

Troubleshooting for Medical Diet Request

Parents who have difficulty submitting a request are usually attempting to submit invalid information. The most common issues are:

- Trying to upload a document or pdf in place of the child's photo. The photo must be in photo format (e.g. jpg, gif, png)
- Trying to upload an evidence file that is too large or in the wrong format. The evidence must be a pdf, Word document or photo (e.g. jpg, gif, png).
- Using the incorrect school postcode – the system has details of every school in the country. If they cannot find their child's school they should verify that the postcode is correct. <https://get-information-schools.service.gov.uk/> has the correct details of every school in the country.
- Not verifying their email address – once a request is submitted, they must click the link in the email the system sends to them. Failure to click the link will mean that the medical diet request is not sent on to the school for approval.