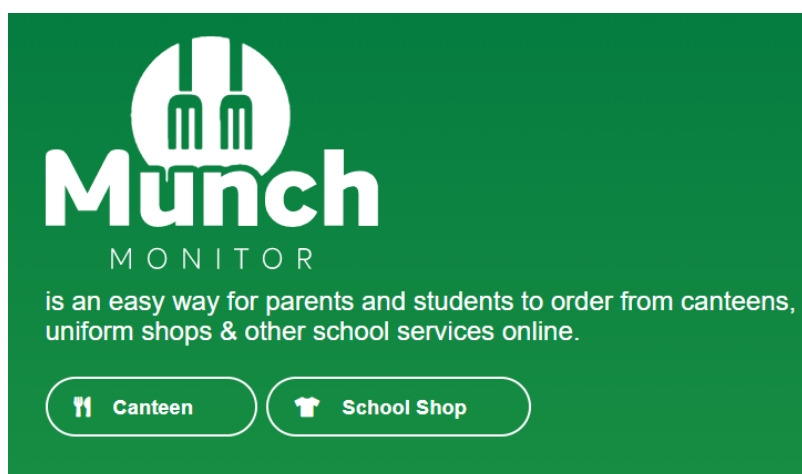## MunchMonitor User guide

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.
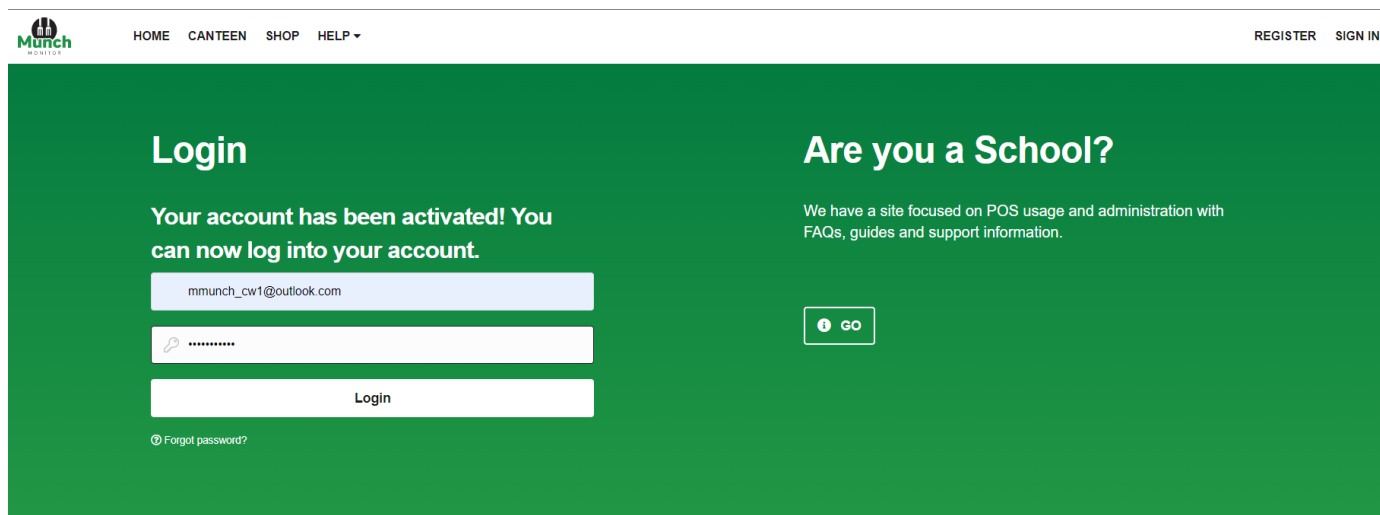


## Placing, Editing and Cancelling a Canteen Order:

### Placing a Canteen Order:

**Step 1: After Login** Click on **Canteen**

**Step 2:** Select the **date** you would like to place an order for (**the date you select will be highlighted Blue**), then click on the student (the Menu for the date selected will open)

### June 2022  〉

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
|    |    |    | 1  | 2  | 3  | 4  |
| 5  | 6  | 7  | 8  | 9  | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 |    |    |

## Kim Munch Test
SANTA SOPHIA CATHOLIC COLLEGE   STAFF                     +

No orders have been placed
⏱ Orders close at: 08:00:00 AM

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

Katie Munch        Joey Munch        Kim Munch Test

**Kim Munch Test**
SANTA SOPHIA CATHOLIC COLLEGE | STAFF

⏱ Orders close at: **08:00:00 AM**

Please select a meal period before adding new items to the cart!

| PRIMARY LUNCH MENU | ADD ITEM ⊞ |
|---|---|

| HIGH SCHOOL LUNCH MENU | ADD ITEM ⊞ |
|---|---|

Welcome to Santa Sophia Catholic College online canteen.

Orders can be placed by 8.00am for Lunch each day during school terms.

**Powered by MunchMonitor**

Search

〈   Favourites    Notices    Primary healthy start    Primary sandwich bar

**FAVOURITES**

♥ **Chicken Delight (Roast Chicken, Sundried Tomato & Cheese)**
$5.80

**If you have multiple students you can click on your students' profiles and select their items, which will be saved to the cart, in readiness for their order submission.**



**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.

**FAVOURITES**
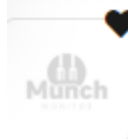
♥ Chicken Delight (Roast Chicken, Sundried Tomato & Cheese)
**$5.80**

**Step 4**: Once you have selected all your items, click on **Proceed to Checkout**. This will take you to your cart.

**Kim Munch Test**
SANTA SOPHIA CATHOLIC COLLEGE | STAFF

⏱ Orders close at: **08:00:00 AM**

Please select a meal period before adding new items to the cart!

**PRIMARY LUNCH MENU**                    ADD ITEM ⊞

Chicken Delight (Roast Chicken, Sundried Tomato & Cheese)    -  1  +    🗑

**HIGH SCHOOL LUNCH MENU**                 ADD ITEM ⊞

⊘ **Proceed to Checkout**

**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.

                                                    ✕ No    ✓ Yes

**Step 5**: If you select Yes, you will be taken to the Order Confirmation Page.  If your order is correct and you would like to purchase items in your cart, click on **Checkout and Pay.**

🍴  **Canteen Orders**

**1st Jun 2022**

**Kim Munch Test**
SANTA SOPHIA CATHOLIC COLLEGE

PRIMARY LUNCH MENU                              ⊗ Cancel Meal    ✏ Edit Meal

Munch    **Chicken Delight (Roast Chicken, Sundried Tomato & Cheese)**    $5.80    1x    $5.80

Sub Total    $5.80
Transaction Fee    $0.00

Order Total    $5.80

                                        ⊗ Cancel Order    **Checkout and Pay**

**Step 6**: Select 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.

## Select Payment Method

Sub Total    $5.80
Transaction Fee    $0.00

Order Total    $5.80

| Use account balance | — |
| --- | --- |

⚠ The amount of $5.80 will be deducted from your online account.

Opening Balance    $21.00
This Purchase    $5.80

Closing Balance    $15.20

                              ⊗ Cancel    **Confirm Payment**

Use existing credit card    +

Use new credit card    +

ℹ **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 your Order, 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.**

**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.

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



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.

A cancellation order window will appear.
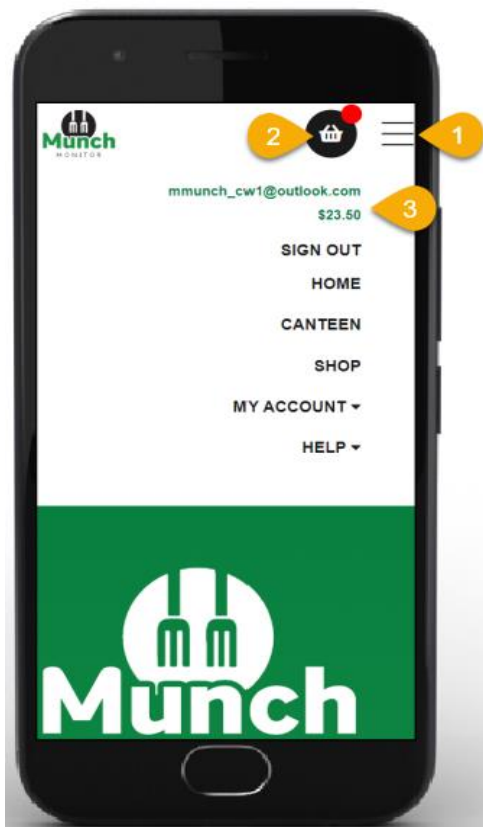**Step 2**: Click on:

    a)   **Yes** – to cancel your order

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

## Responsive Design Mobile Phone view
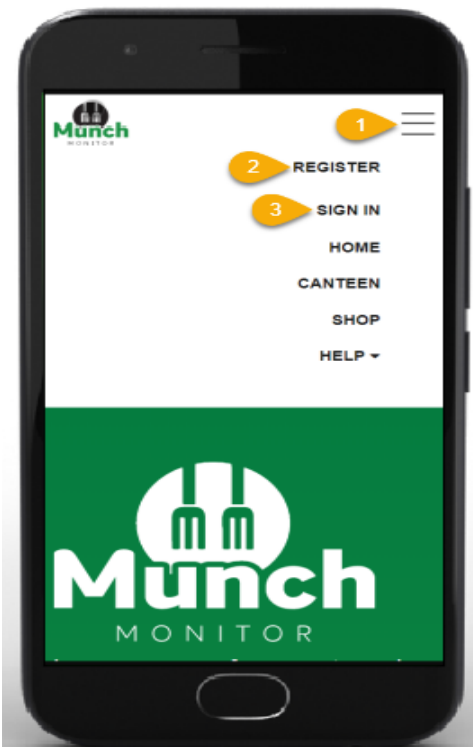


1. Click on the "**burger button**" to view the MunchMonitor Parent Portal websites menu.
2. If you need to register a new account, click on the burger button, then click on "**Register**"
3. To sign in to your account, click on the burger button, then click "S**ign In**"

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.

## 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.