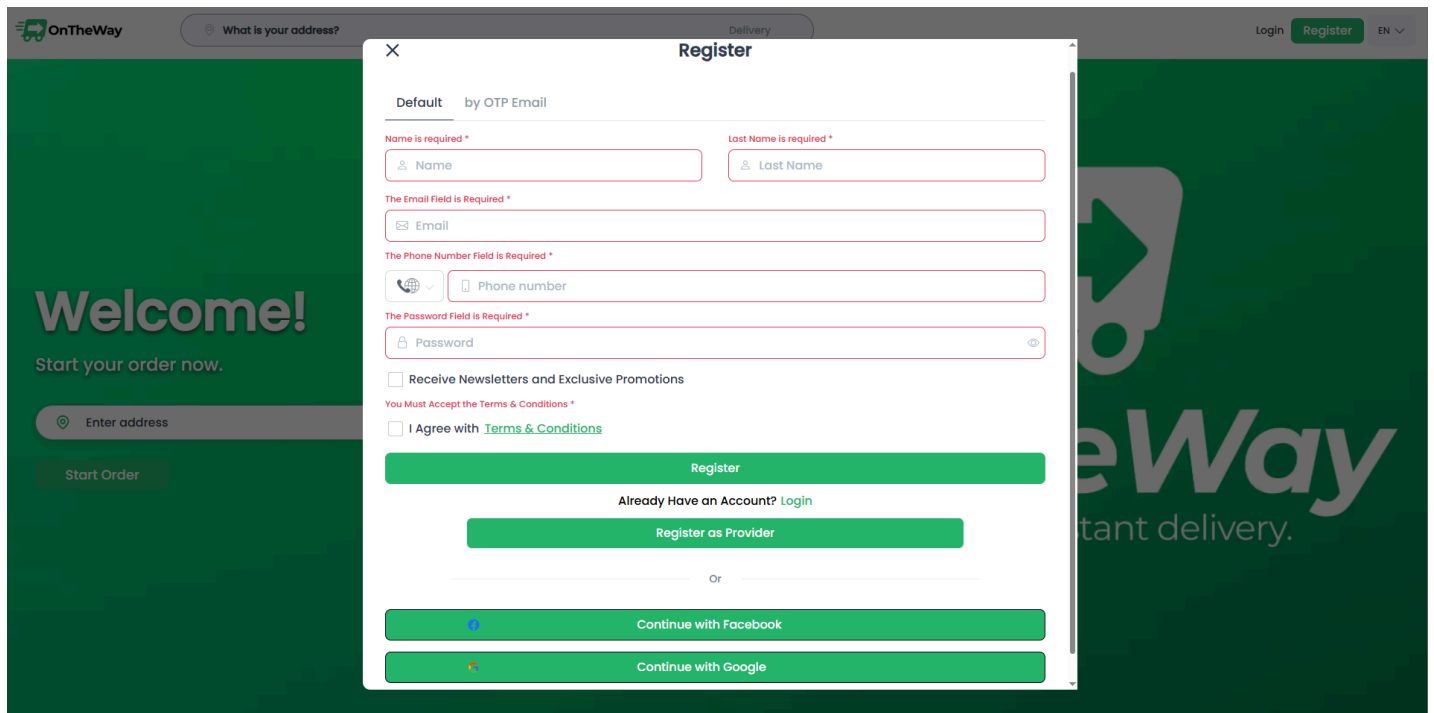
The image shows a screenshot of the OnTheWay website's registration form. The form is titled "Register" and is overlaid on a dark green background with the OnTheWay logo and "Welcome! Start your order now." text. The form fields include: "Name" (with sub-fields for "Name" and "Last Name"), "Email", "Phone number", and "Password". There are checkboxes for "Receive Newsletters and Exclusive Promotions" and "I Agree with Terms & Conditions". Below the form are buttons for "Register", "Register as Provider", "Continue with Facebook", and "Continue with Google". The background also shows a search bar with "What is your address?" and a "Start Order" button.

Figure 2: Registration form

## Step 3: Add or Select your Address

After registering or logging in, the website may ask for an address.

1. Click the address bar or select Add a New Address.
2. Enter your address.
3. Select your saved address from the list.
4. Continue to the available school/store selection screen.

**Tip:** If you see a distance warning, continue only if your school is available and correct.

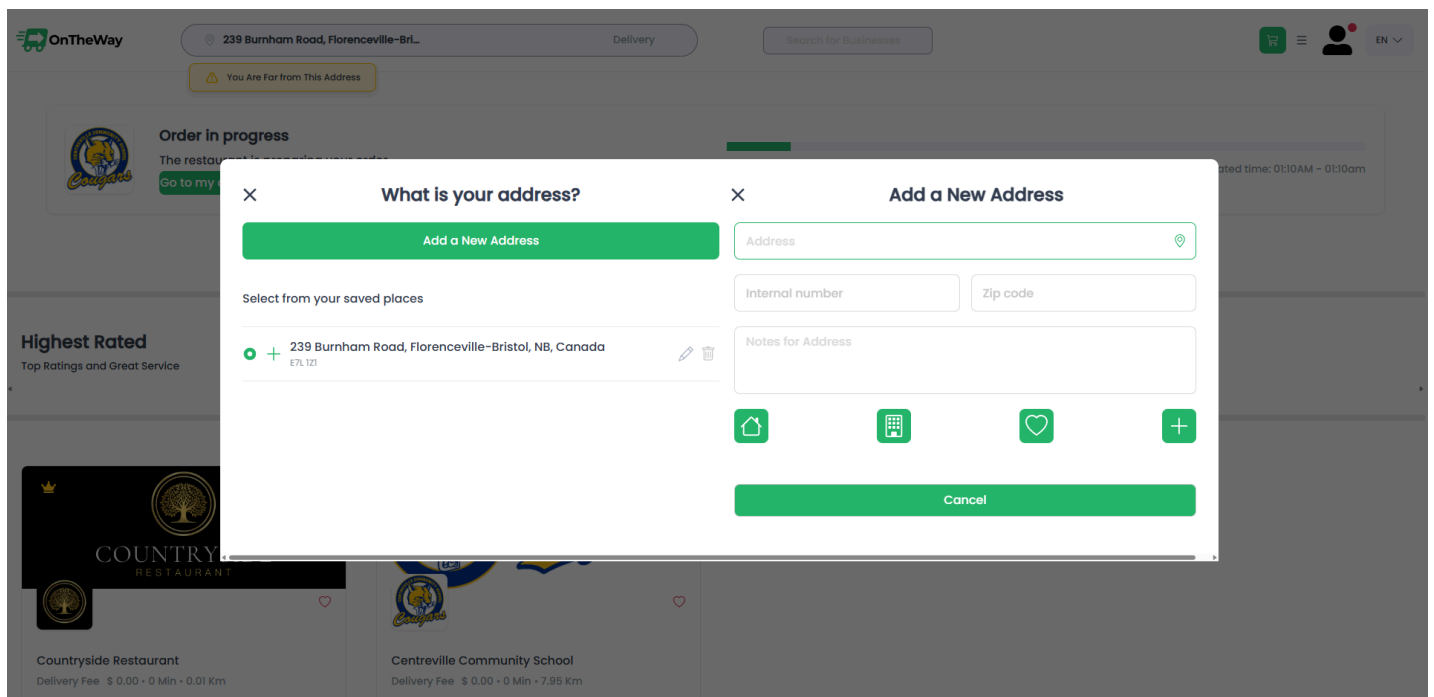


Figure 3: Address selection screen

# Step 4: Select your Child's School

Choose the school card for the school lunch program.

1. Review the available Schools.
2. Select your child's school, such as Centreville Community School.
3. Make sure you are not selecting the restaurant option by mistake.

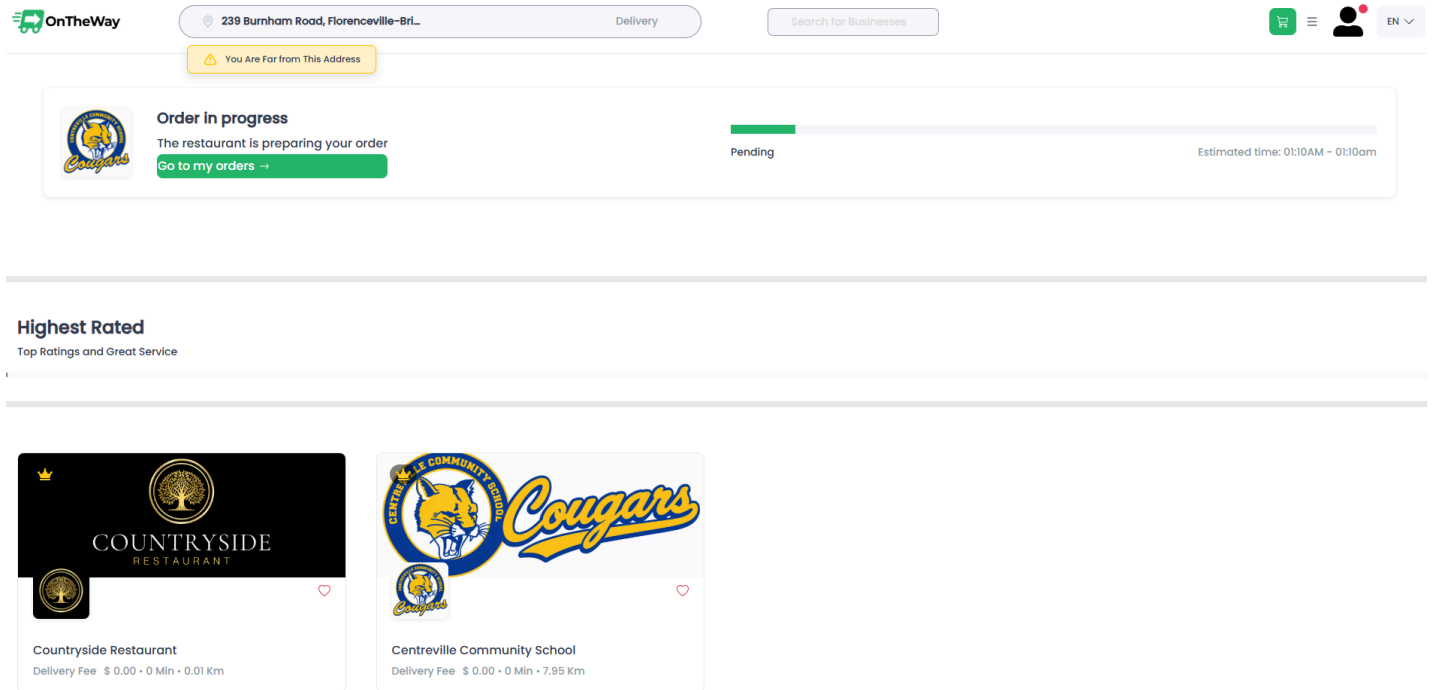


Figure 4: School selection screen

# Step 5: Choose the Lunch Date and Meal

The school menu is organized by date. Select the correct lunch day before choosing a meal.

1. Use the date tabs at the top of the menu.
2. Find the meal for the lunch day you want.
3. Choose Regular Meal or Vegetarian Meal if both are offered.
4. If a date is missing or items are sold out, the cutoff may have passed or the meal may no longer be available.

**Tip:** Remember: for Monday lunch, order by Sunday at 8:00 AM.

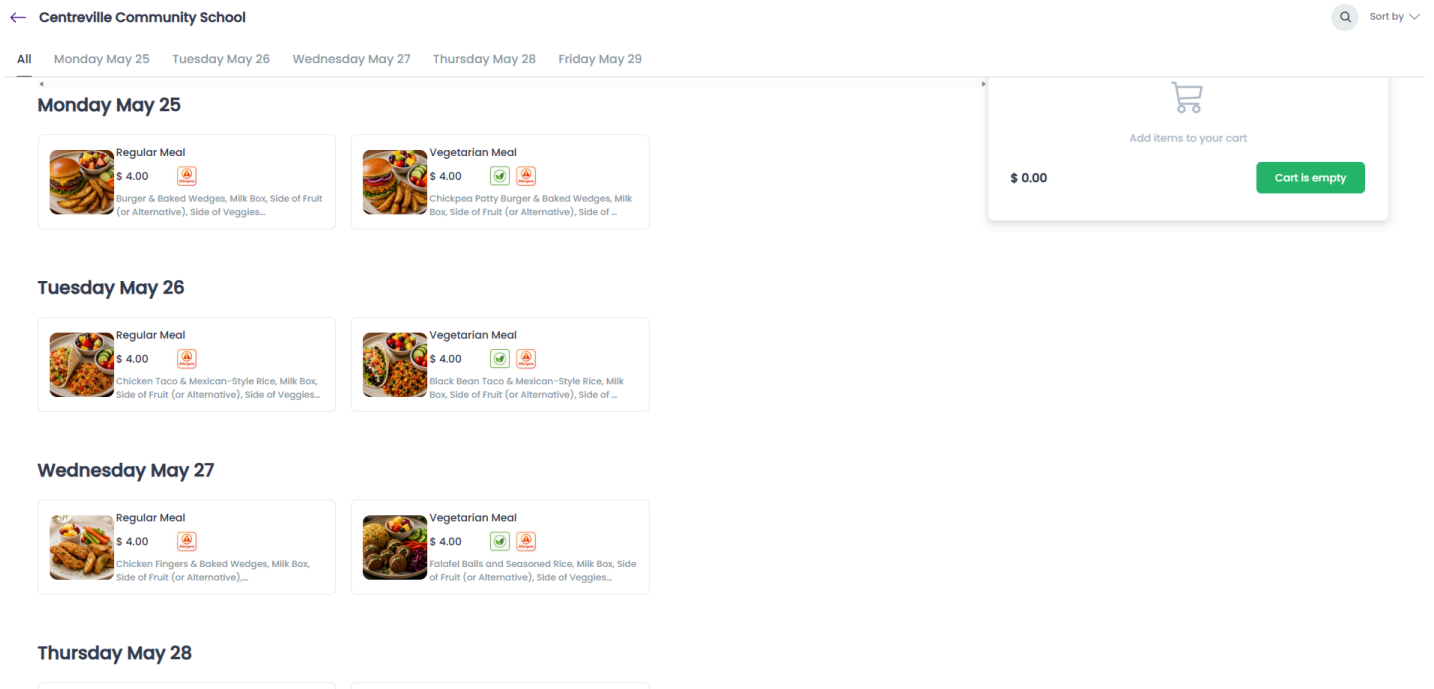


Figure 5: Menu showing lunch dates and meal options

## Step 6: Select Grade and Homeroom

Some meals require student details before they can be added to the cart.

1. Select the correct grade group, such as K-2, 3-5, or 5-8.
2. Select the student's homeroom number/classroom.
3. You do NOT need to enter student first and last name in the comment box. Leave this for checkout
4. Check that all mandatory fields are complete.
5. Click Add.

**Tip:** These fields help the school organize and distribute lunches properly.

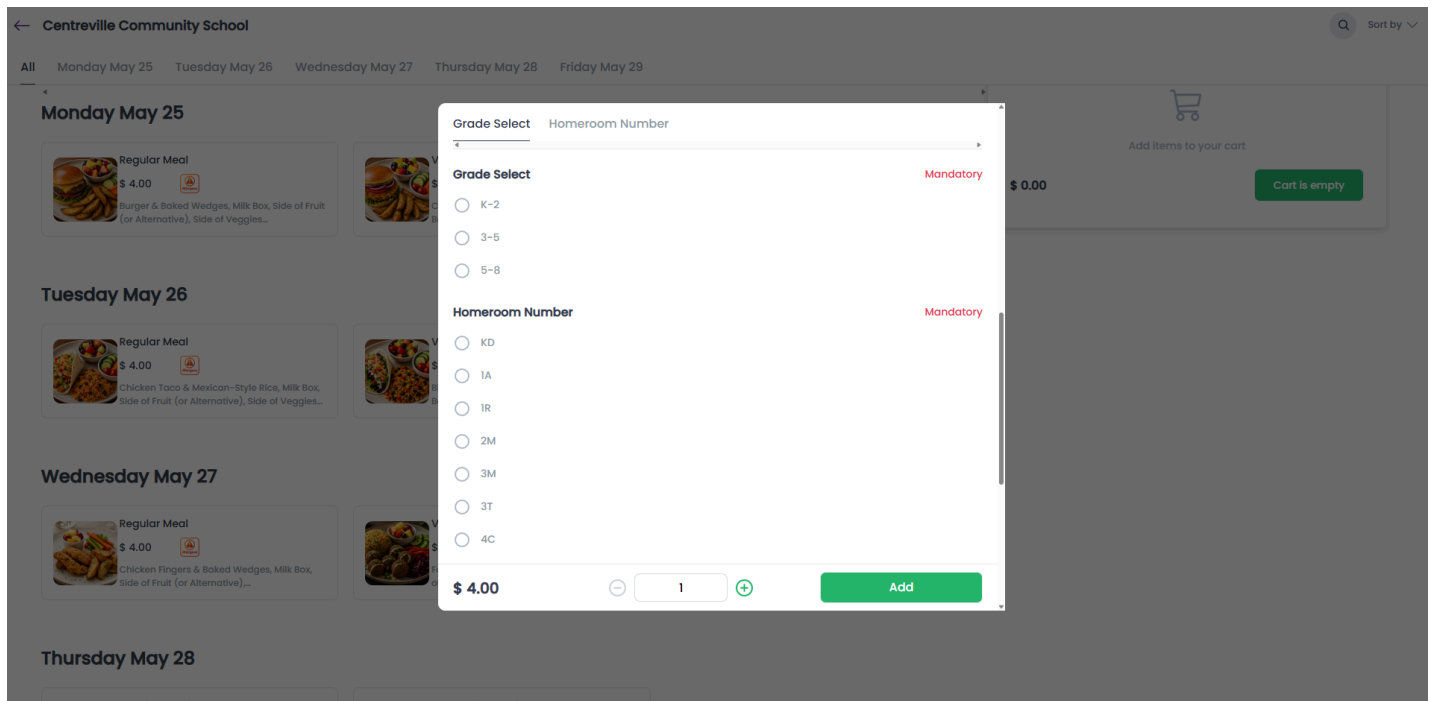


Figure 6: Required grade and homeroom options

# Step 7: Review the Shopping Cart

Before checkout, confirm the order is correct.

1. Check the school name.
2. Check the meal, quantity, and price.
3. Enter the student's first and last name where requested.
4. Remove or edit incorrect items.
5. Click Checkout.

**Tip:** If ordering for more than one child, a separate order will need to be made. However, you can order for all 5 days in one singular order

The screenshot displays the 'Centreville Community School' lunch ordering interface. On the left, under the 'Reorder' section, there is a 'Vegetarian Meal' for \$4.00. Below this, the meals for each day are listed:

- Monday May 25:** A 'Regular Meal' (Burger & Baked Wedges, Milk Box, Side of Fruit, Side of Veggies...) for \$4.00 and a 'Vegetarian Meal' (Chickpea Patty Burger & Baked Wedges, Milk Box, Side of Fruit, Side of Veggies...) for \$4.00.
- Tuesday May 26:** A 'Regular Meal' (Chicken Taco & Mexican-Style Rice, Milk Box, Side of Fruit, Side of Veggies...) for \$4.00 and a 'Vegetarian Meal' (Black Bean Taco & Mexican-Style Rice, Milk Box, Side of Fruit, Side of Veggies...) for \$4.00.
- Wednesday May 27:** A 'Regular Meal' for \$4.00 and a 'Vegetarian Meal' for \$4.00.

On the right, the 'Your shopping cart' summary shows the school name, a search icon, and a 'Sort by' dropdown. The cart contains one item: 'Vegetarian Meal' for \$4.00. The subtotal is \$4.00, the delivery fee is \$0.00, and the total is \$4.00. A text input field for the student's name contains 'Timmy Turner'. A green 'Checkout' button is located at the bottom right of the cart summary.

Figure 7: Shopping cart with student name field

# Step 8: Checkout and Pay

The checkout page shows customer information, delivery information, payment options, and the final order total.

1. Review your customer information.
2. Review the business/school information.
3. Select a payment method.
4. Optional: select a Pay it Forward donation amount if you wish to donate.
5. Confirm the student name is entered.
6. Click Confirm Order when everything is complete.

**Tip:** The Confirm Order button may stay disabled until required fields and payment method are selected.

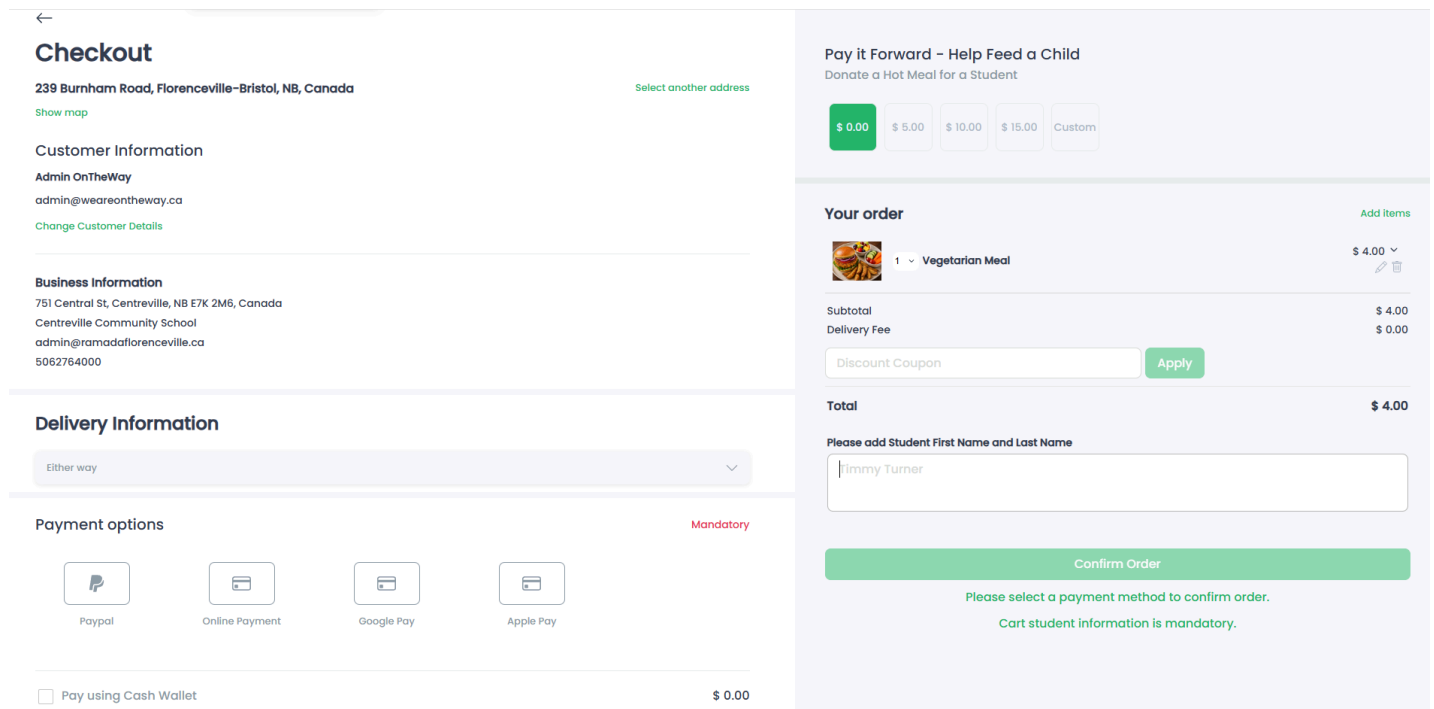


Figure 8: Checkout and payment page

## Step 9: View Confirmation and Track the Order

After confirming the order, the order page shows your order number and status.

1. Review the order status bar, such as Pending.
2. Use View details to review the order.
3. Use Your Orders to return to your order history.
4. You will receive updates and notification through the app for any status changes

**Order #332**  
Delivery  
2026-05-23 03:15am

Pending [View details](#) [Review order](#)

**Centreville Community School**  
Country Card & Gift  
admin@ramadaflorenceville.ca  
5062764000  
751 Central St, Centreville, NB E7K 2M6, Canada

St. James Anglican Church  
Centreville Baptist Church  
Centreville Community School

Country Card & Gift  
Centreville

Map data ©2026

Admin OnTheWay  
admin@weareontheway.ca  
5062764000  
239 Burnham Road, Florenceville-Bristol, NB, Canada

**Delivery preference**  
Either way  
**Special comment**  
d

**Your order has been received**  
Once the business accepts your order, we will send you an email. Thank you!

Vegetarian Meal

[Your Orders](#)

Figure 9: Order confirmation and tracking page

# Step 10: Message the Provider

Parents can contact the provider from the website when they need help with an order, student details, cancellation, or refund request.

1. Log in to your OnTheWay account.
2. Click the profile icon in the top-right corner.
3. Click Messages from the dropdown menu.
4. Select or start the conversation with the provider or school lunch account.
5. Write your message and include the order number, student name, school, lunch date, and what you need help with.

**Tip:** Parents can also click the chat icon underneath the school name on the order page to message the provider directly.

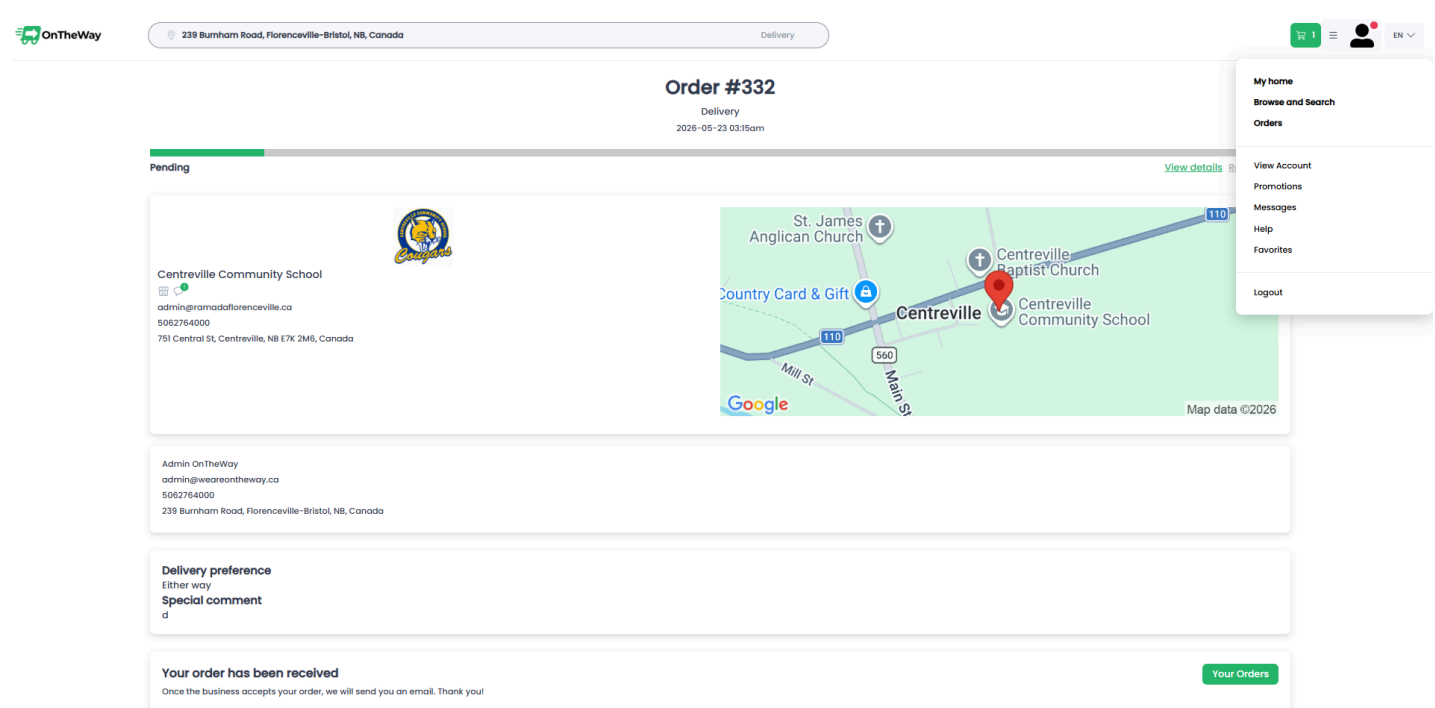
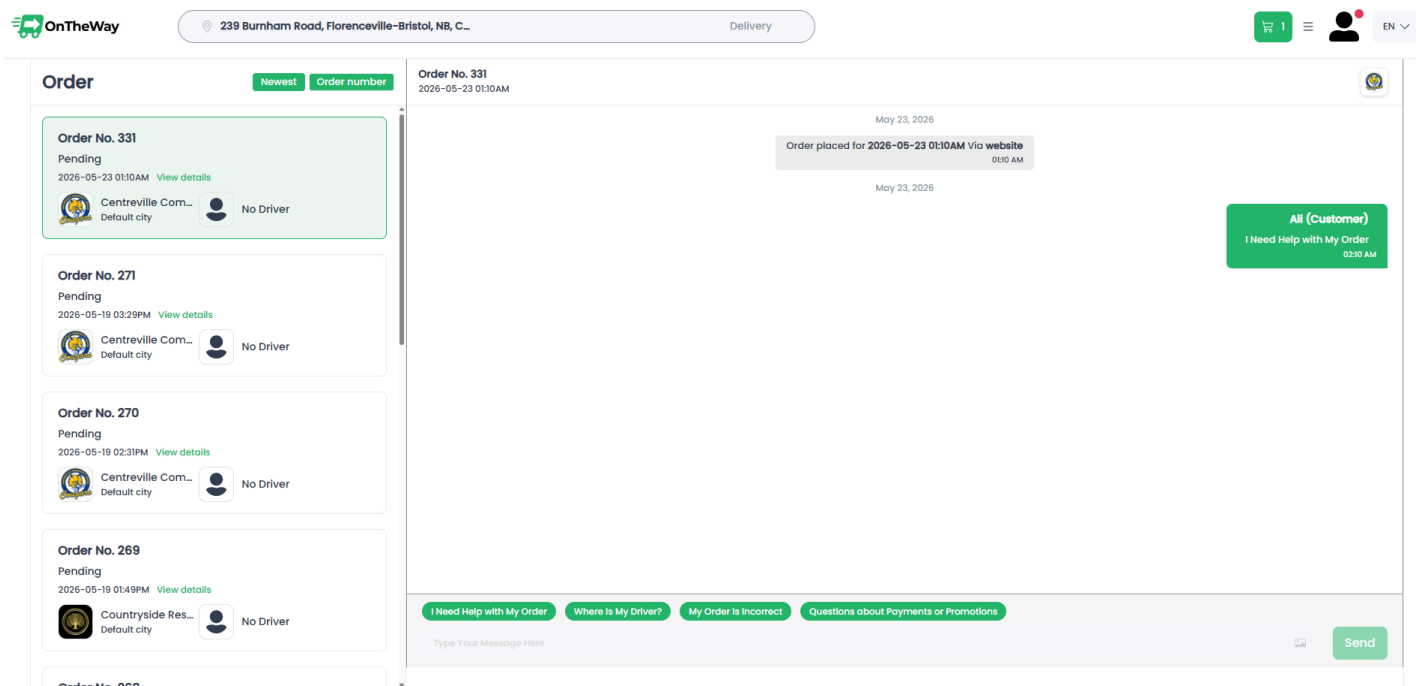


Figure 10: Profile menu showing the Messages option

# Cancellations and Refund Requests

**Important:** Cancellation cut-off is by 8 AM the morning of the order day. Parents cannot assume an order is cancelled or refunded until the provider confirms it. The easiest way to request a cancellation or refund is to message the provider through the website.

1. Go to your profile in the top-right corner and click Messages, or use the chat icon underneath the school name on the order page.
2. Send the message as soon as possible. Requests made after the ordering cutoff or after food preparation has started may not be eligible for cancellation or refund.
3. Wait for the provider to reply and confirm the outcome.



*Use Messages to contact the provider for cancellations or refunds*

## Parent FAQ

Question	Answer
What is the ordering deadline?	Orders must be placed by 8:00 AM the day before the lunch date.
What happens if I miss the deadline?	The meal options for that lunch day may no longer appear on the school menu, or they may show as unavailable/sold out.
Can I order Monday lunch on Monday morning?	No. Monday lunch must be ordered by Sunday at 8:00 AM.
How do I message the provider?	Click your profile icon at the top right and select Messages. You can also click the chat icon underneath the school name on the order page.
How do I request a cancellation or refund?	Contact the provider through Messages and include your order number, student name, school, lunch date, and reason for the request.
What is the cancellation policy?	Parents must cancel by at the latest 8:00 AM the morning of the order day. Last-minute cancellations and refunds beyond 8:00 AM are subject to the provider's discretion

**Need help? Message the provider through your OnTheWay account, or contact your school lunch provider directly.**