



## MunchMonitor User guide

The new MunchMonitor Parent Portal website is built on a responsive 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**.

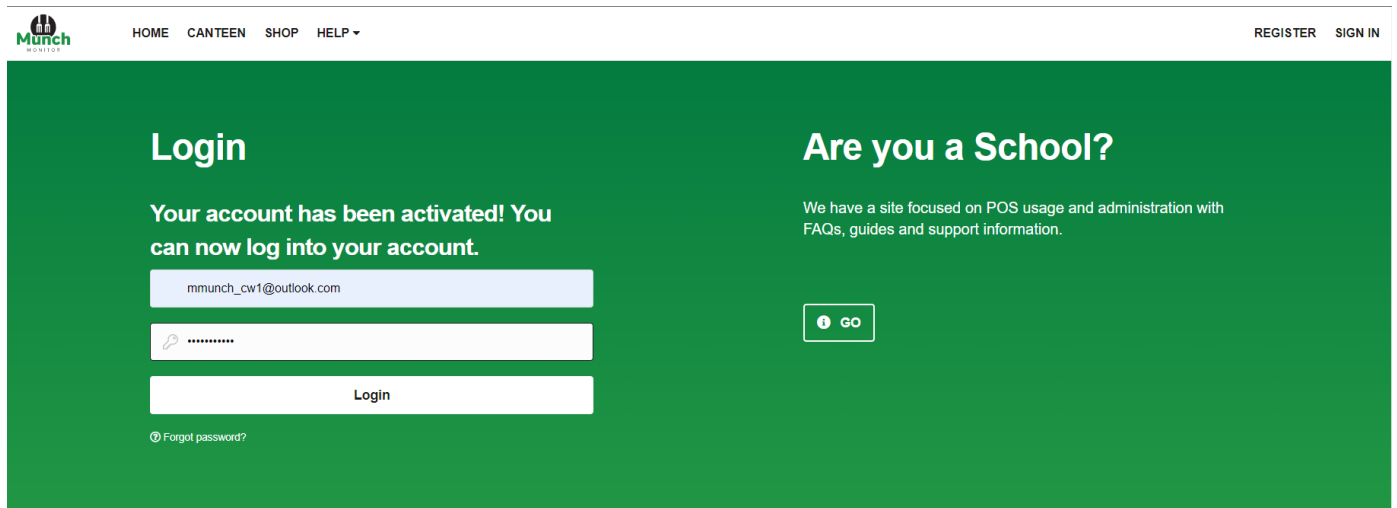


**Note:** You will need to ask your School Canteen/School Shop for there MunchMonitor School ID and Password to be able to Register your account.

**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.



## 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**

## 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.

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## Placing, Editing and Cancelling a Canteen Order:

### Placing a Canteen Order:

#### Step 1: Click on Canteen

The screenshot shows the MunchMonitor Canteen interface. On the left, there is a calendar for March 2022. The calendar shows days from Sunday to Saturday. The 9th of March is highlighted with a yellow background and contains a yellow triangle warning icon, a green checkmark, and a red exclamation mark. The 10th of March has a green checkmark, and the 11th has a red exclamation mark. On the right, there is a list of students for the 9th of March 2022. The list includes Jenny Smith (Picnic Creek State School 1A) with a note 'Orders are closed for today!', Daniel Smith (Waterford State School PJ) with a note 'Orders are closed for today!', and Cody Smith (Newall Stars Bulls) with a note 'All orders are checked out!' and 'Orders close at: 02:30:00 PM'.

### Navigation – Canteen

1 March 2022				
Mo	Tu	We	Th	Fr
	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30	31	

- 1 Calendar overview, to view Canteen ordering dates.
- 2 When a date is greyed out it means that Canteen ordering is closed for all students on that day.
- 3 When a date is displayed with this symbol it means that you have a student(s) that you have not placed an order for.
- 4 When a date is displayed with this symbol it means that you have placed orders for all of you student(s).
- 5 When a date is displayed with this symbol it means that you have orders in your cart for your student(s) that have not been paid for.



- 1 Date is displayed to identify which date you are viewing. Based on your calendar date selection.
- 2 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.
- 3 When the drop down arrow is displayed, you have placed an order for your student, and are able to view what you have ordered.
- 4 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 your items, click on **Proceed to checkout**. 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 (Selecting yes will take you to the order confirmation page)**. If you do want to continue placing orders, click on **No**.

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

**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.

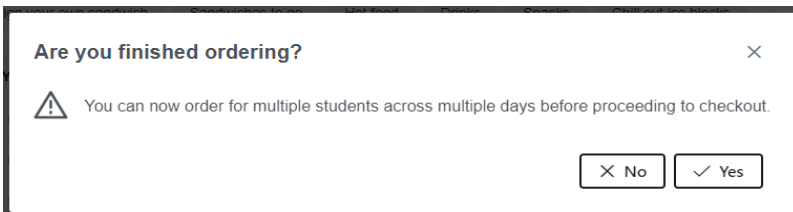
- b) **Use existing credit card** – This will use the credit card that you have used previously.
- c) **Use new credit card** – You will be prompted to enter in a new credit card details.



**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 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) Editing an order, that has been placed and paid for.

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

**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 your 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 your order and cut off time has already passed. Please contact your school's canteen directly to request for it to be cancelled.

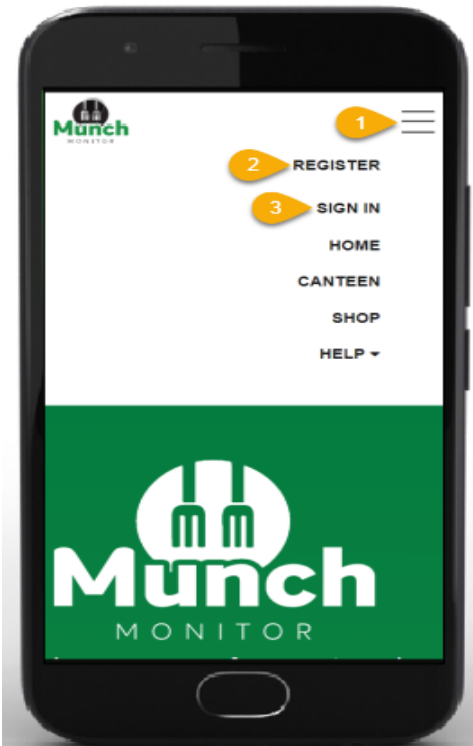
**Step 1:** Click on the drop-down arrow on your student ordering profile. Then click on **Cancel Order**.

A cancellation order window will appear.

**Step 2:** Click on:

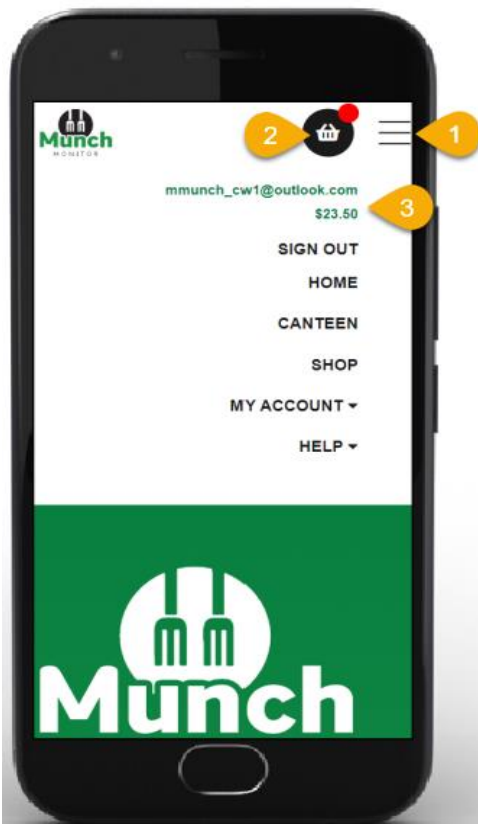
- a) **Yes** – to cancel your order
- b) **No** – you do not want to go ahead with cancelling your order.

## Responsive Design Mobile Phone view



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**”

Once you have signed into your account.



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**.