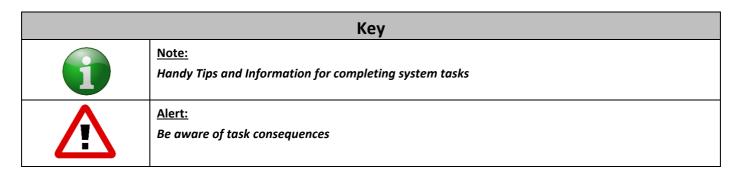
WELCOME TO THE MUNCHMONITOR PARENT PORTAL



MunchMonitor User guide

The new MunchMonitor Parent Portal website is built on a response web design. Responsive web design, also called RWD design, describes a modern web design approach that allows websites and pages to render (or display) on all devices and screen sizes by automatically adapting to the screen, whether it's a desktop, laptop, tablet, smartphone, or even a smart TV. Meaning it is available to access across all web browsers and the look, feel and functionality will not change.

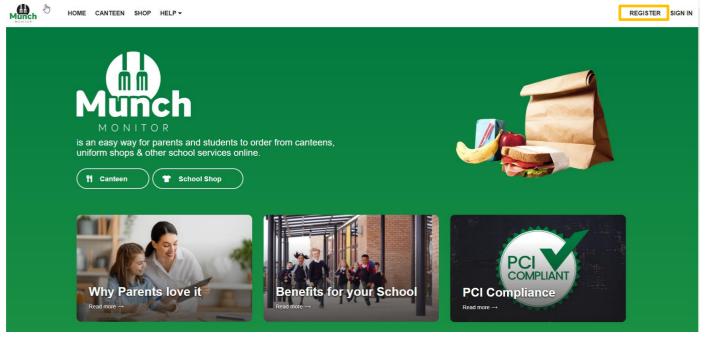


New Parent Account Registration on the MunchMonitor Parent Portal

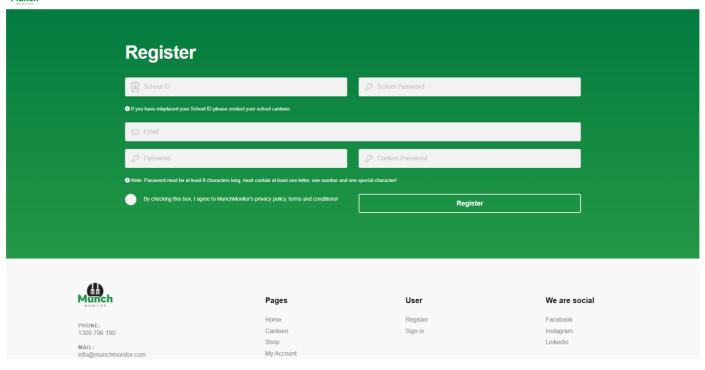
Step 1: Please open your browser i.e.: Edge, Chrome, Internet Explorer, Mozilla etc. and go to the following URL – https://www.munchmonitor.com



Step 2: Click – Register, this will take you to the registration page





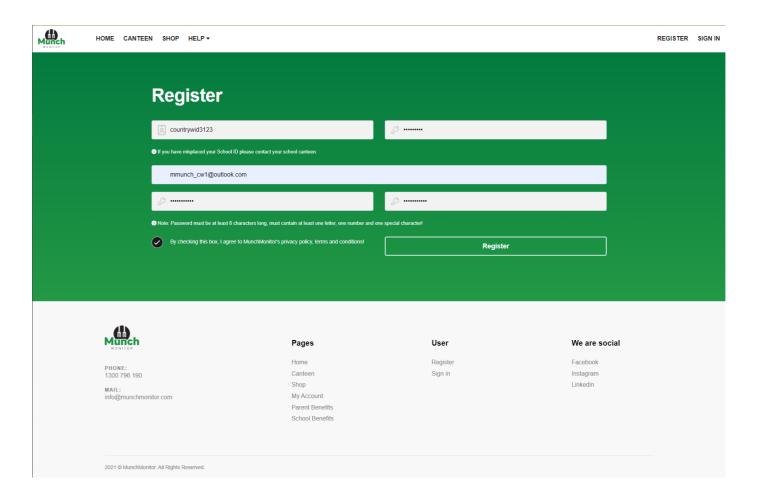


Step 3: Enter your Student's MunchMonitor School ID and Password.

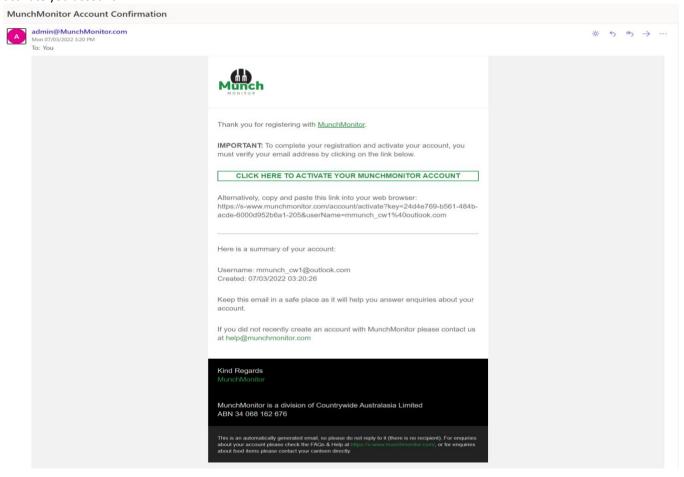
Your **email address** that you would like to use to set up your account on and **password**. Tick the circle if you agree with MunchMonitor Privacy and then click on **Register**.



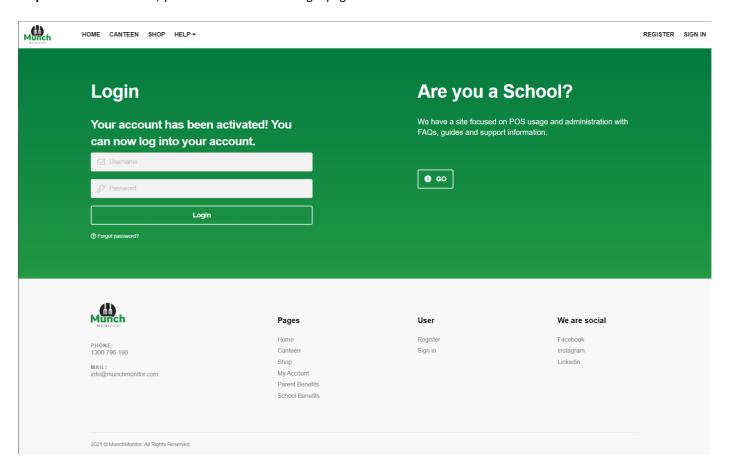
Note: You will need to ask your School Canteen/School Shop for there MunchMonitor School ID and Password to be able to Register your account.



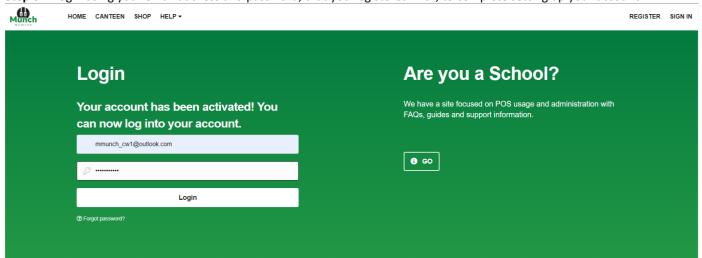
Step 4: If you have Registered successfully, you will receive an email to Activate your account. Follow the steps in the email to activate you account.



Step 5: When successful, you will be taken to the Login page of the MunchMonitor Parent Portal.



Step 6: Login using your email address and password, that you registered with, to complete setting up your account.



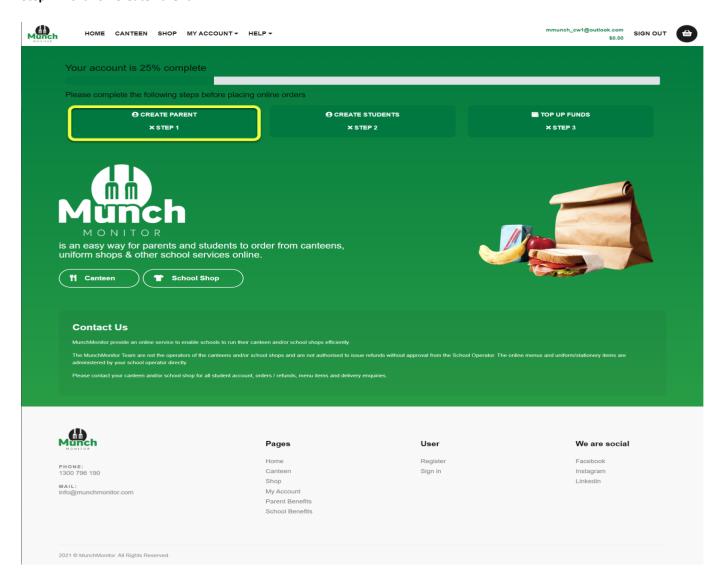
Navigation - Home Page

The table below provides descriptions and uses for each of the features on the MunchMonitor Parent Portal Home Page.

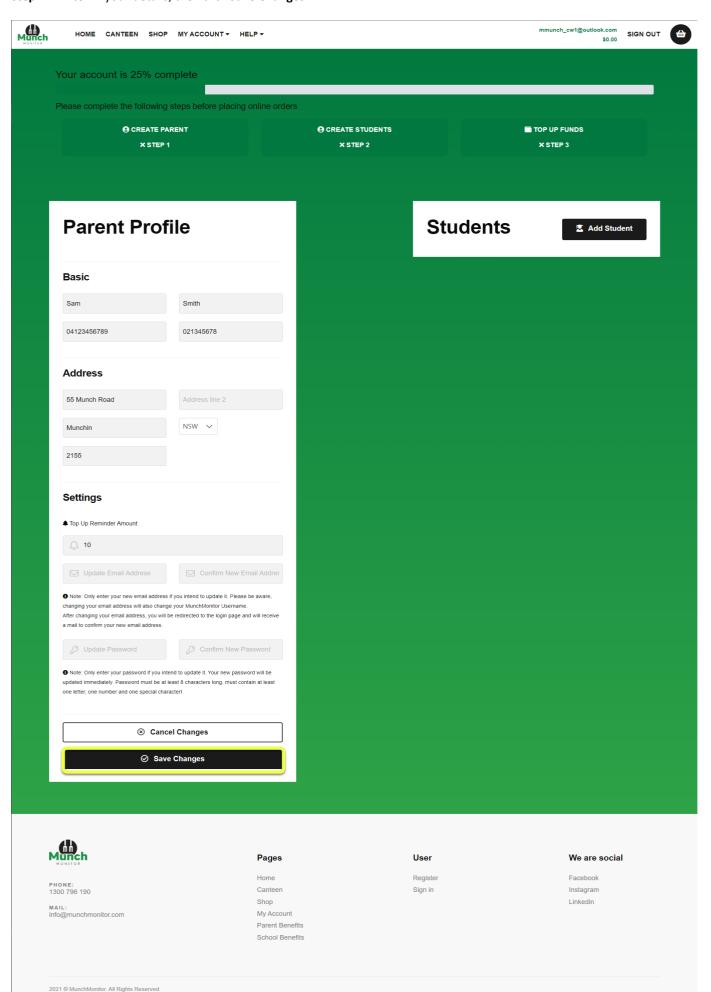
Feature	Description
НОМЕ	Home Page – This will return you to the Home Page
CANTEEN	Canteen – This is where you can select the date and student details to place orders.
SHOP	Shop – This is where you can place orders for your School Shop and/or Uniform Shop.
MY ACCOUNT	My Account – This feature takes you to the Parent and Student(s) Profiles, Top Account, Statements > Account Summary, Account Detail, Volunteer Roster.
HELP	Help – This button drops down to take you to, FAQs, User Guides, Fees, PCI Compliance, Copyright, Privacy Policy, Terms of Use.
SIGN OUT	Sign Out – This button is used to sign out of your account.
CART	Cart icon – When placing orders, your items are added to the cart feature. This is where you go to see items that have been added to the cart but have not been paid for. By clicking on this button it will take you to view your items in your cart that you can finalise the purchase of.

Creating a Parent and Student Account/Profile

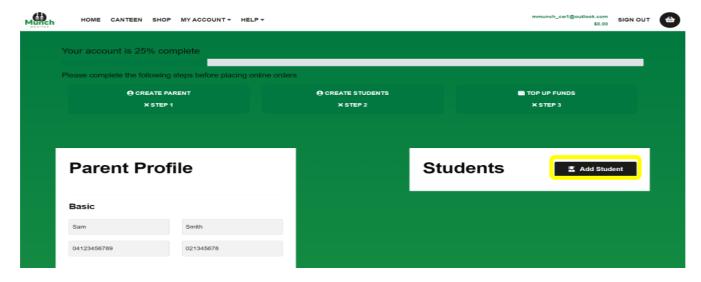
Step 1: Click on Create Parent.



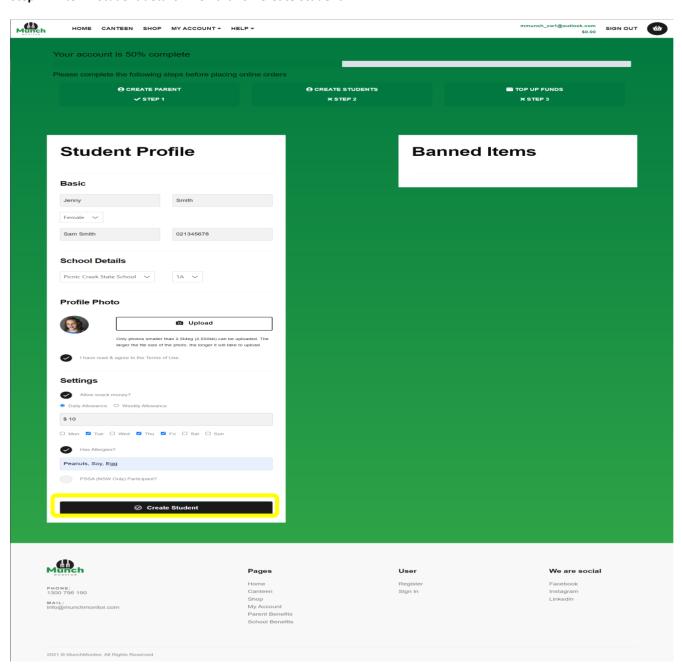
Step 2: Enter in your details, then click Save Changes.



Step 3: Click on Add Student.



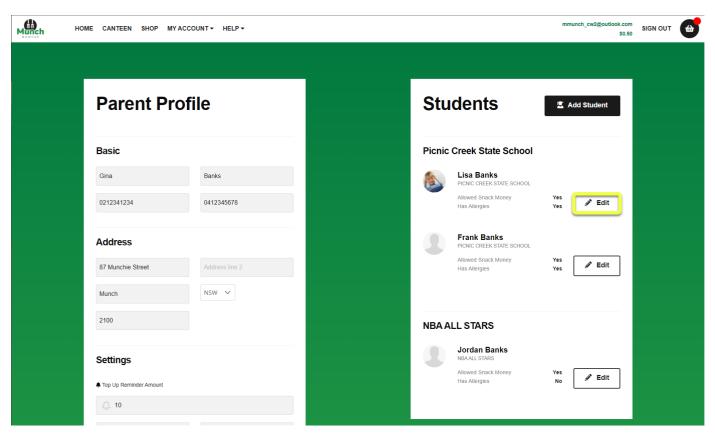
Step 4: Enter in Student details. Then click on Create Student.



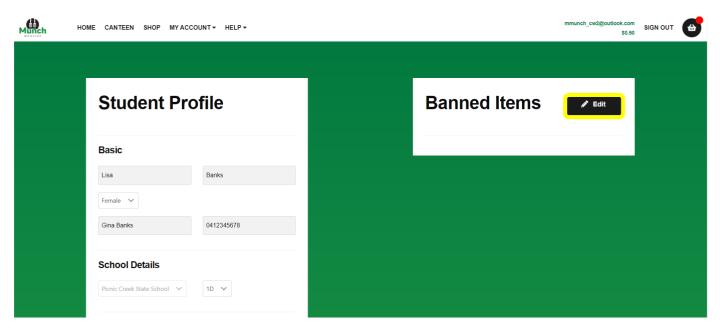
Selecting Banned Item(s)

If you would like to select items from the Canteen Menu that your student will not be allowed to buy, over the counter or order, these are called Banned Items to select these items please follow the below steps.

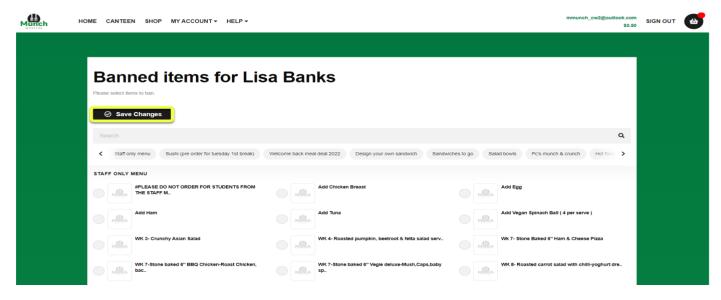
Step 1: Once you have saved your Student(s) profile, click on Edit



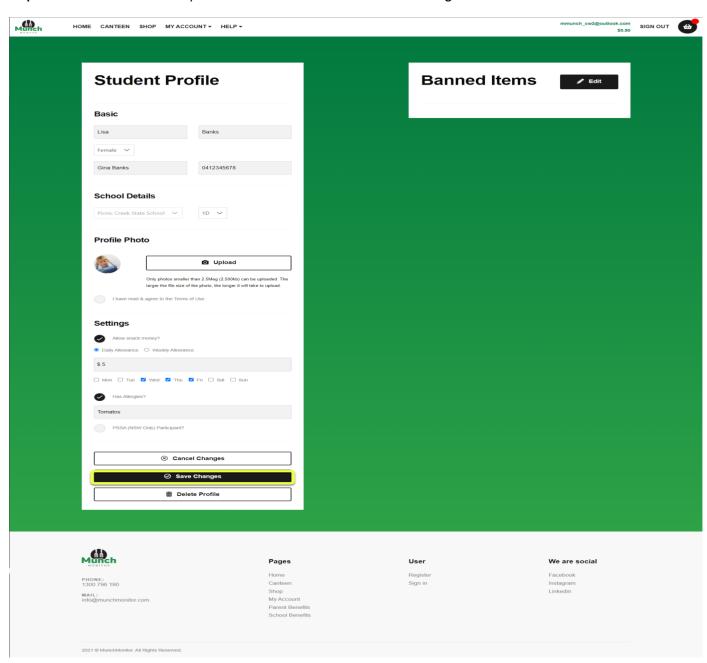
Step 2: Click on Edit, next to Banned Items



Step 3: Select the Menu Items that you would like Banned from your Student. Click **Save Changes.**

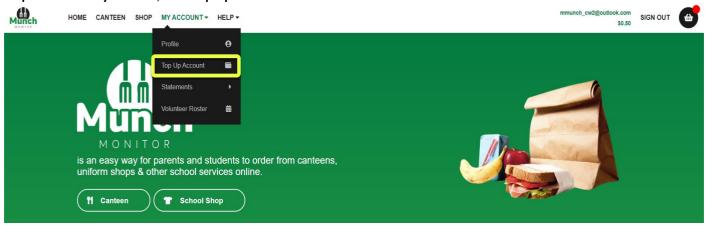


Step 4: You will be taken back to your Student's Profile. Then Click on Save Changes.



Topping up your account.

Step 1: Click on My Account, then Top Up Account.

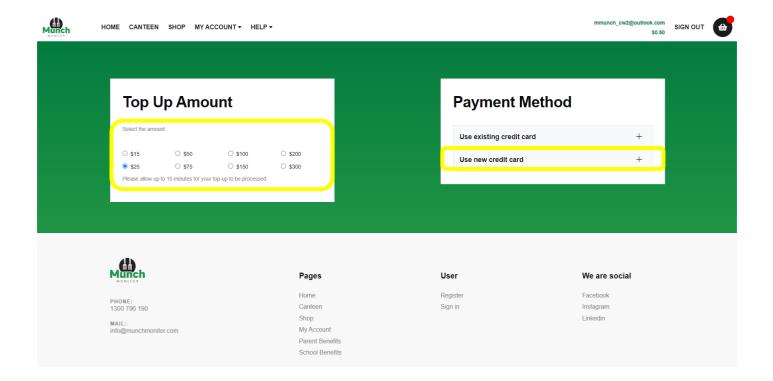


Step 2: Select the amount you would like to top up with. Then Use new credit card.

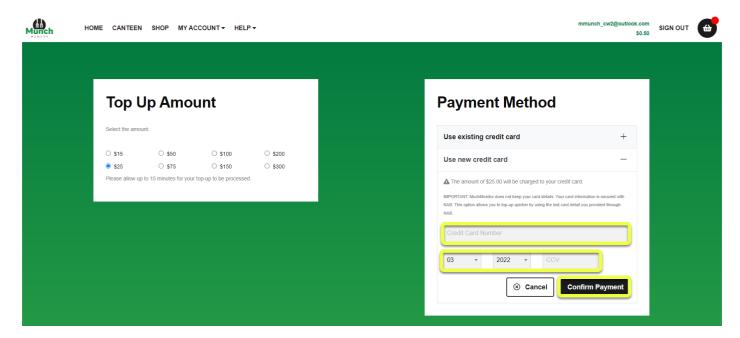


Note: If you have topped up before, you can select Use existing credit card.

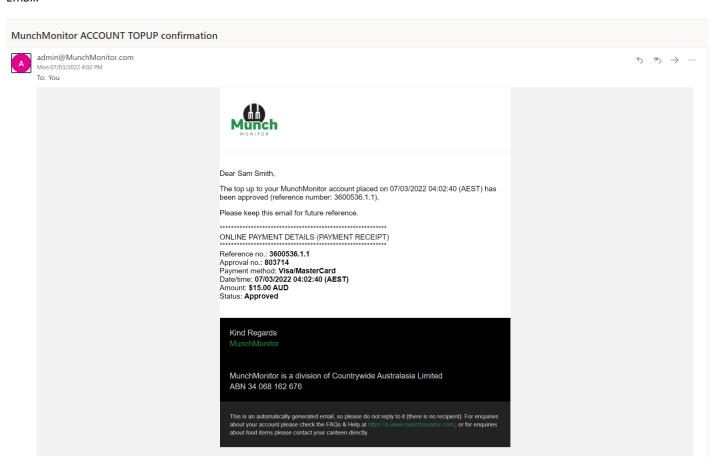
MunchMonitor does not hold credit card details. We are PCI Compliant through the National Bank of Australia (NAB). Please refer to our PCI Compliance Policy for more information.



Step 3: Enter in your credit card details, then click Confirm Payment



Once your Top up has been processed your account balance will be updated and you will be sent a confirmation Top Up Email.





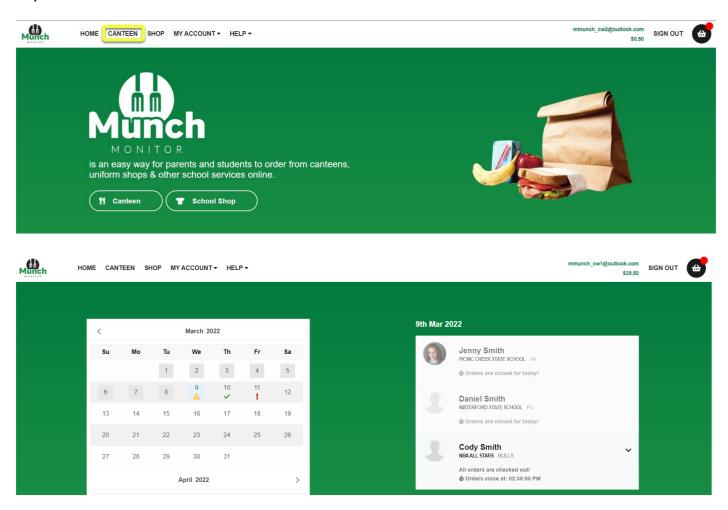
Note: If you entered a top up reminder amount in your parent profile, an email will automatically be sent to you once your account has gone under the amount specified. MunchMonitor does not have an automatic top up feature.

MunchMonitor does not hold credit card details. We are PCI Compliant through the National Bank of Australia (NAB). Please refer to our PCI Compliance Policy for more information.

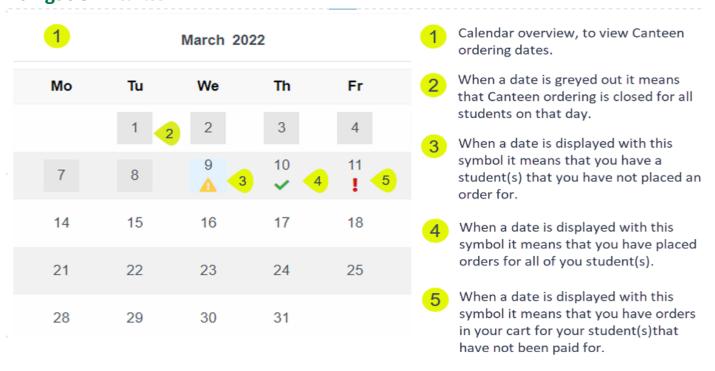
Placing, Editing and Cancelling a Canteen Order:

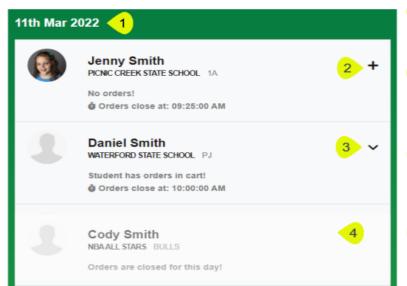
Placing a Canteen Order:

Step 1: Click on Canteen



Navigation - Canteen





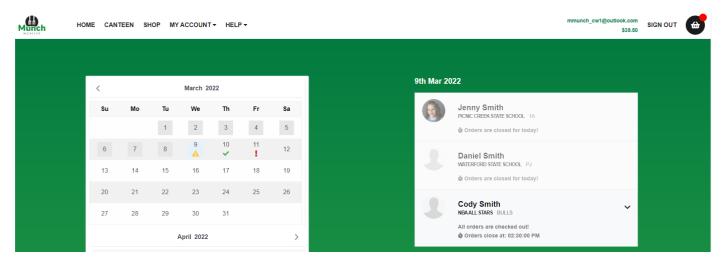
- 1 Date is displayed to identify which date you are viewing. Based on your calendar date selection.
- The plus sign (+)means that you have not placed any orders for this student. By clicking on the plus sign it will take you to the Canteen Menu.
- When the drop down arrow is displayed, you have placed an order for your student, and are able to view what you have ordered.
- When a student profile is greyed out it means that the canteen cut off time has been reached, and you can no longer place a web order for that day.



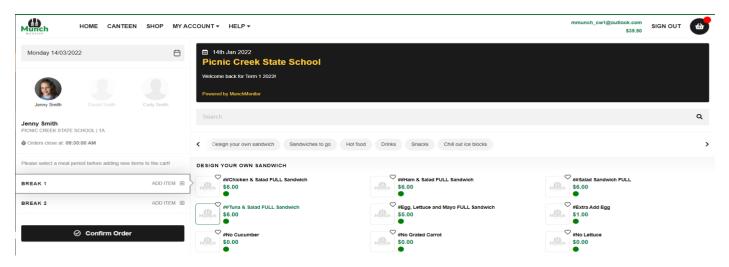
Note: Canteen ordering cut off time is also displayed on this screen. When the canteen is 10mins out from cut off a countdown timer will be displayed.

If you have not been able to place an order before cut-off time, please contact your school canteen directly to place your order. Your school canteen details can be found under menu Help > Fees.

Step 2: Select the date you would like to place an order for, then click on the student.



Step 3: Select the break, then click on the items you would like to order for that break.



If you have multiple student you can click on your students' profile and select their items, which will be saved to the cart, in readiness for cut off.

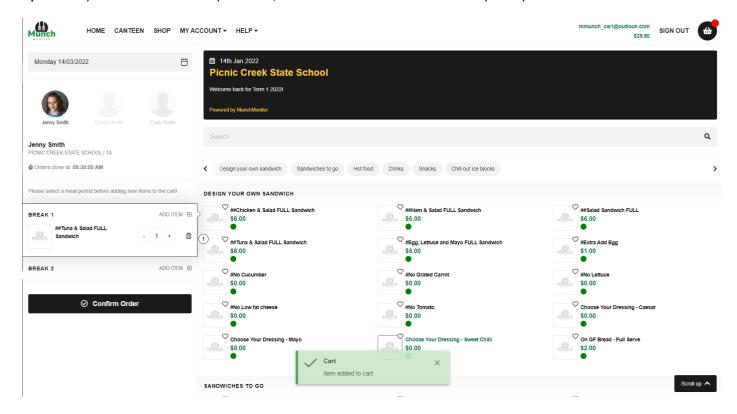


Alert: If you have multiple students that go to different schools, please make sure you take note of the cut off time if you are wanting to place all your student's orders at once. If one of your student(s) canteen has cut off before the other students, even though you have selected items and they are in the cart the items in the order will not be sent to the school and you will not be charged.



Note: If there are menu items that you will order frequently for your student, click on the **Heart icon** next to the item. This will create a toggle tab called **"Favourites"** to help make ordering easier in future.

Step 4: Once you have selected all of your items, click on Confirm Order. This will take you to your cart.



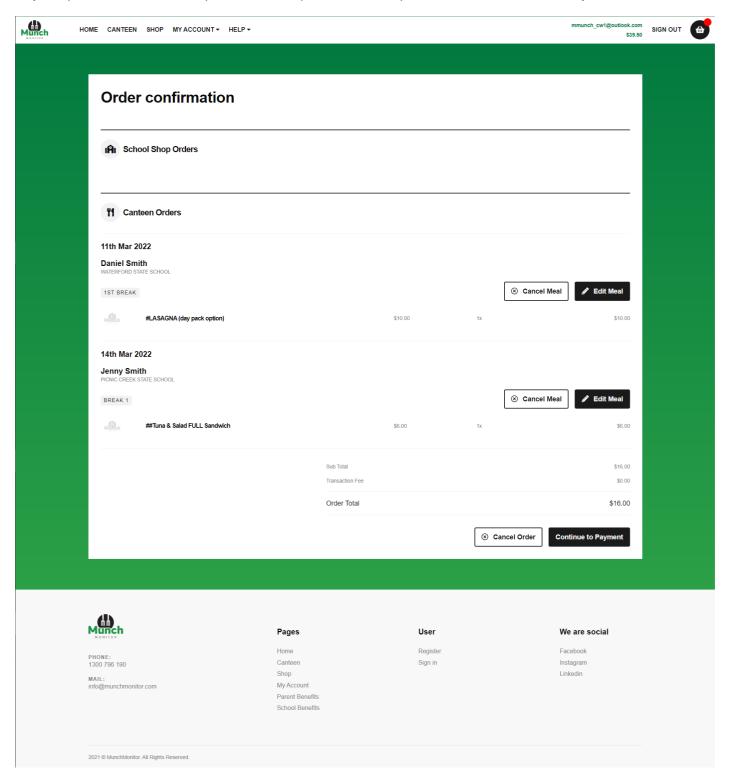
Note: The below pop up will appear. If you don't want to go back and place orders for your other student(s) click on **Yes.** If you do want to continue placing orders click on **No.**Are you finished ordering?

You can now order for multiple students across multiple days before proceeding to checkout.

X No Yes

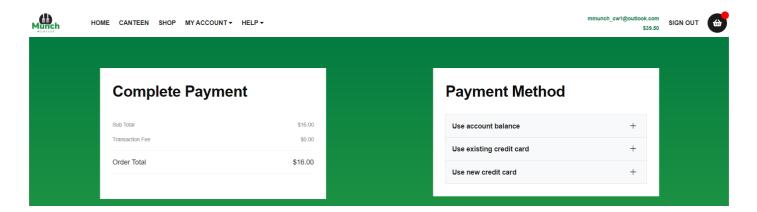


Step 5: If your order is correct and you would like to purchase items in your cart, click on **Continue to Payment.**



Step 6: Choose your Payment method.

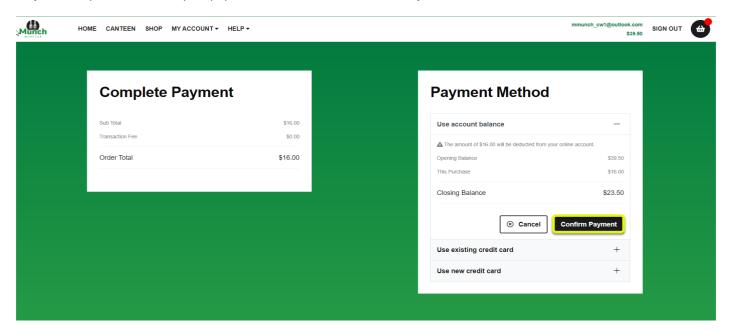
- a) Use account balance This payment method will use the credit that you have on your balance, if you do not have enough credit, it will advise you to top up.
- **b)** Use existing credit card This will use the credit card that you have used previously.
- c) Use new credit card You will be prompted to enter in a new credit card details.



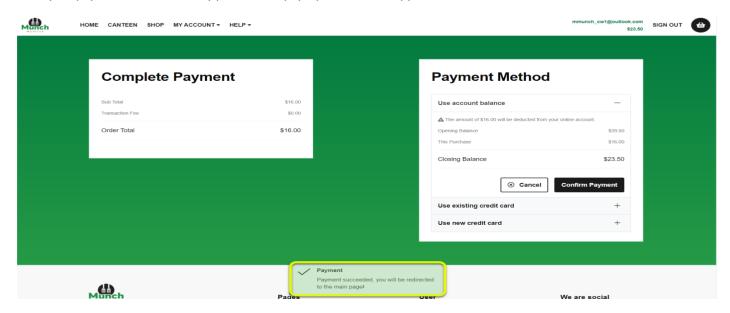


Note: To keep transaction fees low, there are pre-selected top up amounts to choose from \$15.00 being the minimum.

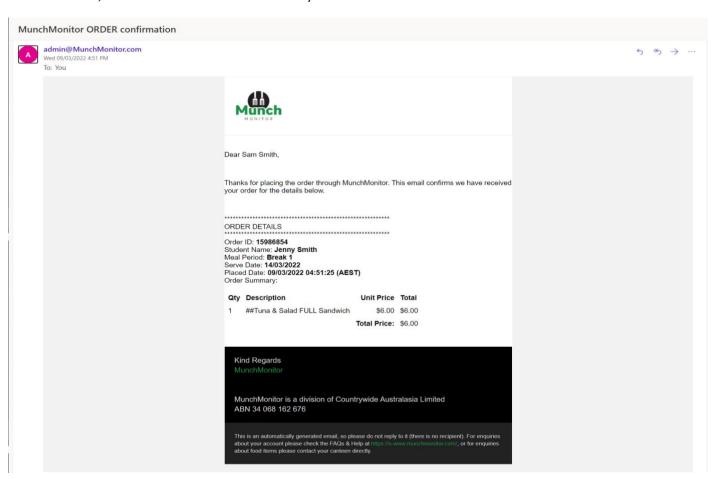
Step 7: Once you have chosen your payment method, click on **Confirm Payment**.



Once your payment has successfully processed a pop-up window will appear.



When successful, an order confirmation will be sent to your email address.



Editing an Order:

You are only able to edit an order before cut-off. There are two ways of editing an order:

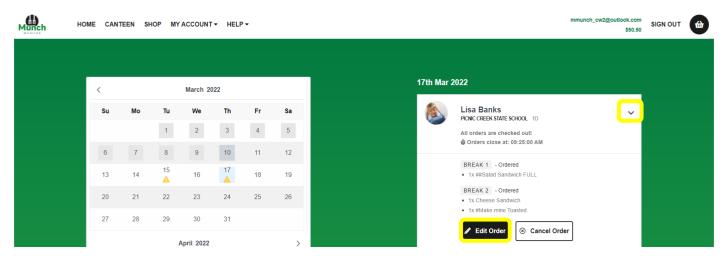
a) Editing an order after it has been placed and paid for.



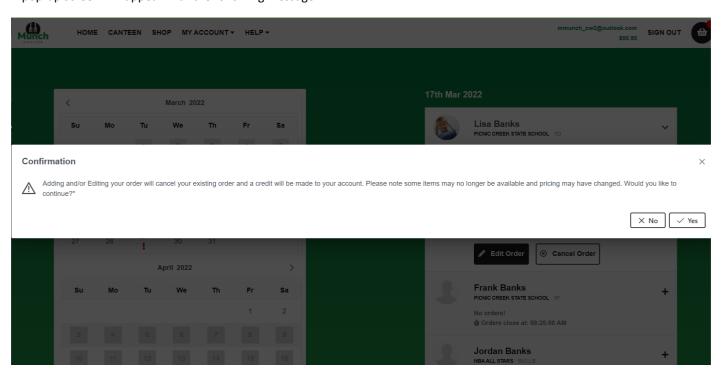
Alert: Editing an order once it has been placed, will cancel your original order and you will need to reselect all of your items for each break.

Some items may no longer be available, or prices may have changed.

- b) Editing an order that has not been placed and paid for.
- A) Placing an order, it has been placed and paid for.
- Step 1: Click on the drop-down arrow on your student ordering profile. Then click on Edit Order.



A pop-up screen will appear with the following message:



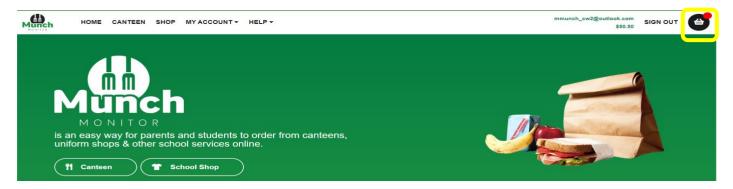
Step 2: Click:

- a) **Yes** This will cancel your placed order, a credit will be processed back to your account and you will need to replace the entire order including any adjustments you require.
- b) **No** You do not want to go ahead with editing your order.

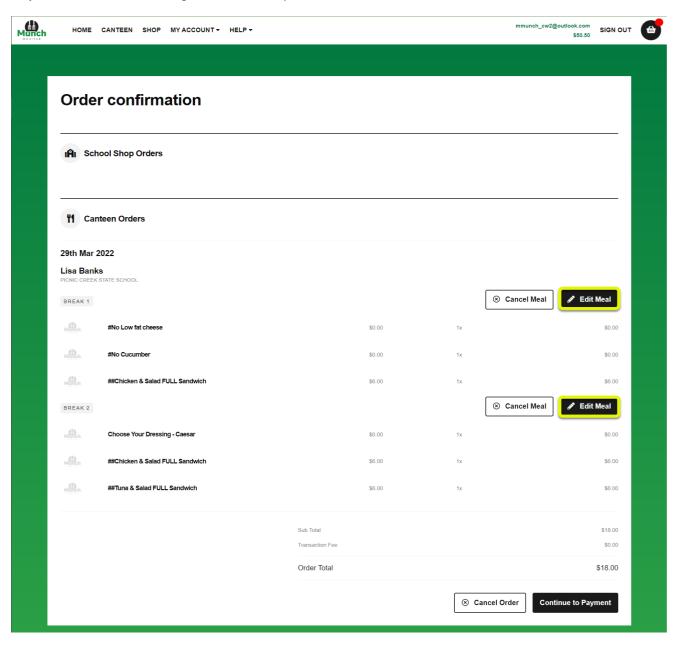
B) Editing an order that has not been placed and paid for.

If you order has not been placed and paid for, you can Edit your order(s) through the Cart Icon.

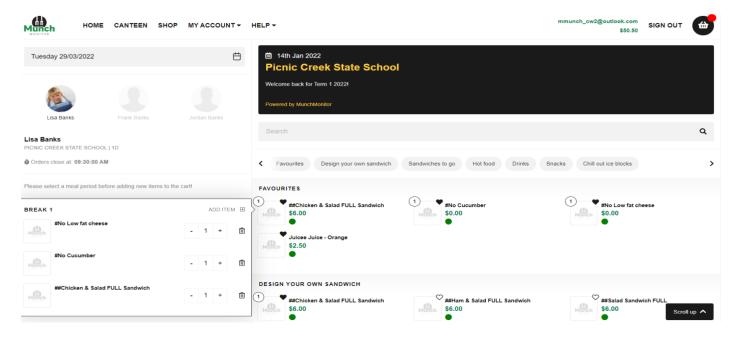
Step 1: Click on the **cart icon,** to view you cart.



Step 2: Click on the **Edit Meal** against the student you would like to Edit the order for.



Step 3: Update your order. Follow Placing a Canteen Order.



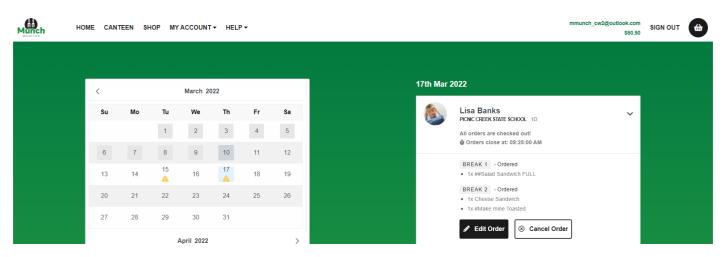
Cancelling an Order

Orders can only be cancelled through the Portal before cut-off time.



Note: If you need to cancel you order and cut off time has already passed. Please contact your school's canteen directly to request for it to be cancelled.

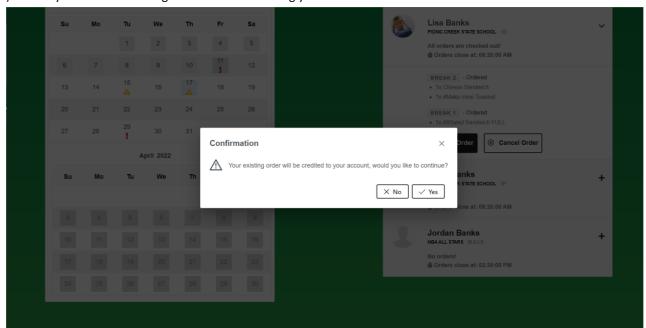
Step 1: Click on the drop-down arrow on your student ordering profile. Then click on Cancel Order.



A cancellation order window will appear.

Step 2: Click on:

- a) Yes to cancel your order
- b) **No** you do not want to go ahead with cancelling your order.

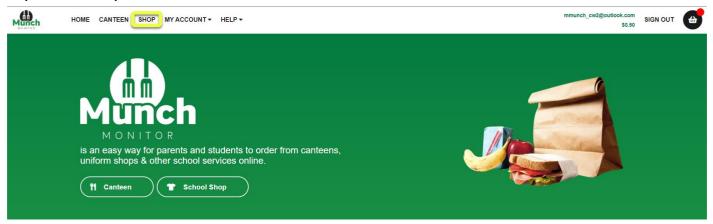


Placing a Shop Order



Alert: School shop orders can only be cancelled or changed by the School Shop Operator, not via the MunchMonitor Parent Portal.

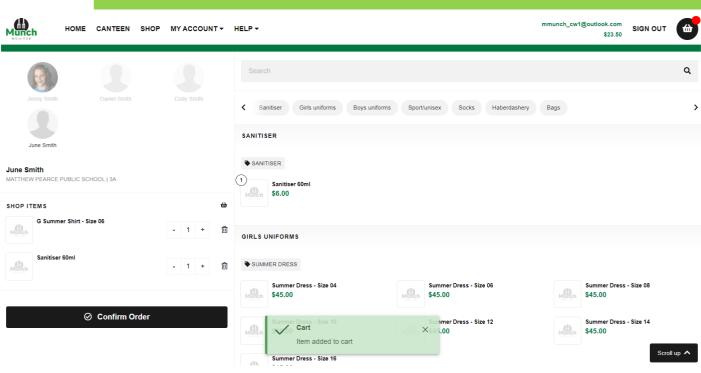
Step 1: Click on Shop:



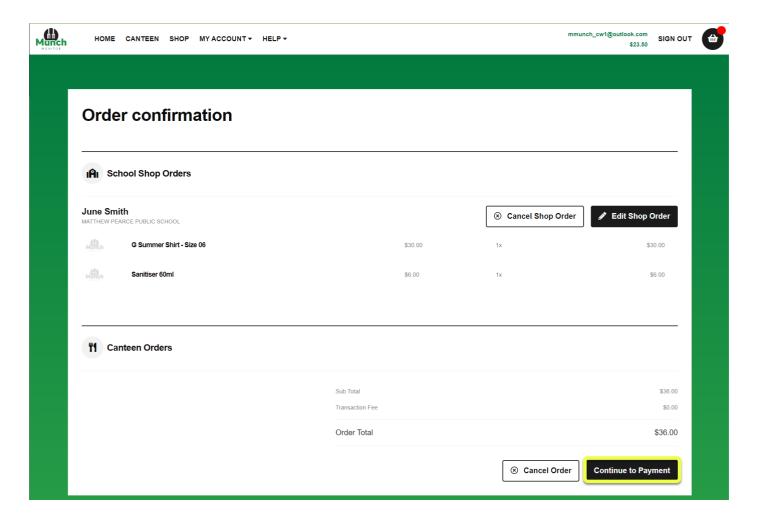
Step 2: Select items you would like to purchase. Click on Confirm Order.



Note: If you would like to purchase more than one of the same item, click on the + sign to increase the quantity you would like to purchase. Click on the – will decrease the quantity.

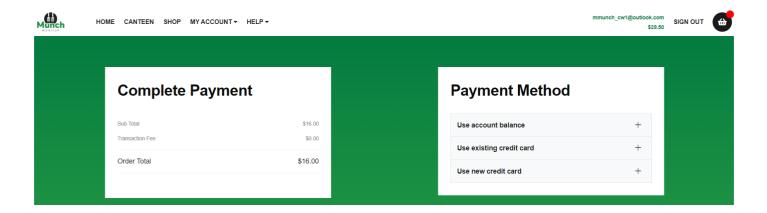


Step 3: View your order click Confirm Payment.



Step 4: Choose your Payment method.

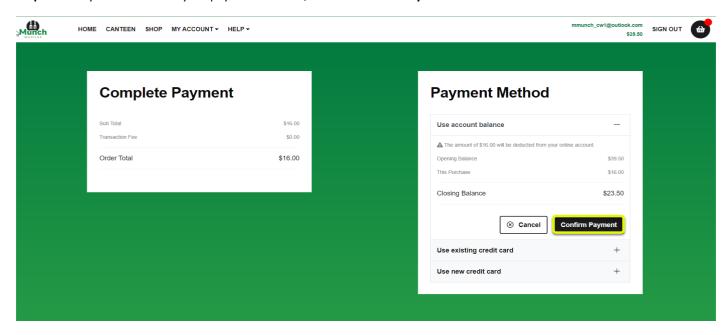
- a) Use account balance This payment method will use the credit that you have on your balance, if you do not have enough credit, it will advise you to top up.
- **b)** Use existing credit card This will use the credit card that you have used previously.
- c) Use new credit card You will be prompted to enter in a new credit card details.



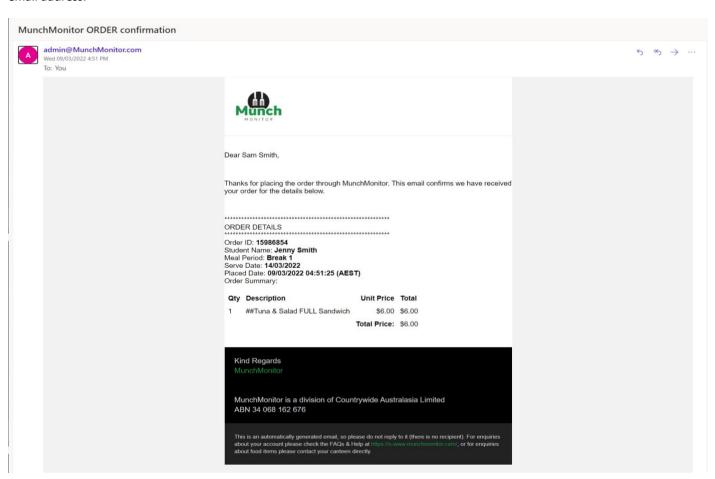


Note: To keep transaction fees low, there are pre-selected top up amounts to choose from \$15.00 being the minimum.

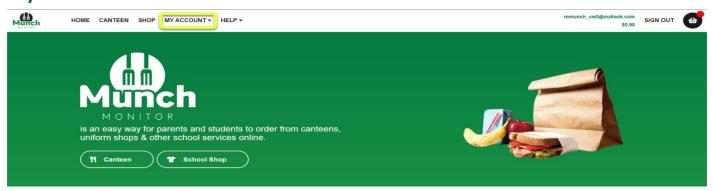
Step 5: Once you have chosen your payment method, click on **Confirm Payment**.



Once your payment has successfully processed a pop-up window will appear, and an order confirmation will be sent to your email address.



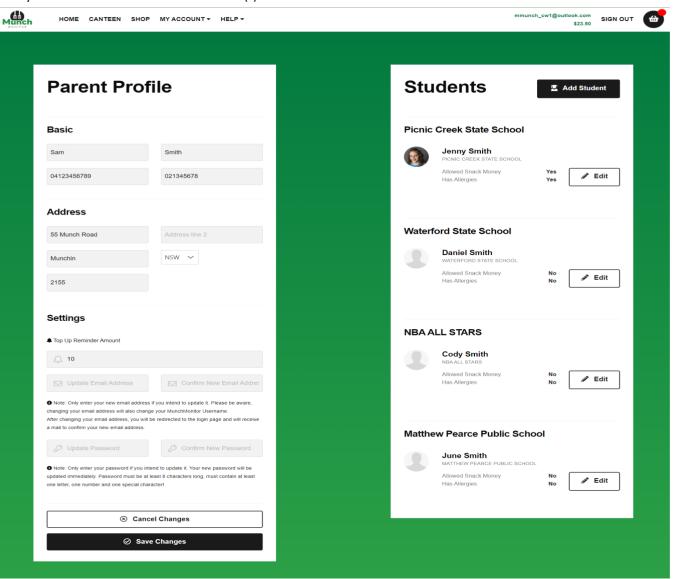
My Account



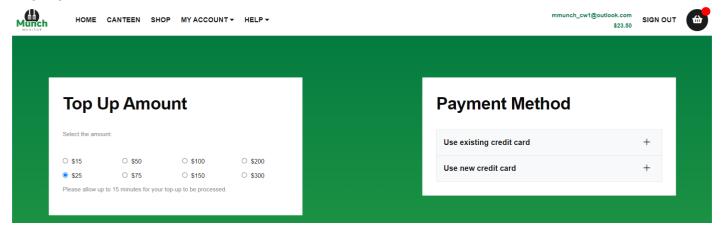
Feature	Description
PROFILE	Profile – This will take you to view your Parent and Student profile(s).
TOP UP ACCOUNT	Top Up Account – This is where you can Top Up you account.
STATEMENTS	Statement – This is where you can view you Account Summary and Account Details.
VOLUNTEER ROSTER	Volunteer Roster – This is where you will find your canteens volunteer Roster

Profile

View your Parent and Student account Profile(s)



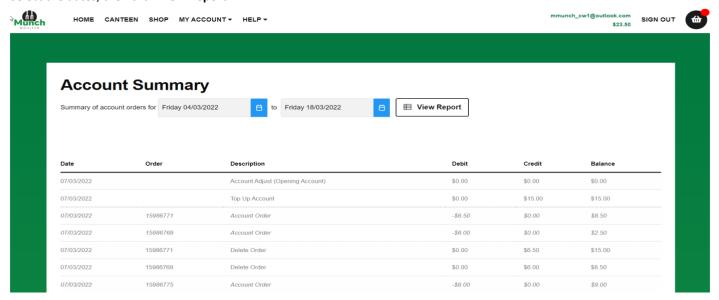
Top Up Account



Statements

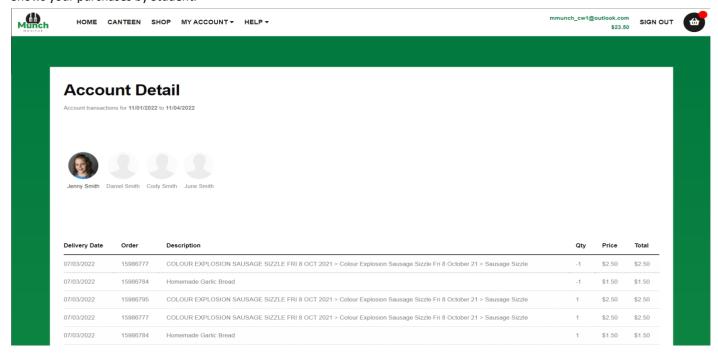
Account Summary

Select the dates, then click View Report.



Account Detail

Shows your purchases by Student.



Volunteer Roster

Ability to view the volunteer Roster for your Canteen.



HOME CANTEEN SHOP MY ACCOUNT + HELP +

mmunch_cw1@outlook.com \$23.50

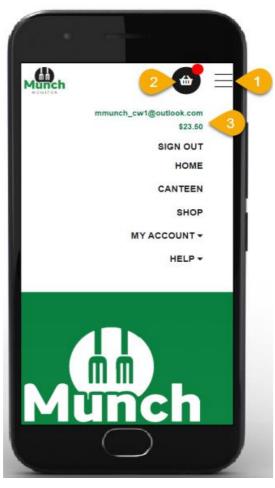


< March 2022 >								
Su	Мо	Tu	We	Th	Fr	Sa		
		1	2	3	4	5		
6	7	8 Greg C (Picnic Creek State School)	9 Help Wanted (Picnic Creek State School) Michelle B (Picnic Creek State School)	10	Jennifer K (Picnic Creek State School)	12		
13	14	15	16	17	18	19		
20	21	22	23	24	25	26		
27	28	29	30	31				

Responsive Design Mobile Phone view



Once you have signed into your account.



- 1. Click on the "burger button" to view the MunchMonitor Parent Portal websites menu.
- 2. If you need to register a new account, click on the burger button, then click on "Register"
- 3. To sign in to your account, click on the burger button, then click "Sign In"

- 1. Click on the "burger button" to view the MunchMonitor Parent Portal websites menu.
- 2. Click on the "cart" to view your order items in the cart.
- 3. Click on the "burger button" to view your username and account balance.