





MUNCH MONITOR USER GUIDE

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WELCOME TO THE MUNCH MONITOR PARENT PORTAL



The new Munch Monitor 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 screensizes 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.

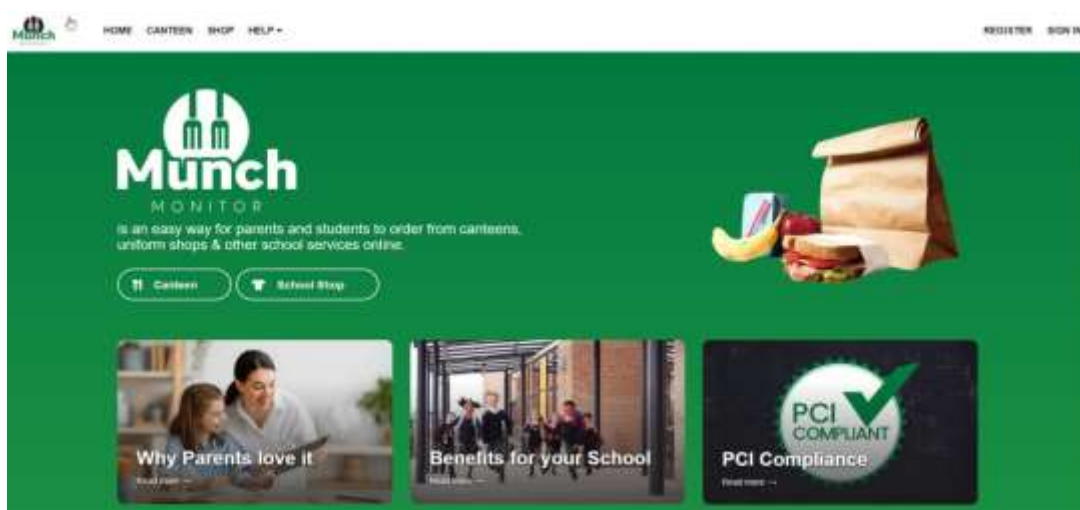
Key	
	Note: <i>Handy Tips and Information for completing system tasks</i>
	Alert: <i>Be aware of task consequences</i>

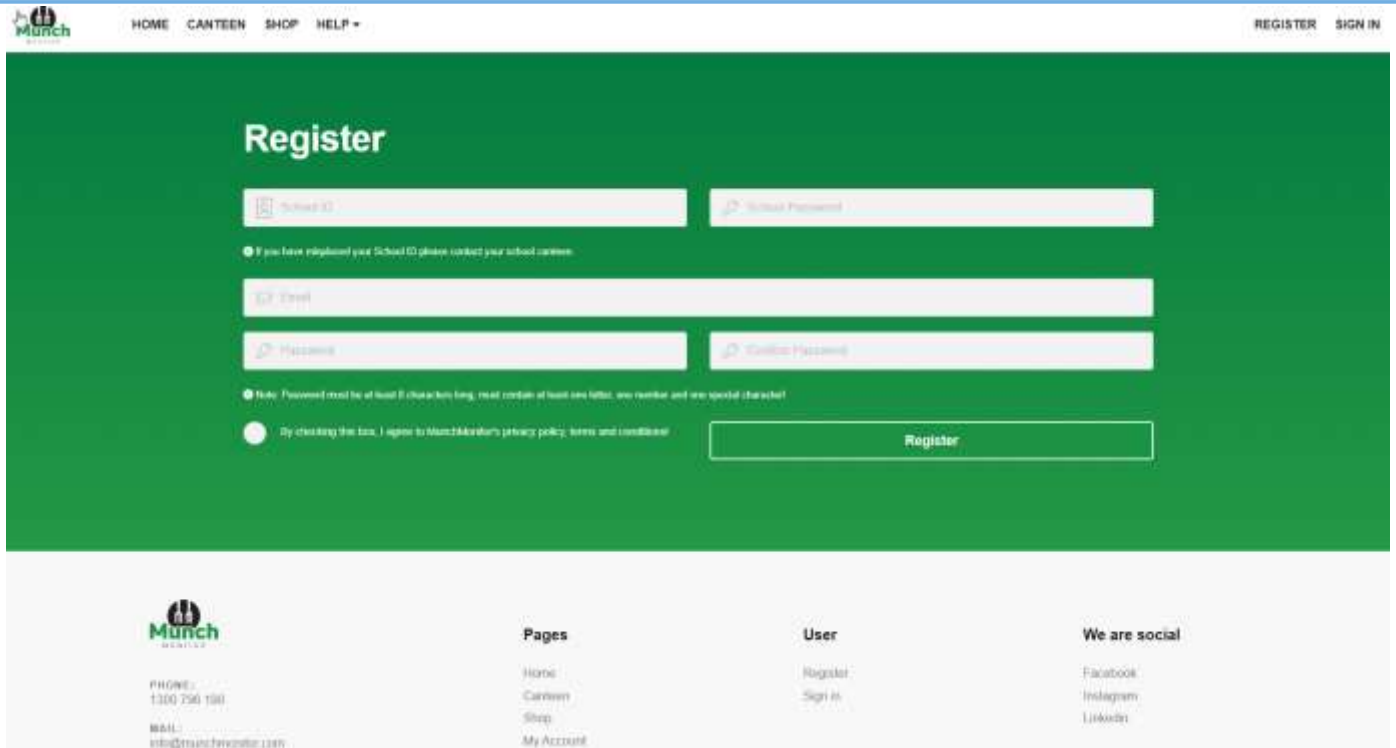
New Parent Account Registration on the Munch Monitor Parent Portal

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

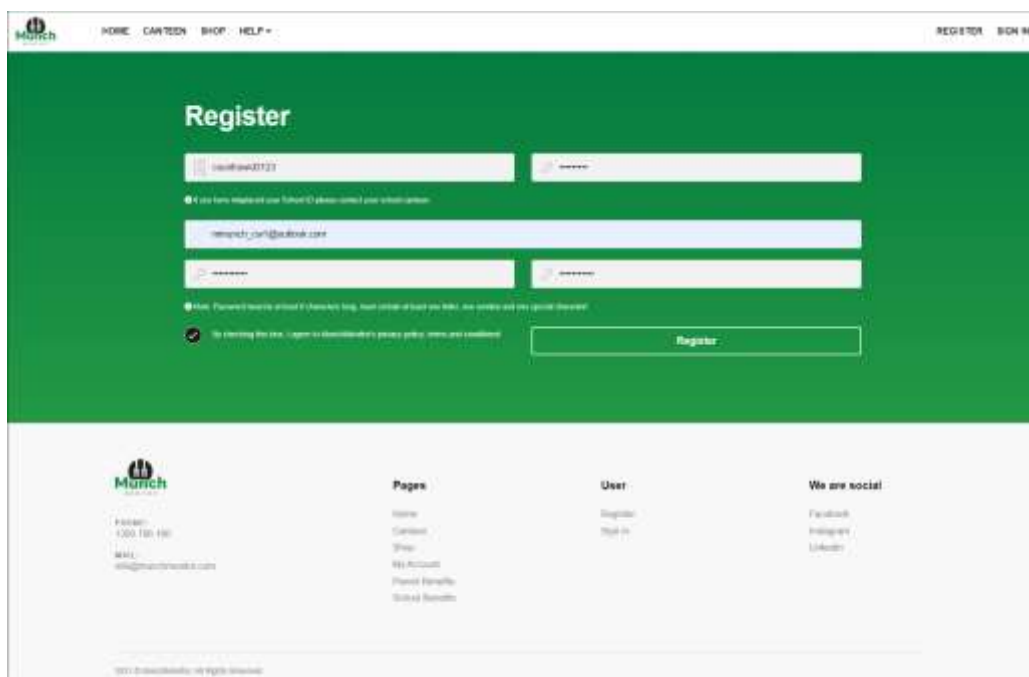




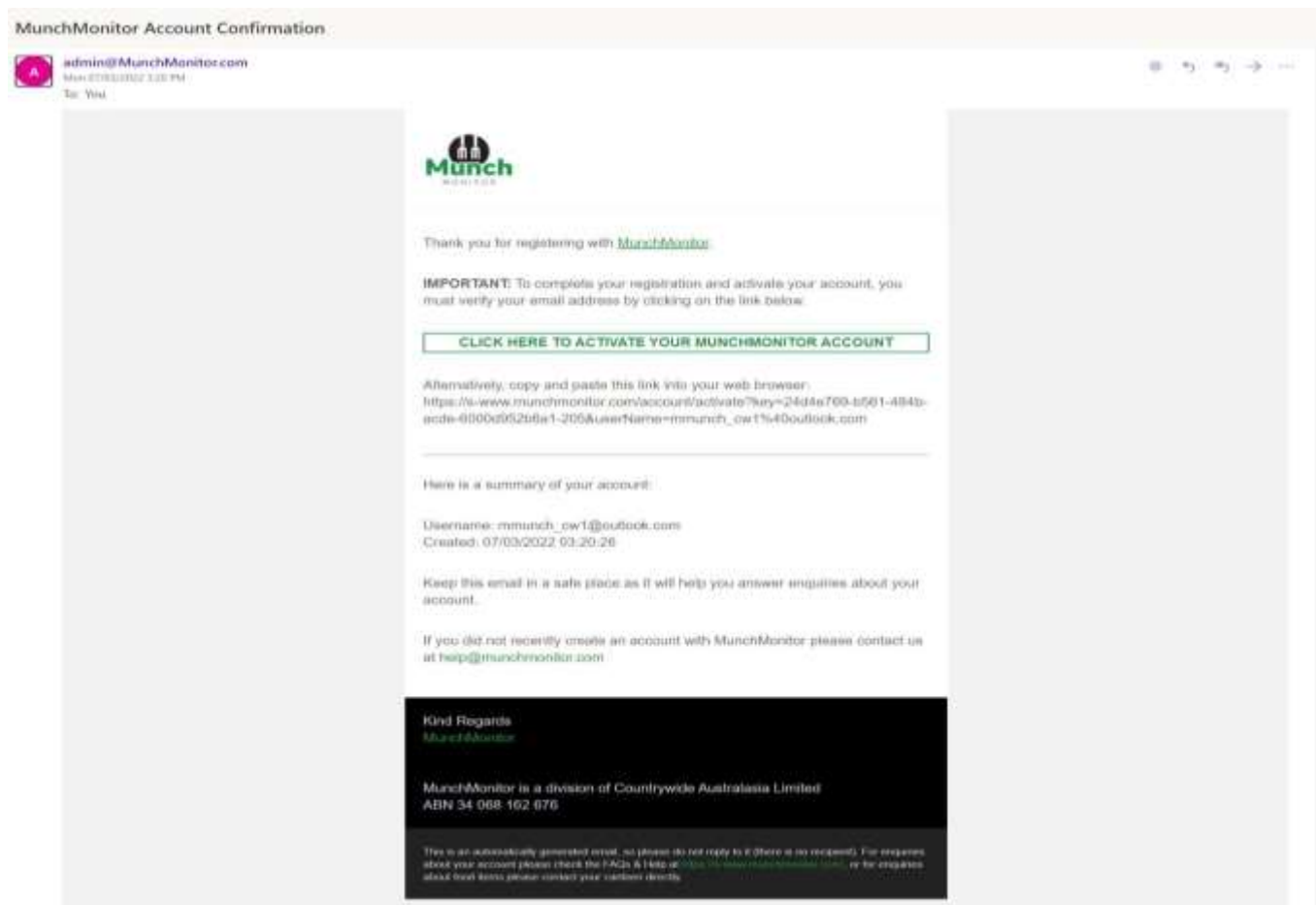
Step 3: Enter your Student’s Munch Monitor **School ID – eaglejss** and **Password – munch4011** Your **email address** that you would like to use to set up your account on and **password**. Tick the circle if you agree with Munch Monitor Privacy and then click on **Register**.



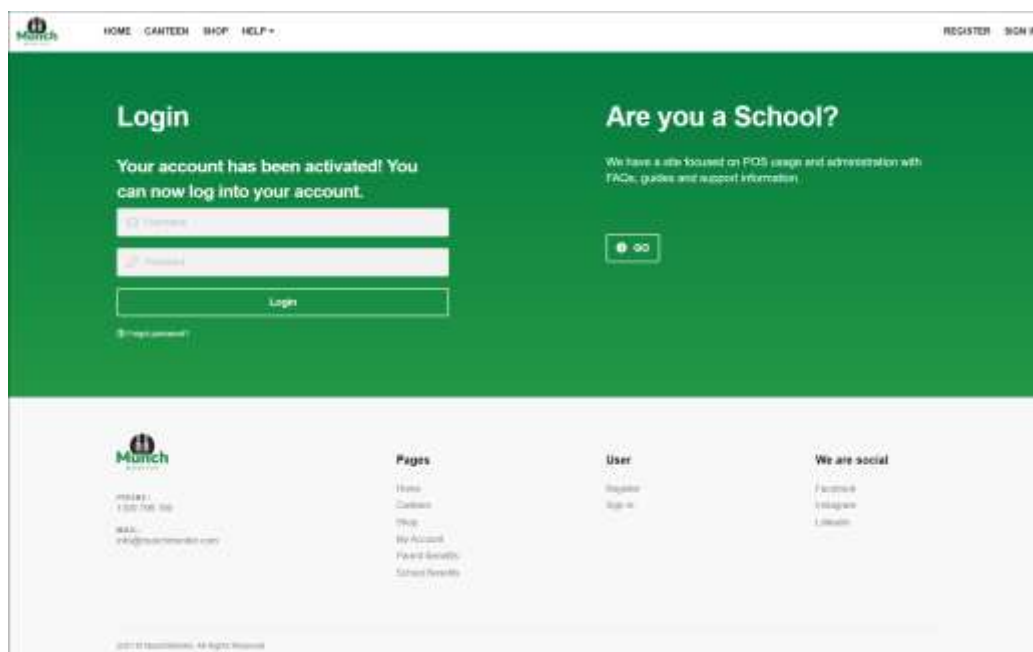
Note: You will need to ask your School Canteen/School Shop for their Munch Monitor School ID and Password to be able to Register your account.



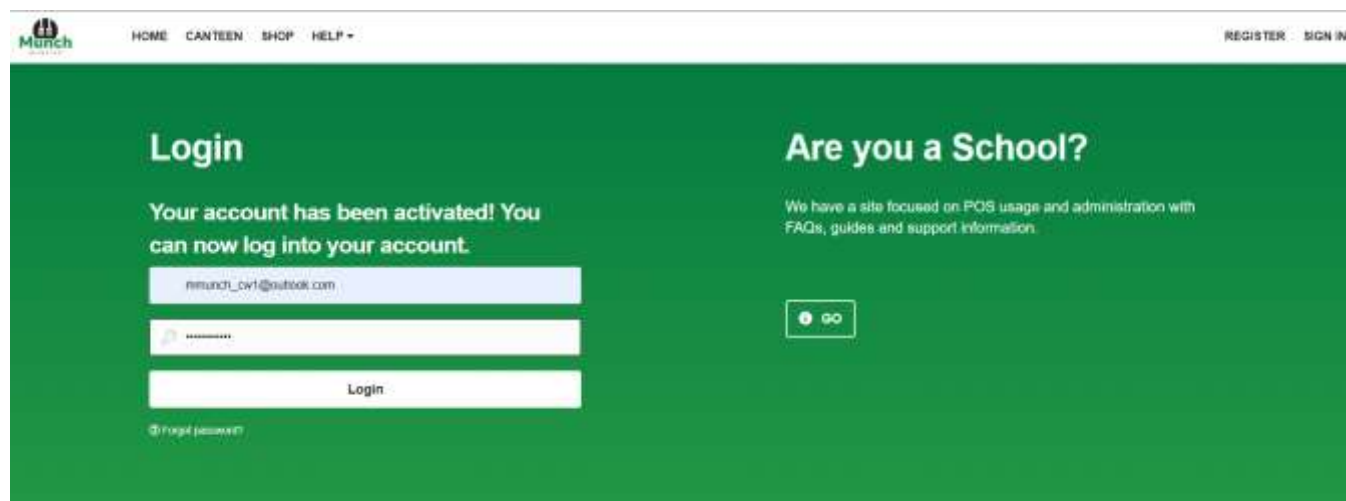
Step 4: If you have registered successfully, you will receive an email to activate your account. Follow the steps in the email to activate your account.



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



Step 6: Login using your email address and password, which 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 Munch Monitor Parent Portal Home Page.

Feature	Description
HOME	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

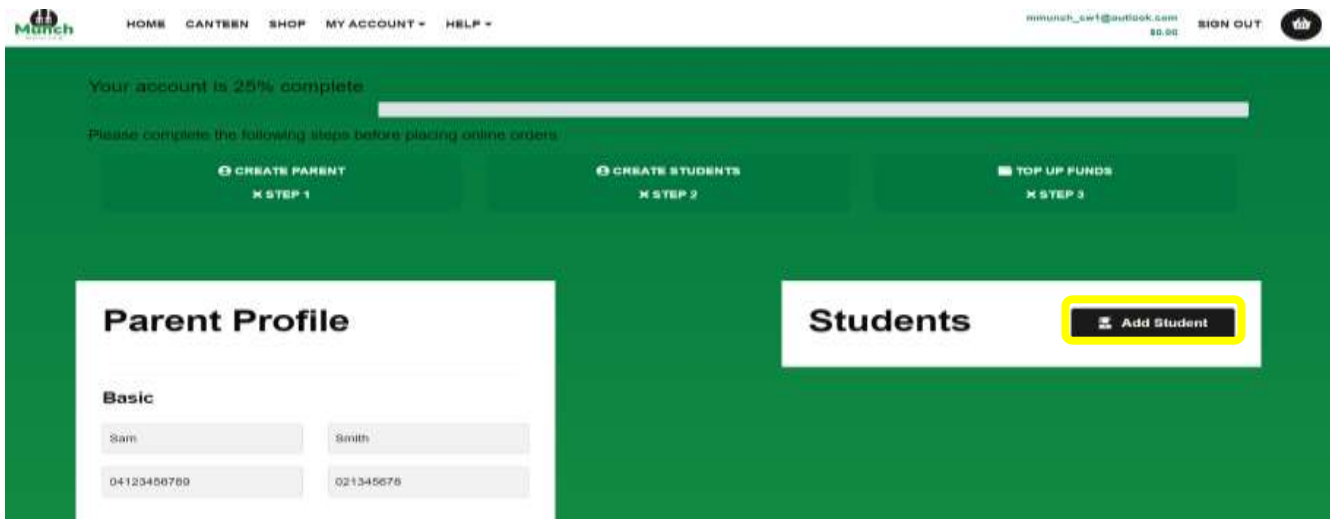
Step 1: Click on **Create Parent**.

The screenshot shows the Munch Monitor website interface. At the top, there is a navigation bar with links for HOME, CANTEEN, SHOP, MY ACCOUNT, and HELP. On the right, there is a contact email (munch_cen@outlook.com), a price indicator (\$0.00), and a SIGN OUT button. The main content area has a green background and features a progress bar indicating that the account is 25% complete. Below the progress bar, there are three buttons: 'CREATE PARENT X STEP 1' (highlighted with a yellow border), 'CREATE STUDENTS X STEP 2', and 'TOP UP FUNDS X STEP 3'. The Munch Monitor logo is prominently displayed, along with a description: 'is an easy way for parents and students to order from canteens, uniform shops & other school services online.' Below this, there are buttons for 'Canteen' and 'School Shop'. A 'Contact Us' section follows, providing contact information and a disclaimer. The footer contains the Munch Monitor logo, contact details (PHONE: 1300 756 190, MAIL: info@munchmonitor.com), a list of pages (Home, Canteen, Shop, My Account, Parent Benefits, School Benefits), user options (Register, Sign in), and social media links (Facebook, Instagram, LinkedIn). A copyright notice for 2018 is also present.

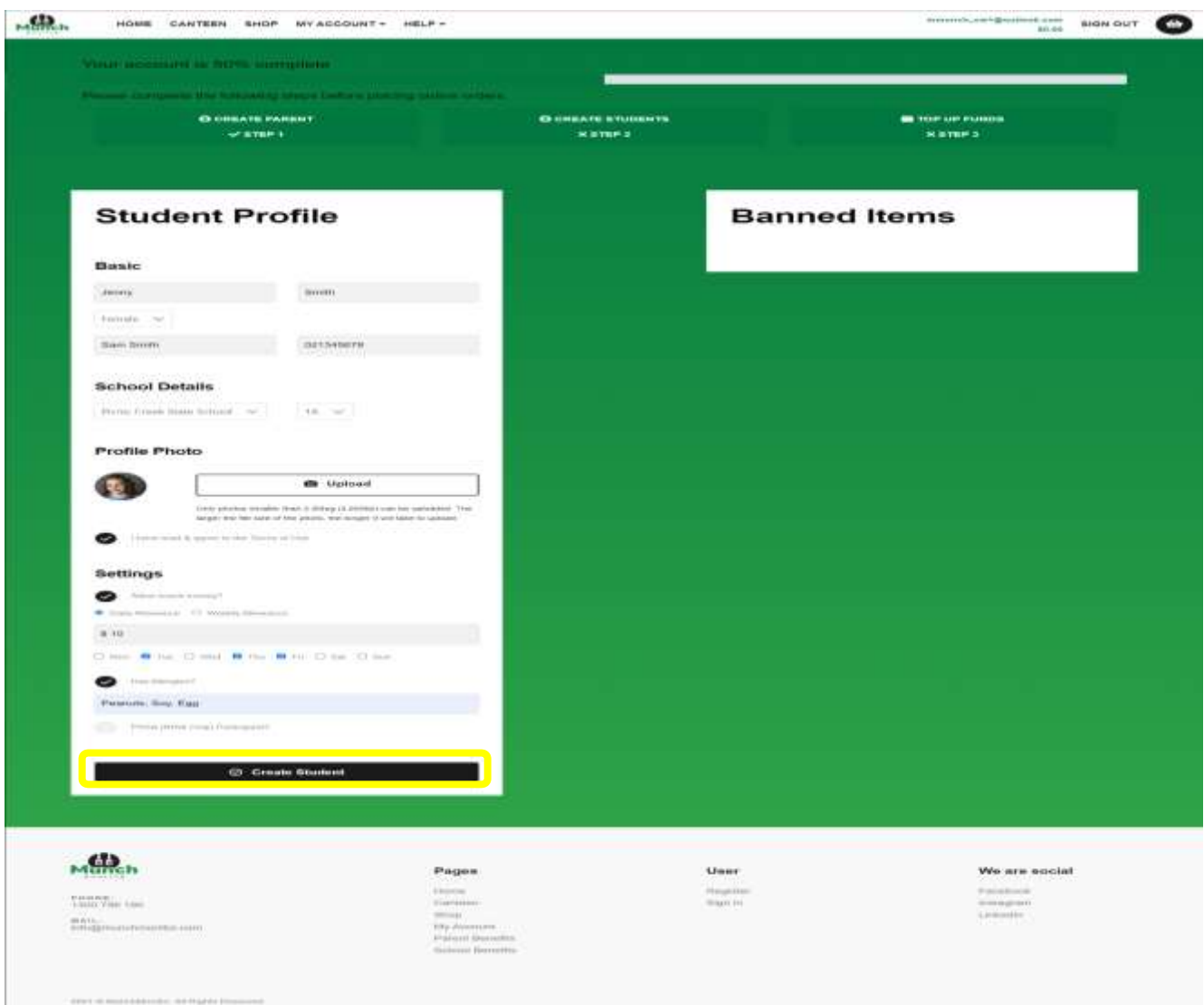
Step 2: Enter in your details, and then click **Save Changes**.

The screenshot shows the Munch Monitor user interface. At the top, there is a navigation bar with links for HOME, CANTEN, SHOP, MY ACCOUNT, and HELP. The user's email address (mmunch_rwl@outlook.com) and a SIGN OUT button are visible in the top right corner. A progress bar indicates that the account is 25% complete, with three steps: CREATE PARENT (STEP 1), CREATE STUDENTS (STEP 2), and TOP UP FUNDS (STEP 3). The main content area is divided into two sections: 'Parent Profile' and 'Students'. The 'Parent Profile' section includes fields for 'Basic' information (Name: Sam Smith, Phone: 04123456789), 'Address' (50 Munch Road, Murchin NSW, 2155), and 'Settings' (Top Up Reminder Amount: 10). There are buttons for 'Update Email Address', 'Confirm New Email Address', 'Update Password', and 'Confirm New Password'. At the bottom of the form are 'Cancel Changes' and 'Save Changes' buttons. The 'Students' section has an 'Add Student' button. The footer contains contact information for Munch Monitor, a list of pages, user options, and social media links.

Step 3: Click on Add Student.



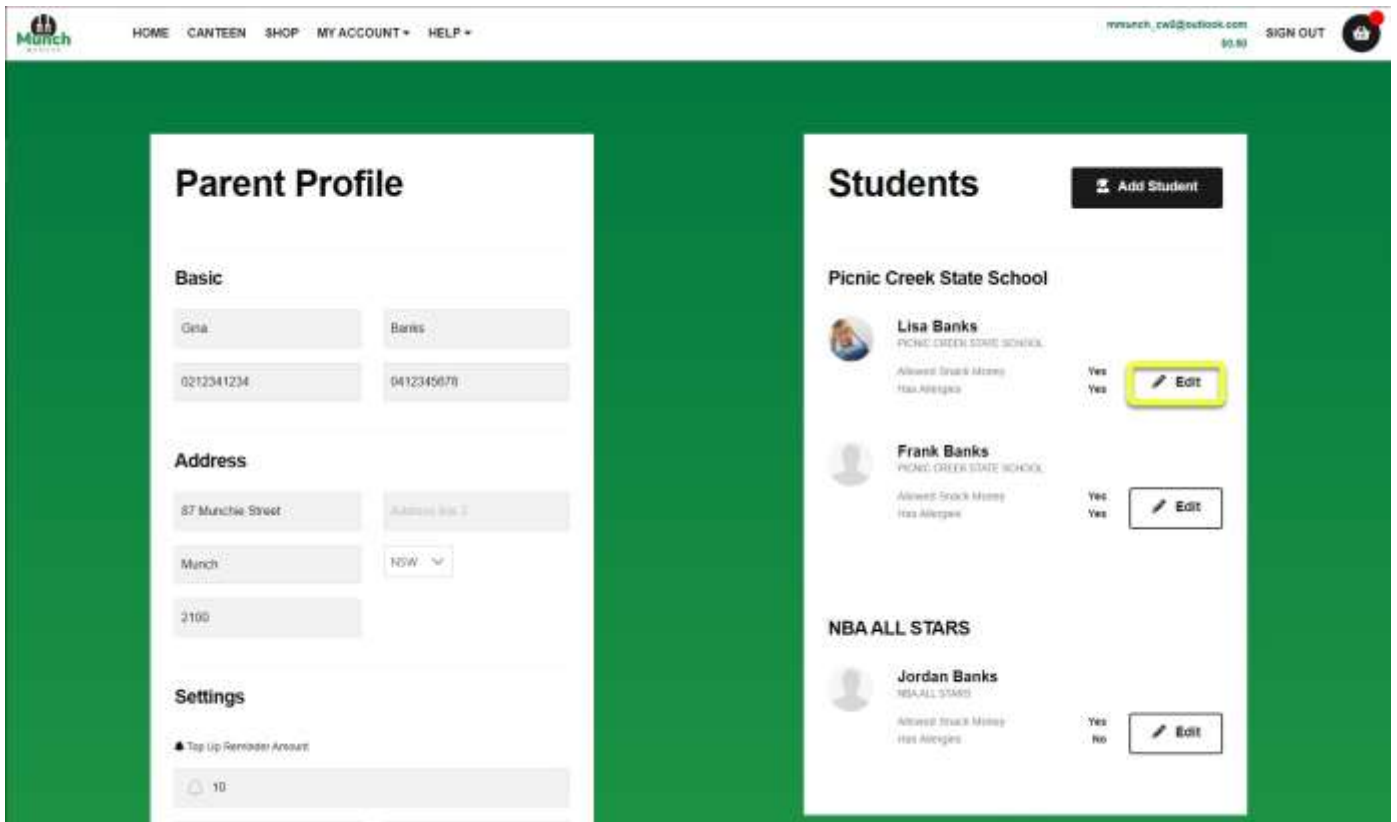
Step 4: Enter in Student details. Then click on Create Student.



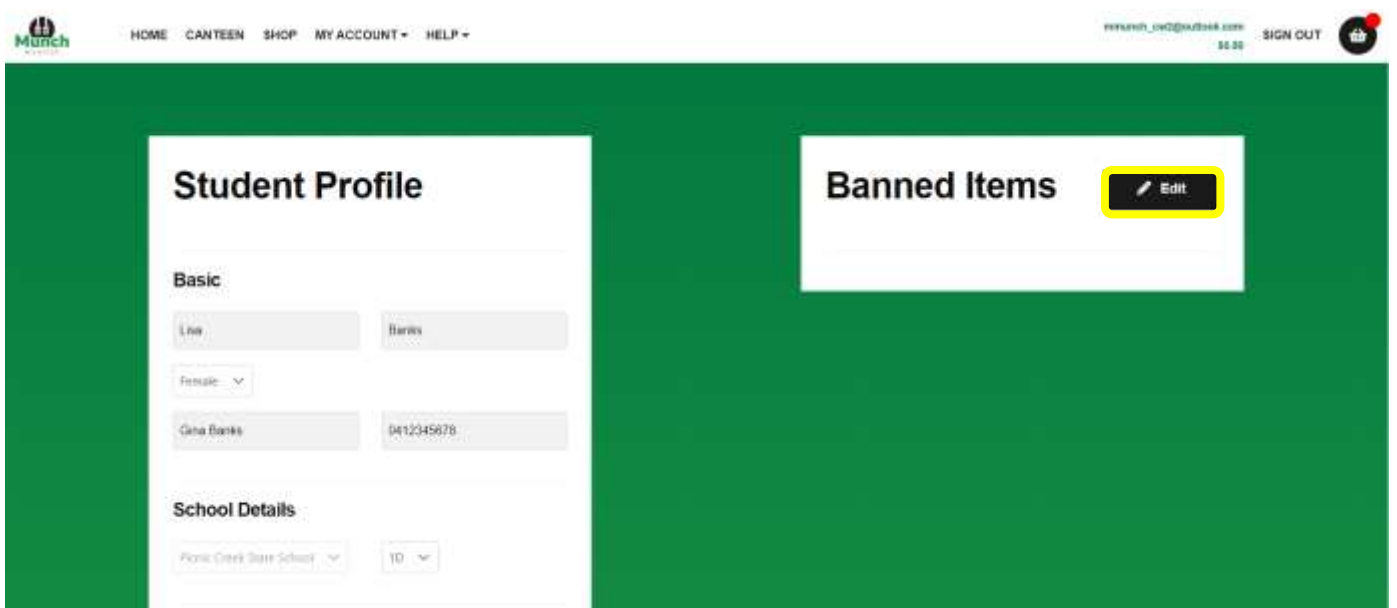
Selecting Banned Item(s)

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.

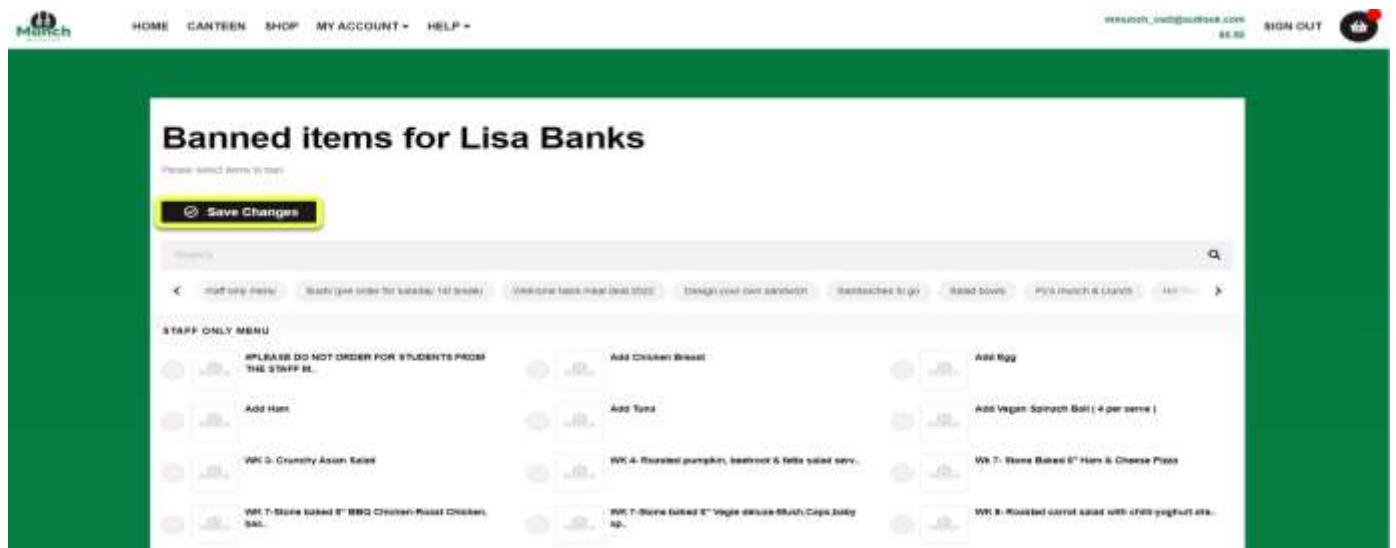
Step 1: Once you have saved your Student(s) profile, click on **Edit**



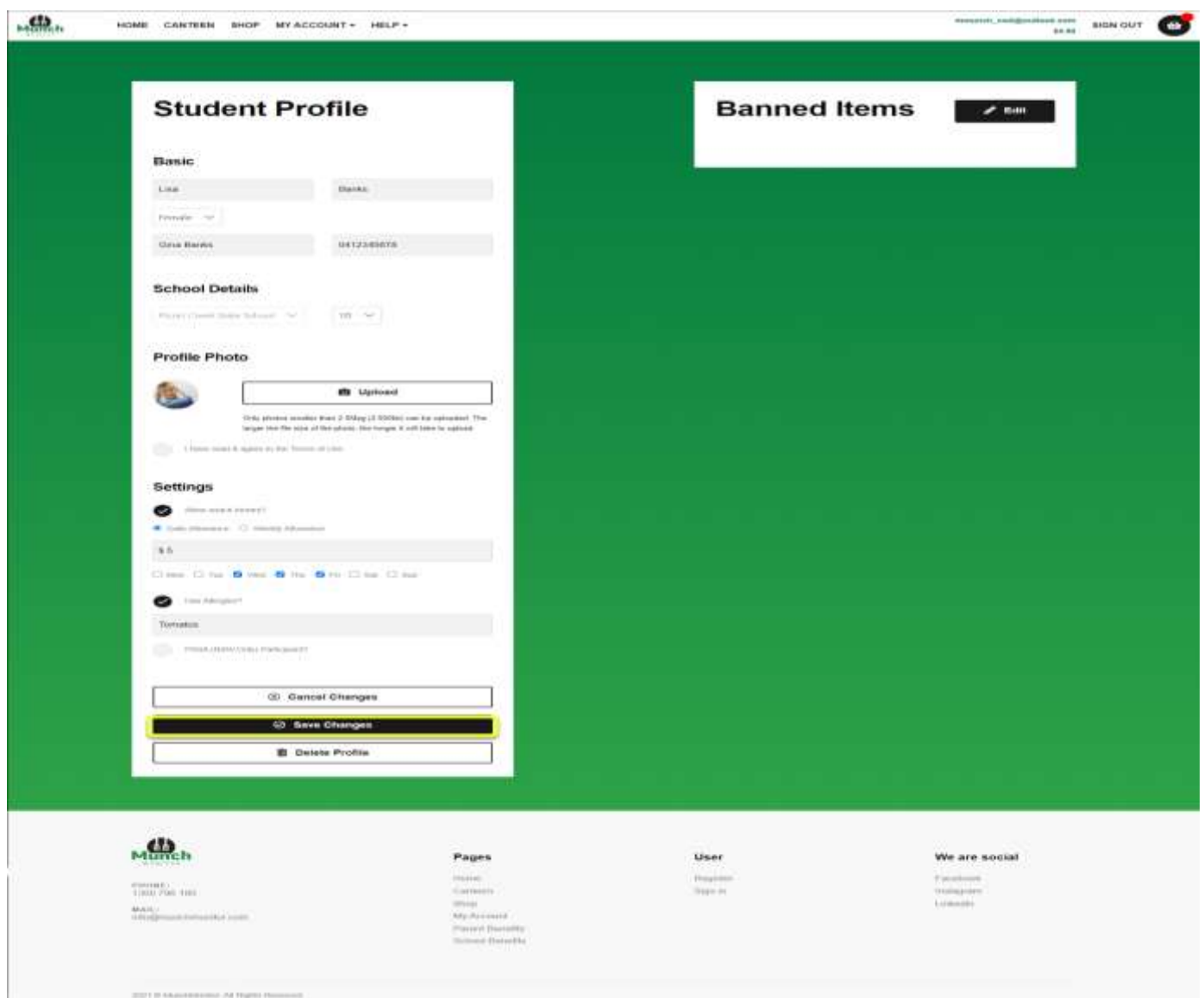
Step 2: Click on **Edit**, next to Banned Items



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

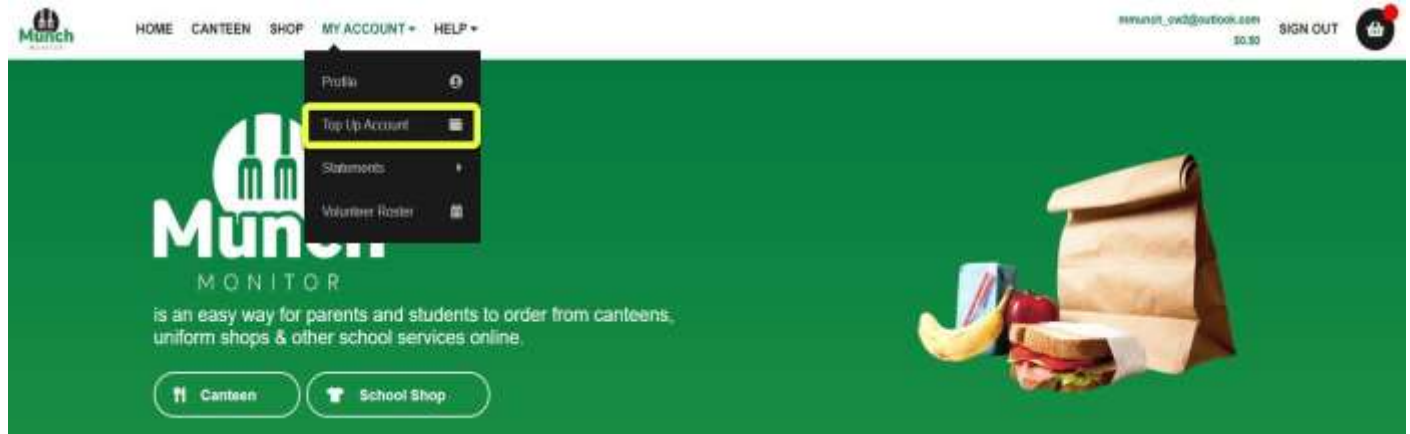


Step 4: You will be taken back to your Student's Profile. Then Click on **Save Changes**.



Topping up your account.

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

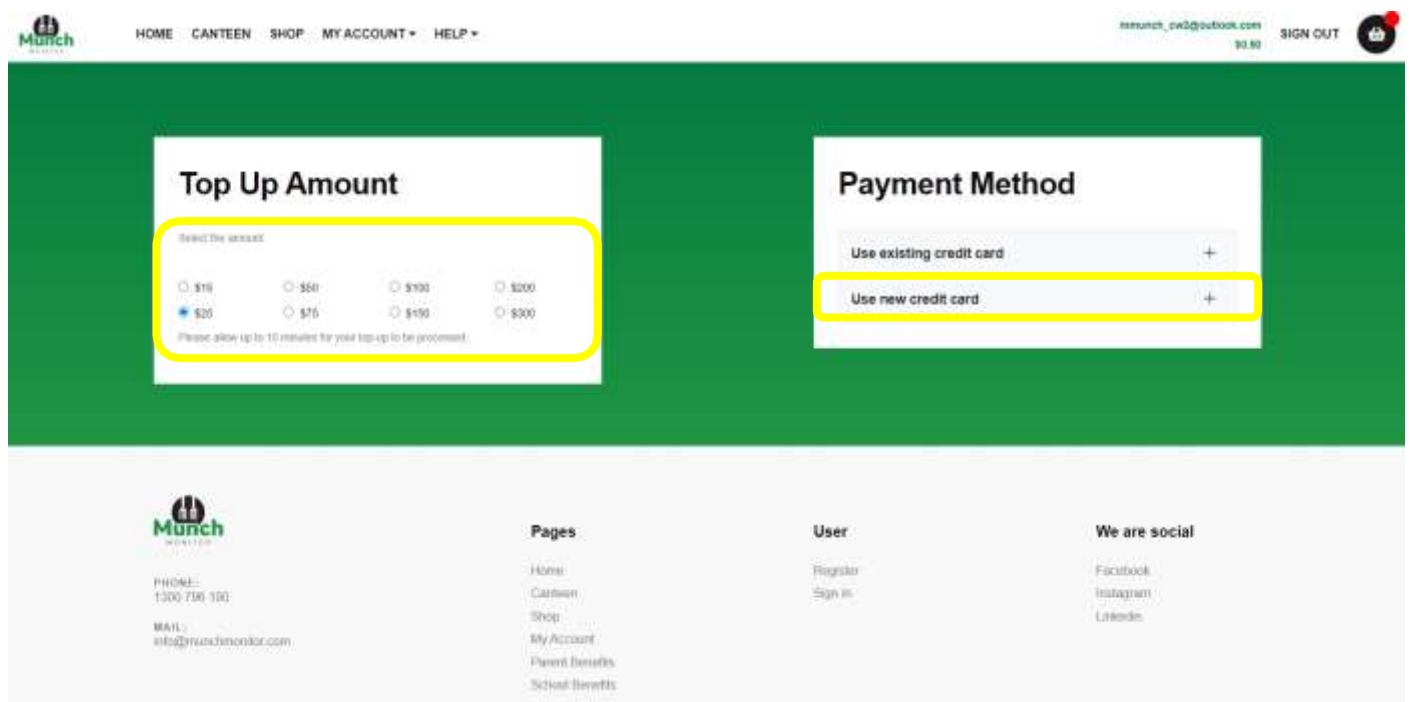


Step 2: Select the amount you would like to top up with. Then **Use new credit card**.

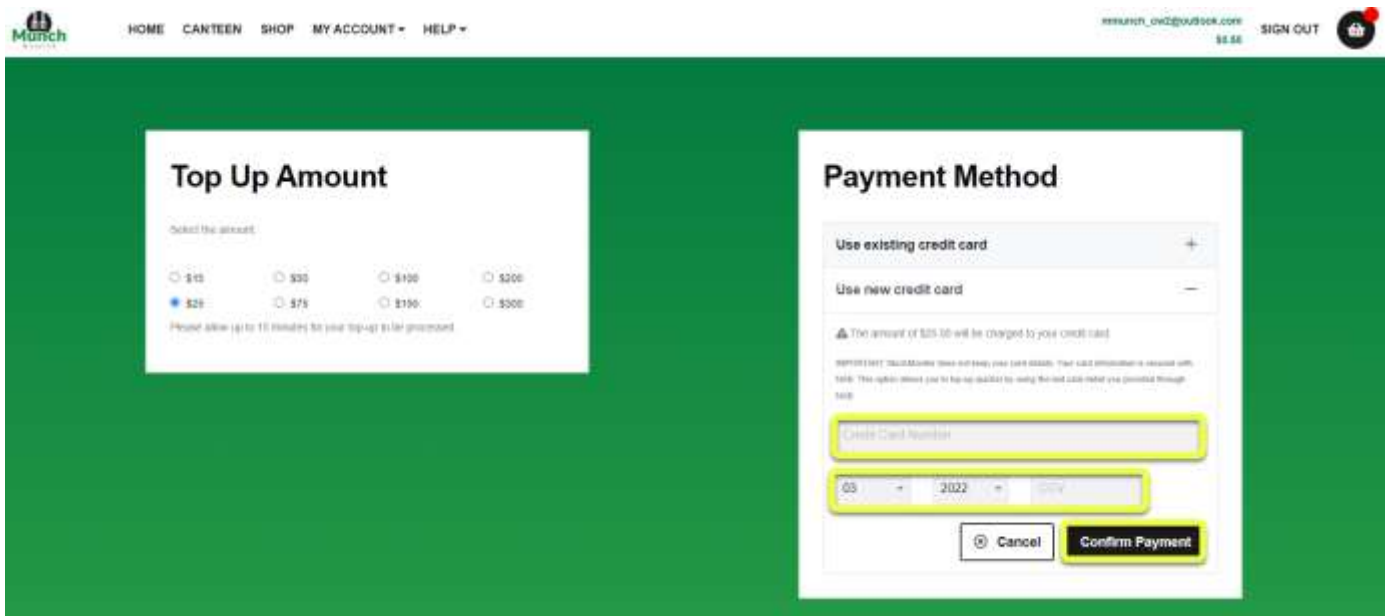


Note: If you have topped up before, you can select Use existing credit card.

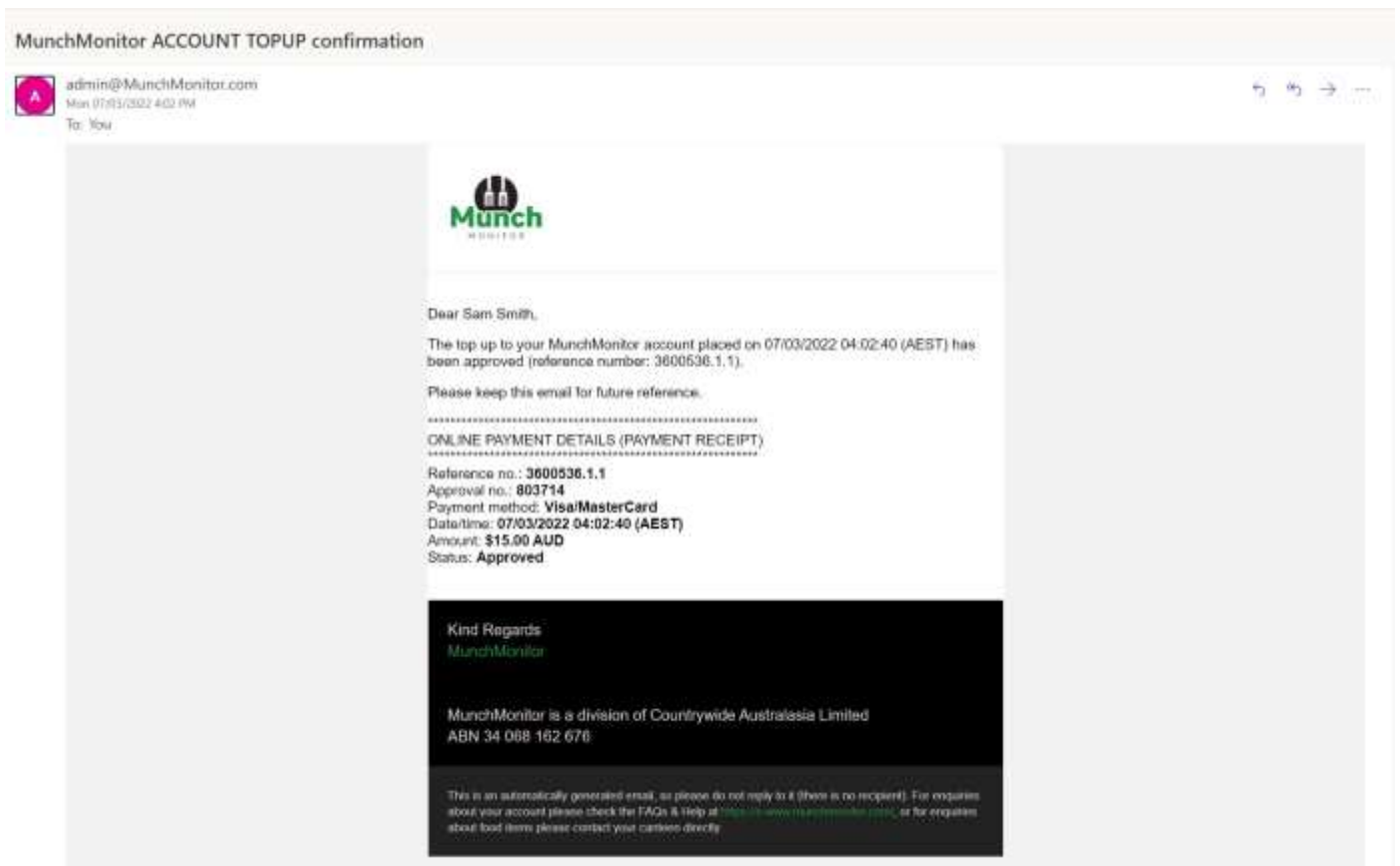
Munch Monitor does not hold credit card details. We are PCI Compliant through the National Bank of Australia (NAB). Please refer to our PCI Compliance Policy for more information.



Step 3: Enter in your credit card details, and 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.





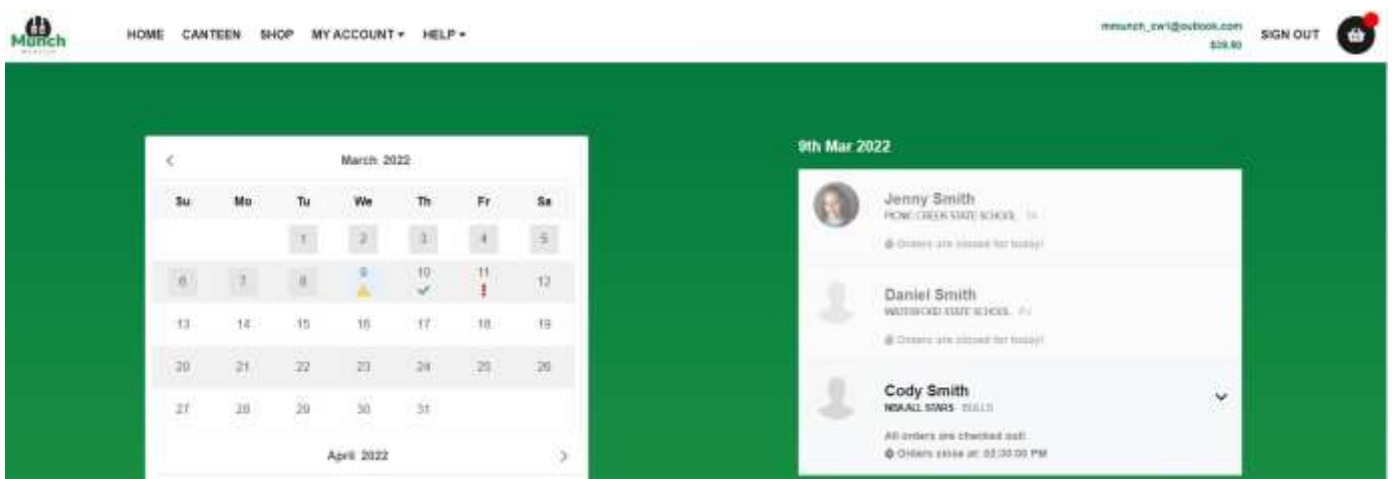
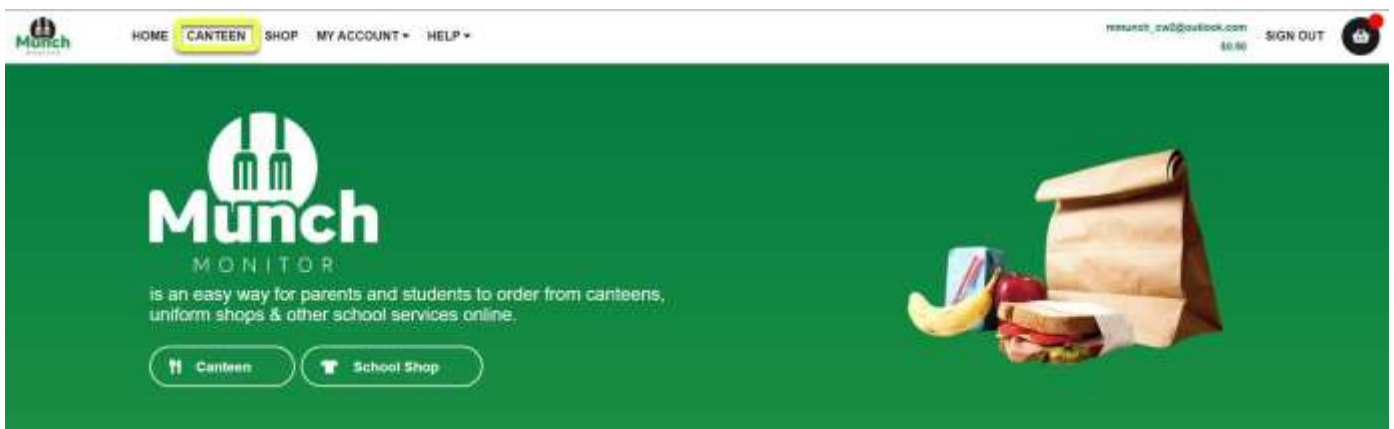
Note: If you entered a top up reminder amount in your parent profile, an email will automatically be sent to you once your account has gone under the amount specified. Munch Monitor does not have an automatic top up feature.

Munch Monitor 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 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.

11th Mar 2022 **1**

Jenny Smith
PICNIC CREEK STATE SCHOOL 1A

No orders!
Orders close at: 09:26:00 AM

2 +

Daniel Smith
WATERFORD STATE SCHOOL PJ

Student has orders in cart!
Orders close at: 10:00:00 AM

3 v

Cody Smith
NBA ALL STARS BULLS

Orders are closed for this day!

4

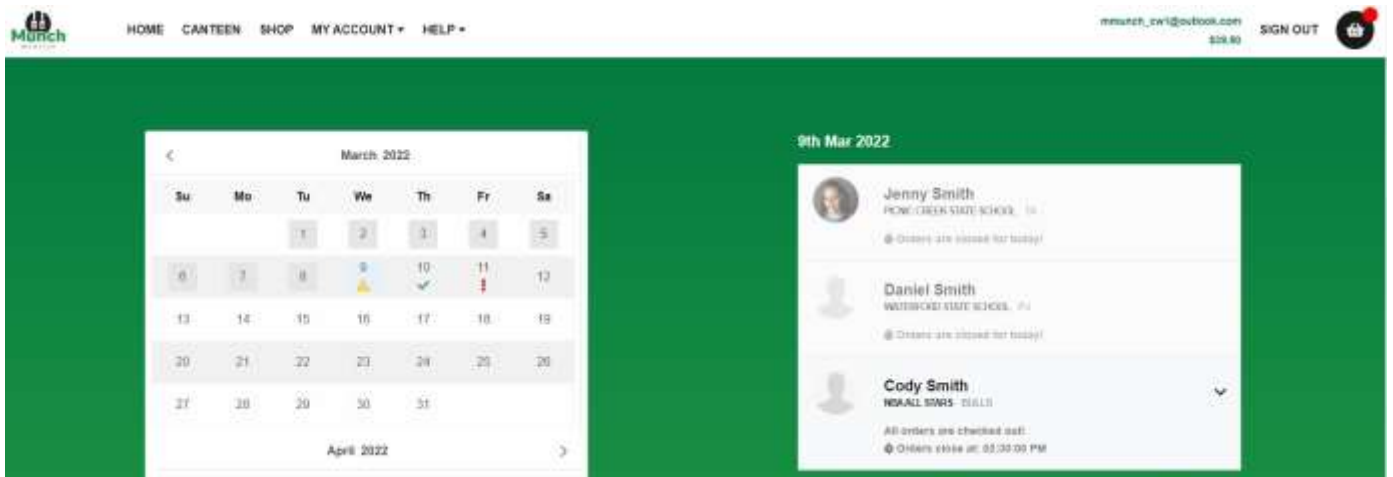
- 1** Date is displayed to identify which date you are viewing. Based on your calendar date selection.
- 2** The plus sign (+) means that you have not placed any orders for this student. By clicking on the plus sign it will take you to the Canteen Menu.
- 3** When the drop down arrow is displayed, you 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.



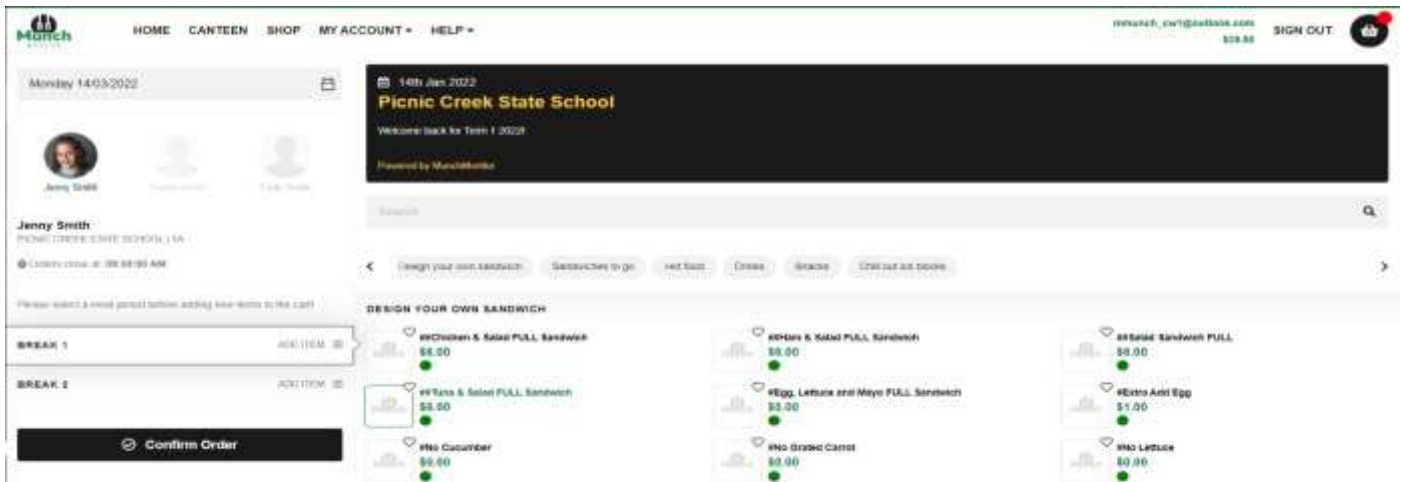
Note: Canteen ordering cut off time is also displayed on this screen. When the canteen is 10mins outfrom cut off a countdown timer will be displayed.

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, and 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 want 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.

The screenshot shows the Munch Monitor app interface. At the top, there are navigation tabs: HOME, CANTEEN, SHOP, MY ACCOUNT, and HELP. The user is logged in as Jenny Smith, with a balance of \$23.50. The date is Monday 14/03/2022. The main menu is titled "Picnic Creek State School" and includes a search bar and categories like "Design your own sandwich", "Sandwiches to go", "Hot food", "Drinks", "Snacks", and "Chill out ice/socks". Under "DESIGN YOUR OWN SANDWICH", there are several options with prices, such as "Chicken & Salad FULL Sandwich" for \$6.00, "Ham & Salad FULL Sandwich" for \$6.00, and "Salad Sandwich FULL" for \$8.00. A "Confirm Order" button is visible at the bottom left. A small green pop-up at the bottom center says "Cart Item added to 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.

The screenshot shows a pop-up dialog box with the title "Are you finished ordering?". Below the title is a warning icon and the text: "You can now order for multiple students across multiple days before proceeding to checkout." At the bottom of the dialog, there are two buttons: "No" and "Yes".

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

Order confirmation

School Shop Orders

Canteen Orders

11th Mar 2022
Daniel Smith
WATERLOO STATE SCHOOL

1ST BREAK [Cancel Meal](#) [Edit Meal](#)

#LASAGNA (day pack option)	\$10.00	1x	\$10.00
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14th Mar 2022
Jenny Smith
PENIC GREEN STATE SCHOOL

BREAK 1 [Cancel Meal](#) [Edit Meal](#)

#Tuna & Salad FULL Sandwich	\$6.00	1x	\$6.00
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Sub Total	\$16.00
Transaction Fee	\$0.00
Order Total	\$16.00

[Cancel Order](#) [Continue to Payment](#)

Munch

PHONE: 1300 796 190
 MAIL: info@munchmonitor.com

Pages
[Home](#)
[Canteen](#)
[Shop](#)
[My Account](#)
[Parent Benefits](#)
[School Store](#)

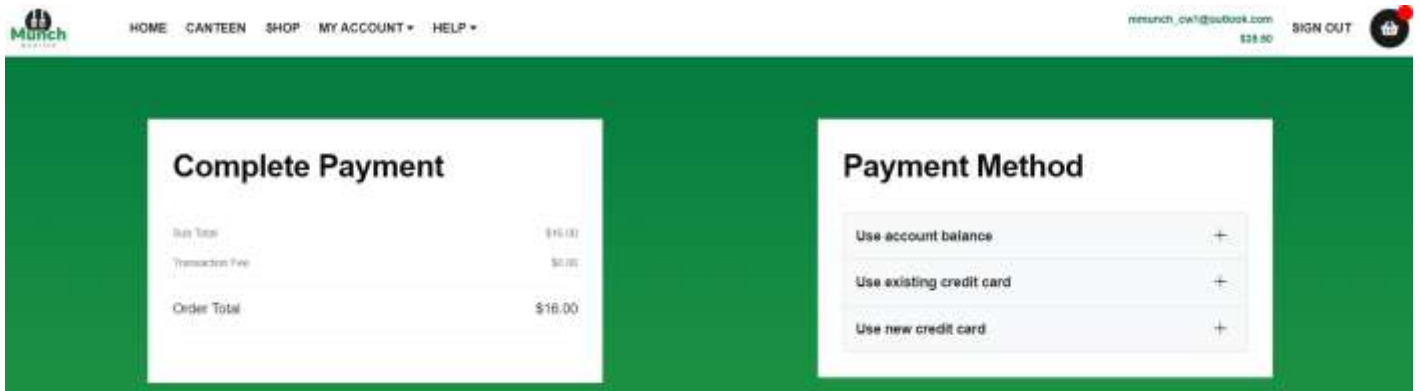
User
[Register](#)
[Sign in](#)

We are social
[Facebook](#)
[Instagram](#)
[LinkedIn](#)

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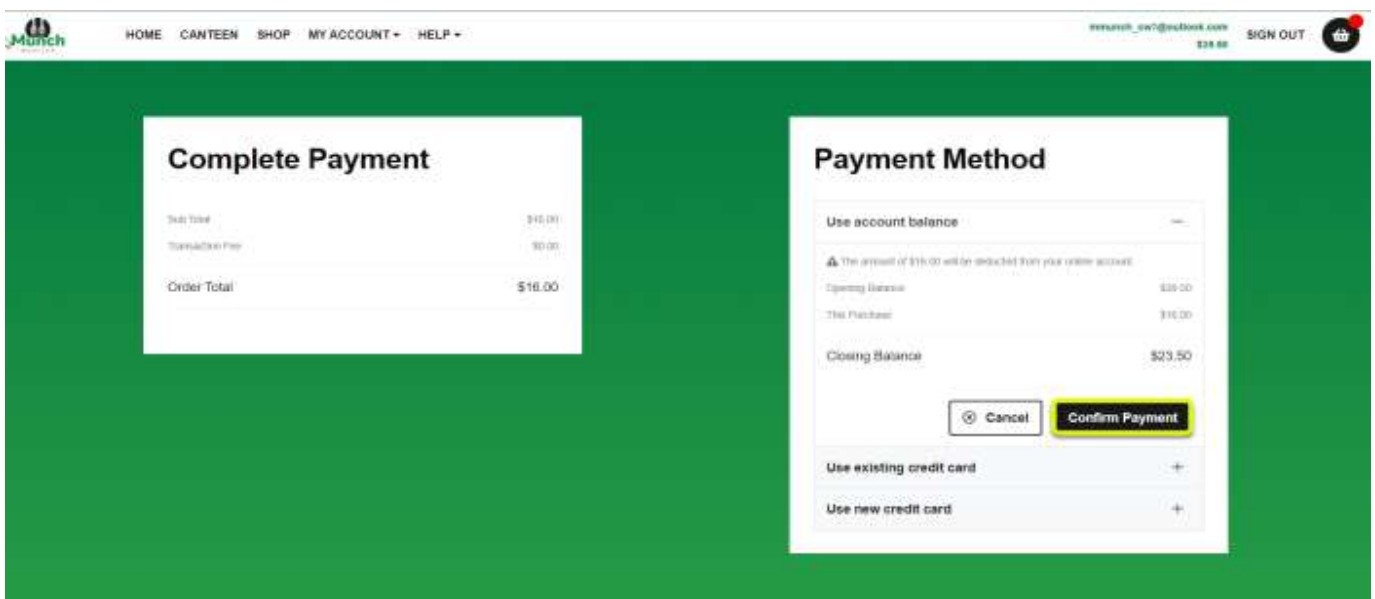
Step 6: Choose your Payment method.

- 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.

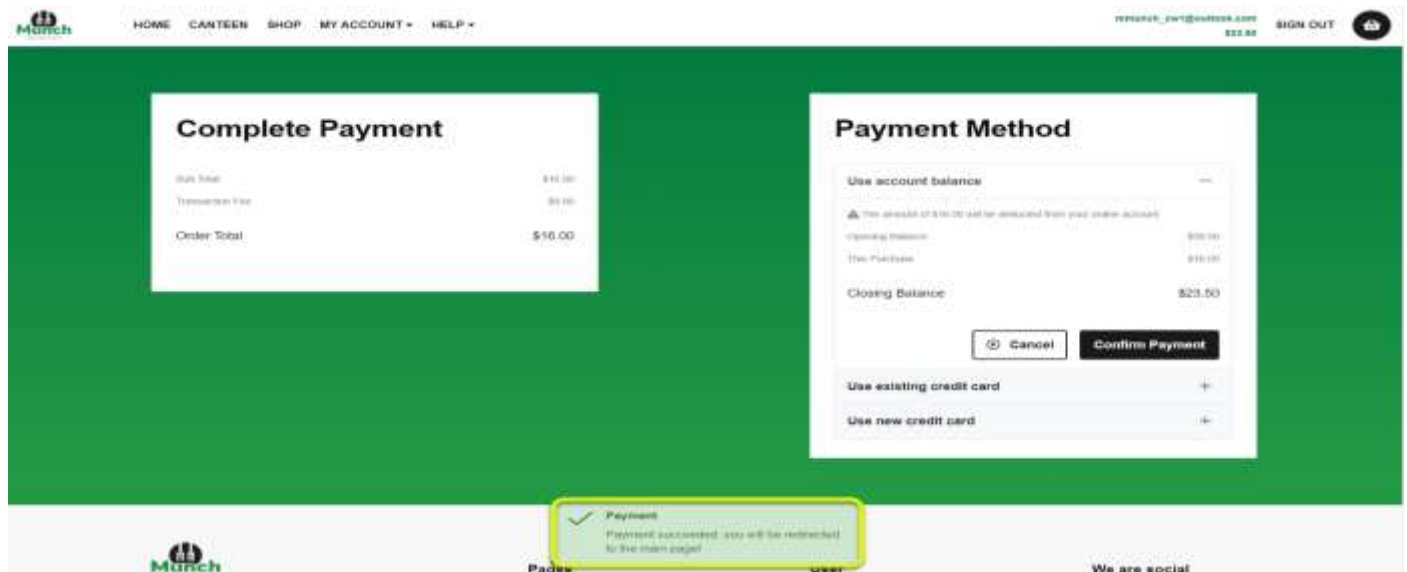


Note: To keep transaction fees low, there are pre-selected top up amounts to choose from \$15.00 being the minimum.

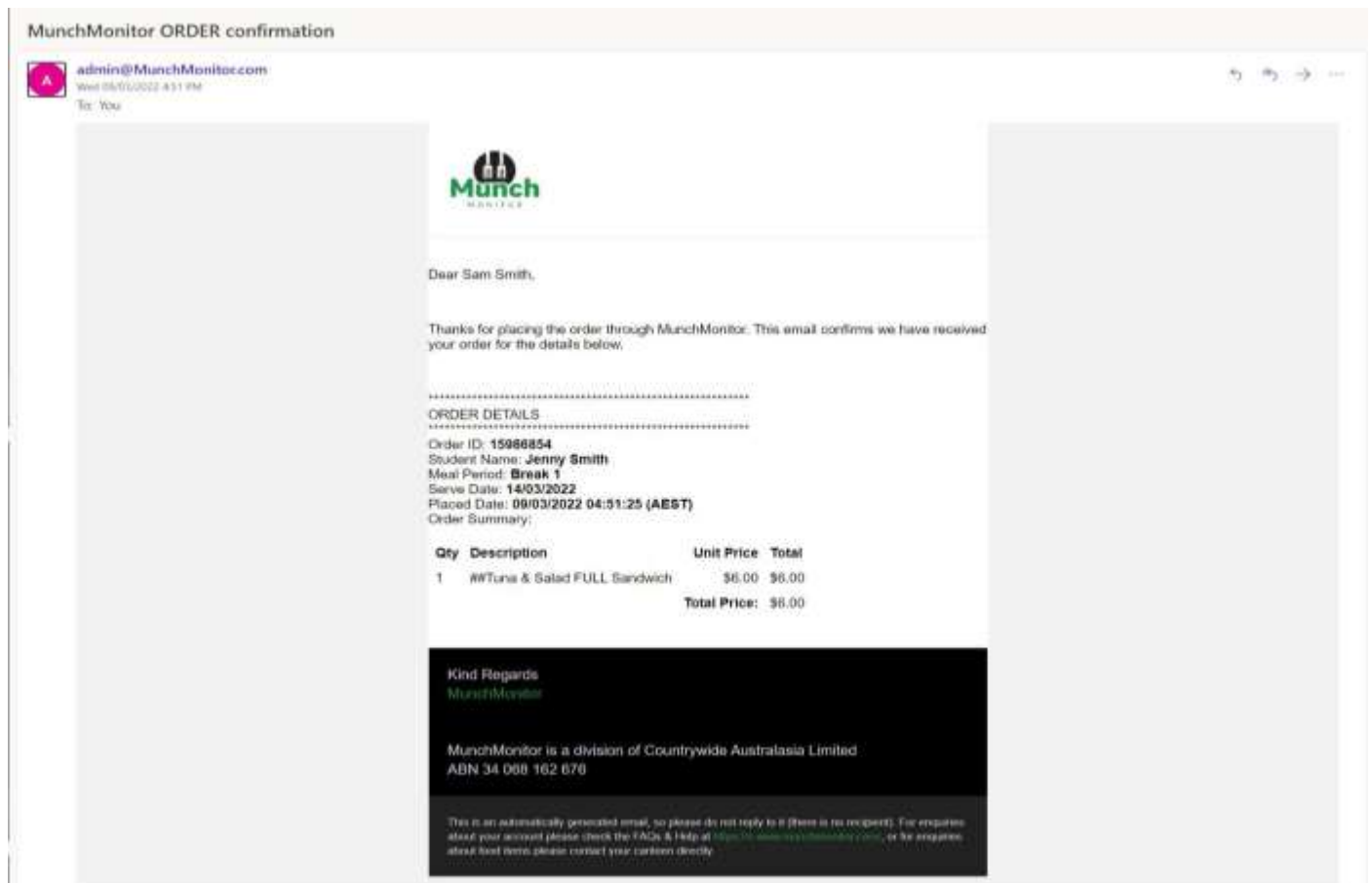
Step 7: Once you have chosen your payment method, click on **Confirm Payment**.



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.



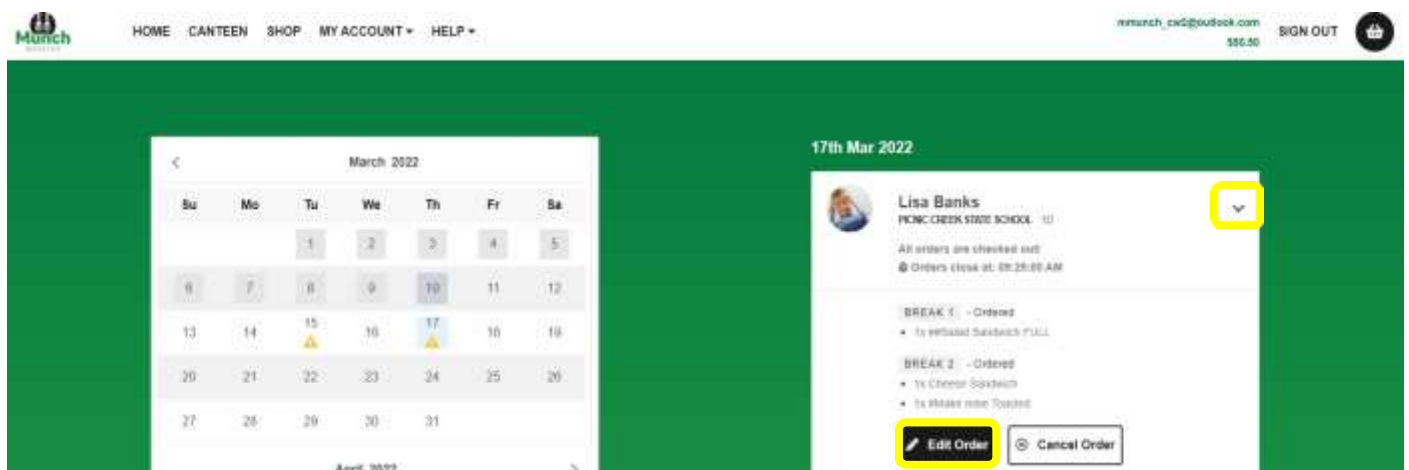
Alert: Editing an order once it has been placed, will cancel your original order and you will need to reselect all of your items for each break.

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

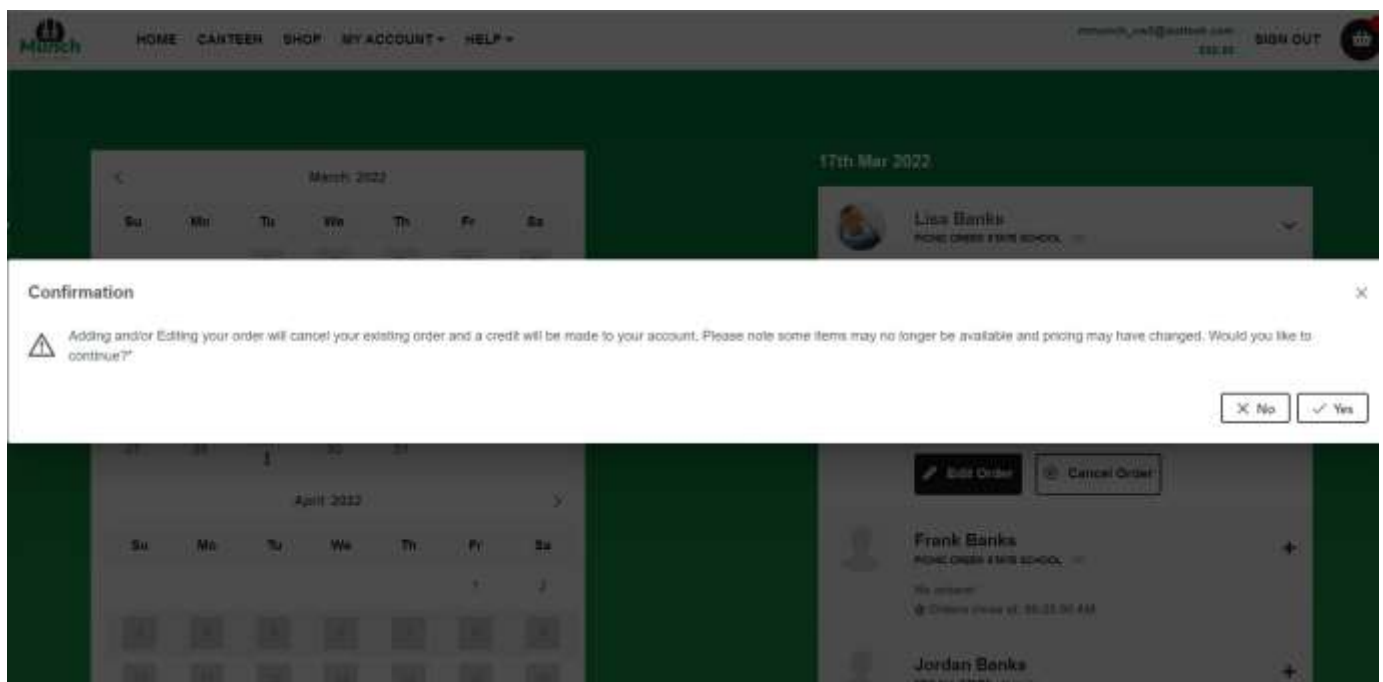
- b) Editing an order that has not been placed and paid for.

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:



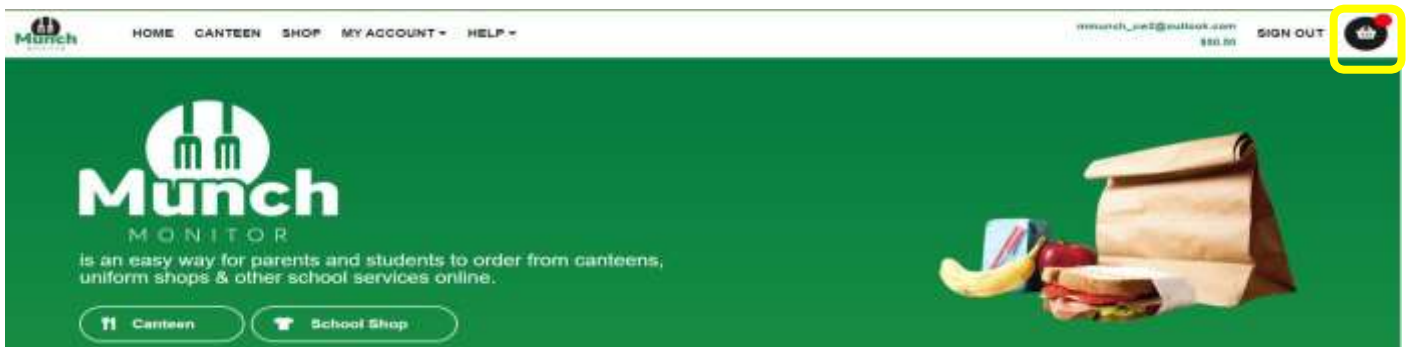
Step 2: Click:

- 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.

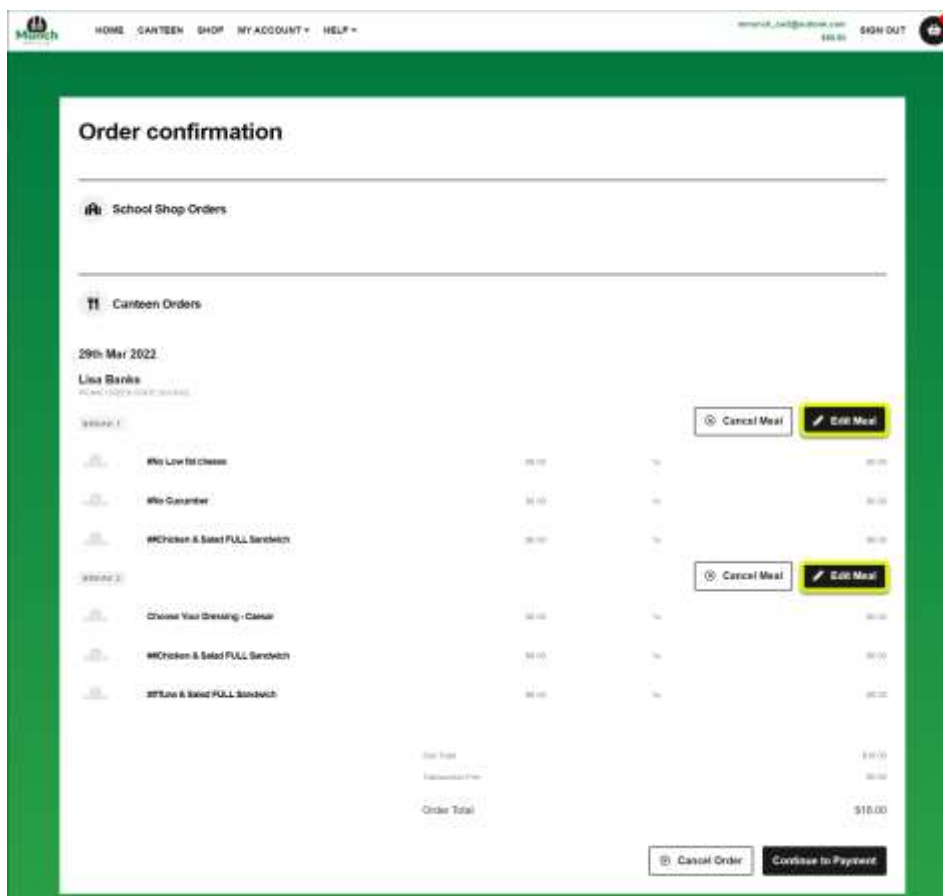
B) Editing an order that has not been placed and paid for.

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

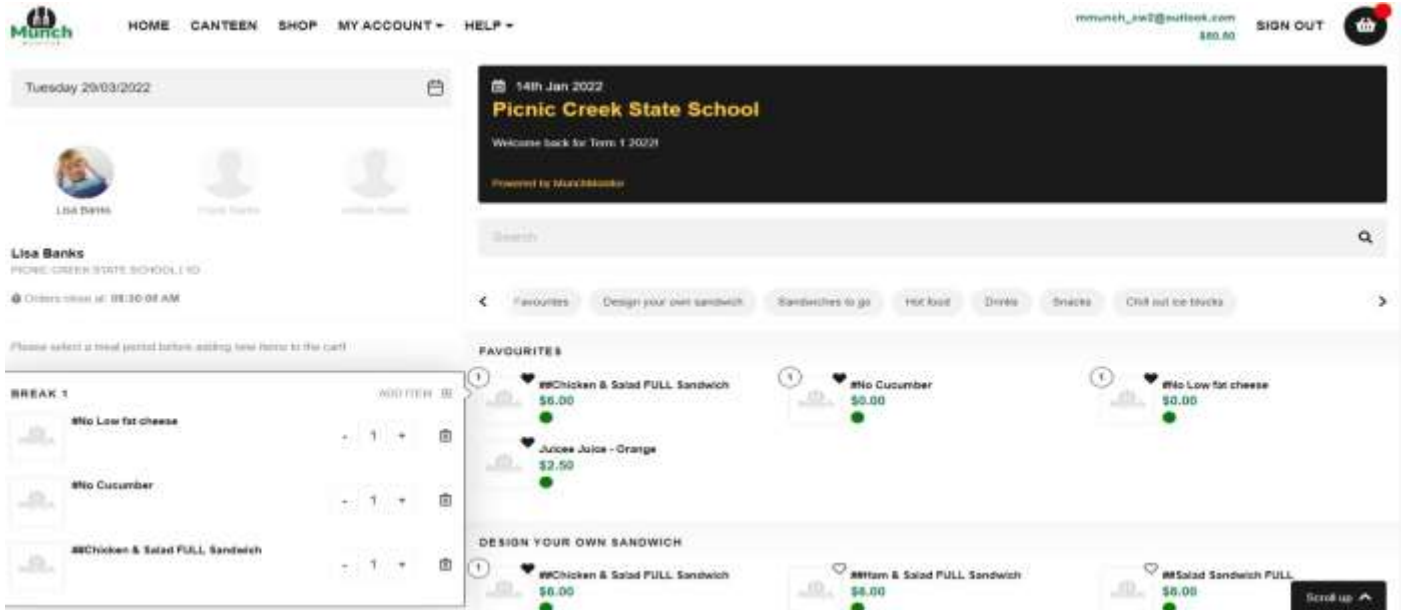
Step 1: Click on the **cart icon**, to view your cart.



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**.



Canceling 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.

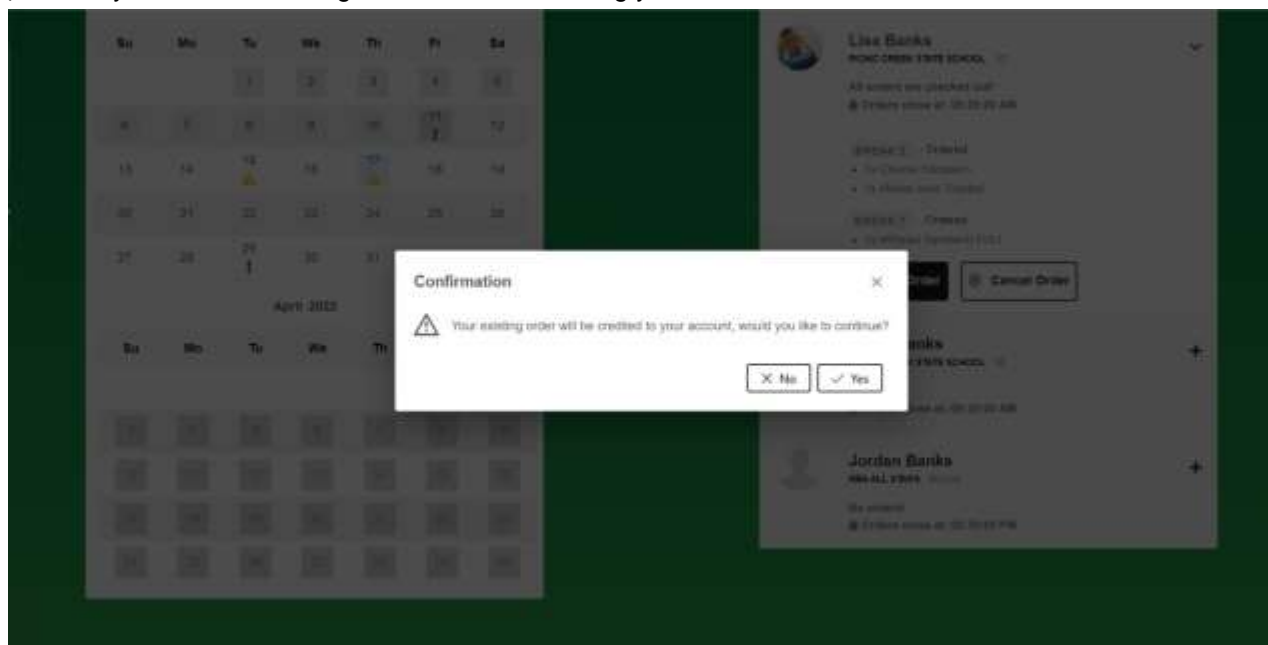
Step 1: Click on the drop-down arrow on your student ordering profile. Then click on **Cancel Order**.



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.

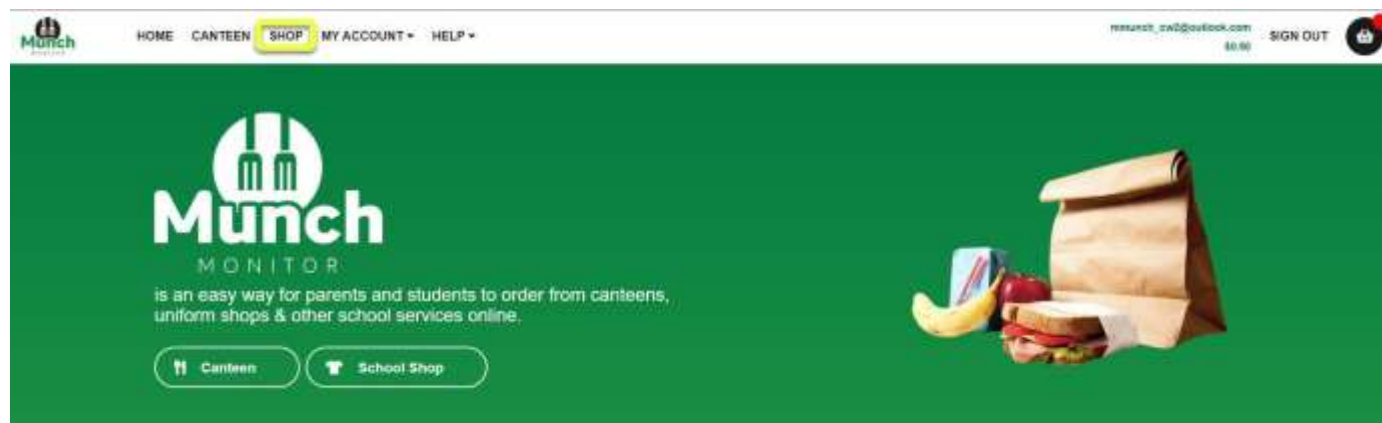


Placing a Shop Order



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

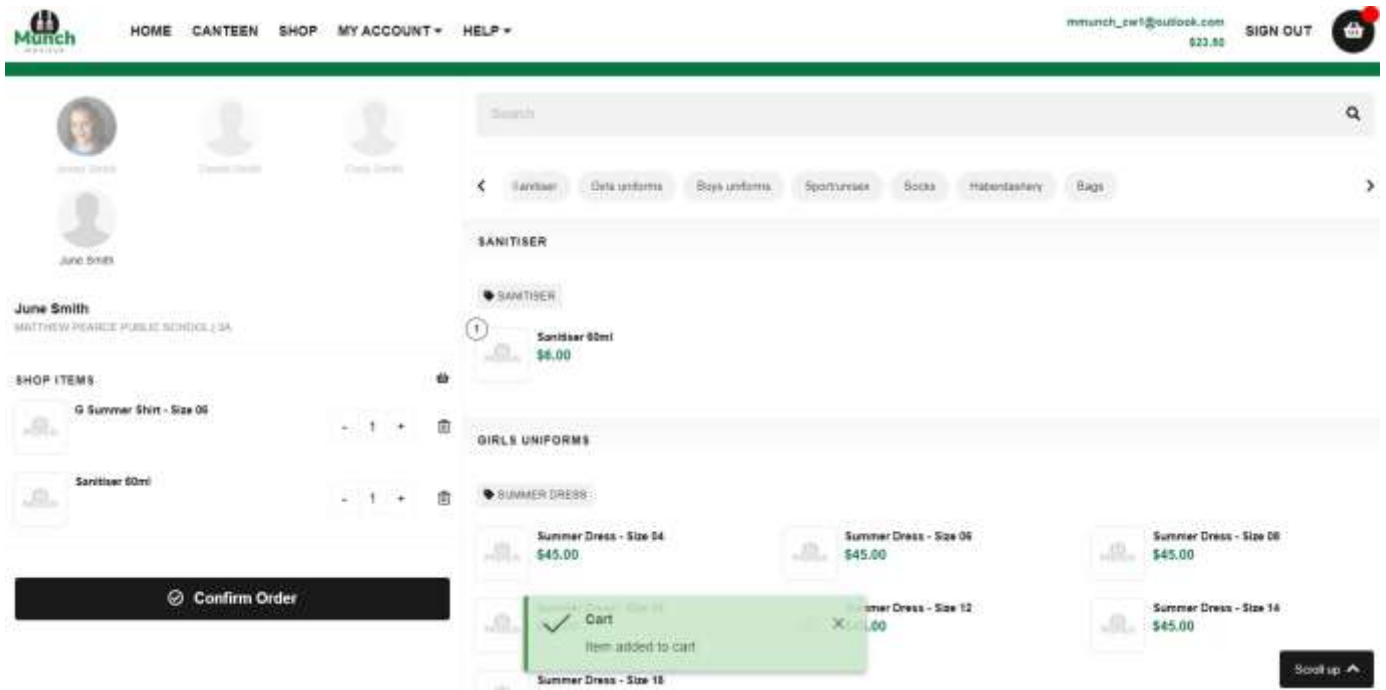
Step 1: Click on **Shop**:



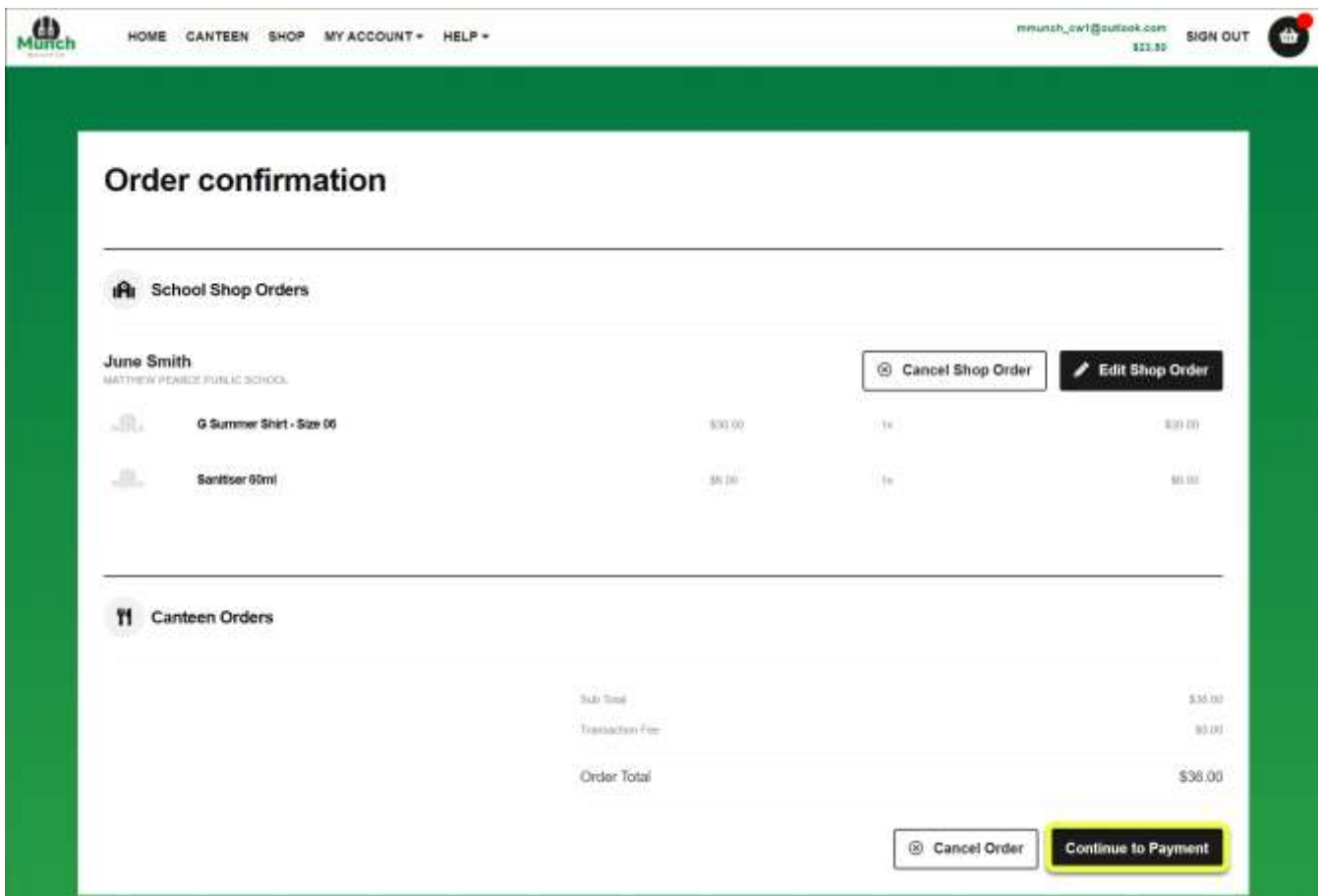
Step 2: Select items you would like to purchase. Click on **Confirm Order**.



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.



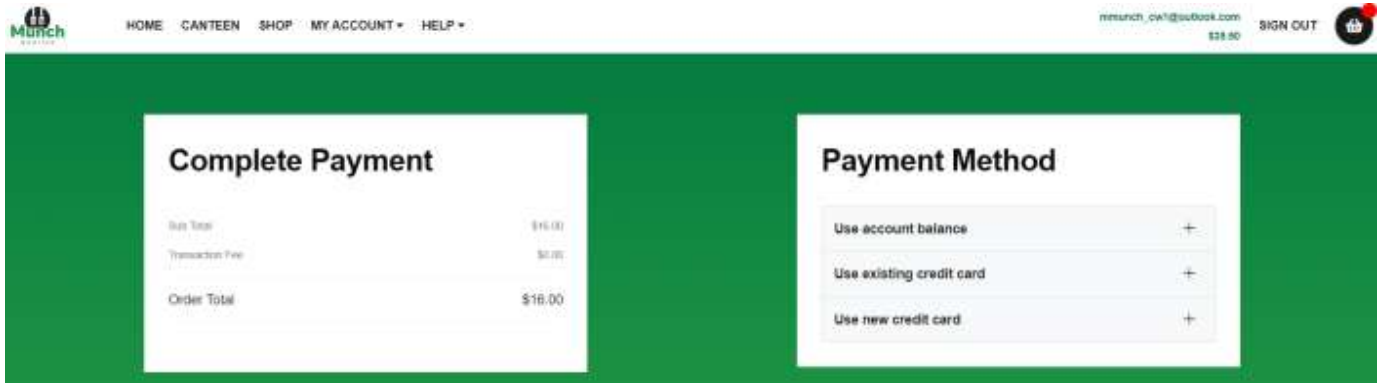
Step 3: View your order click **Confirm Payment**.



MUNCH MONITOR USER GUIDE

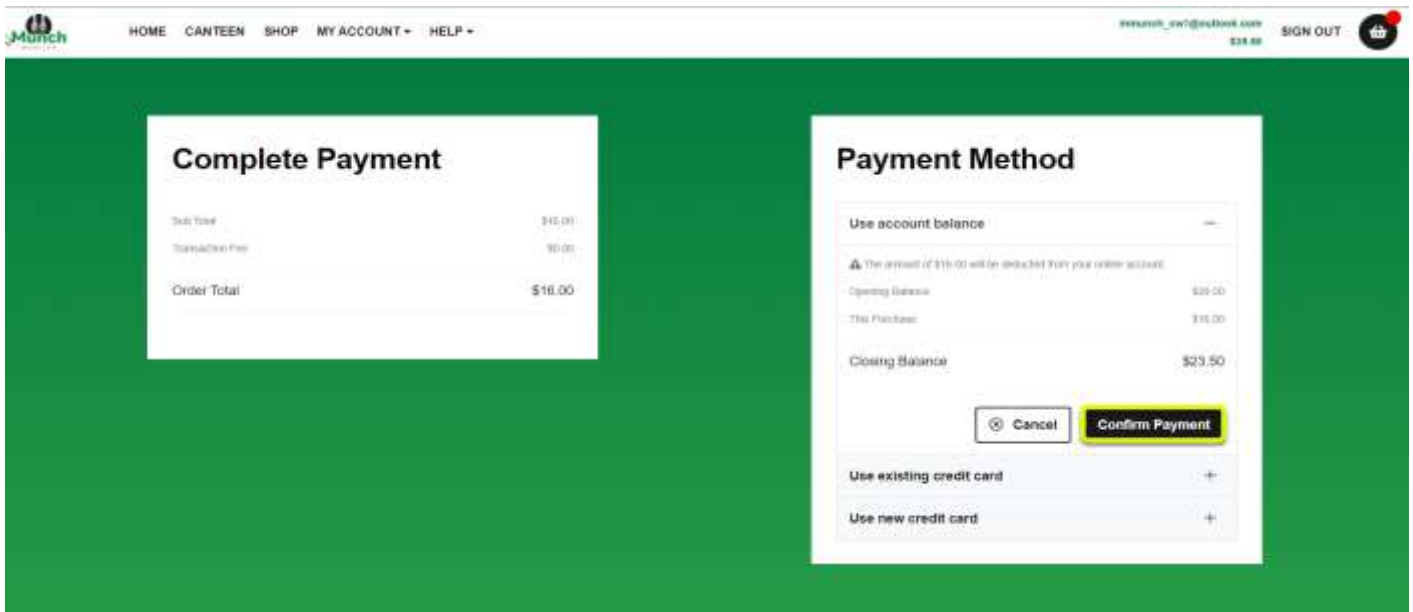
Step 4: Choose your Payment method.

- 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.

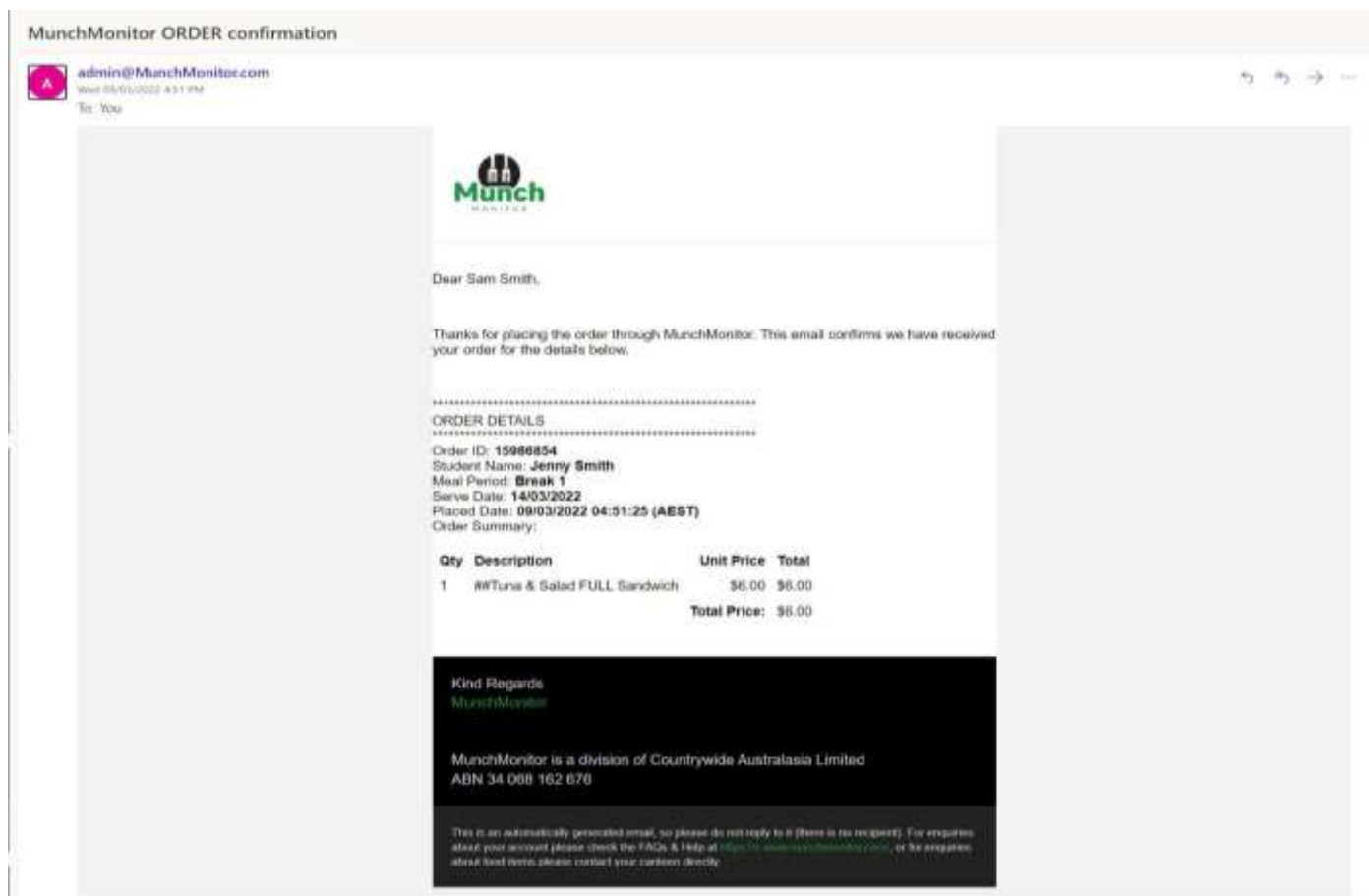


Note: To keep transaction fees low, there are pre-selected top up amounts to choose from \$15.00 being the minimum.

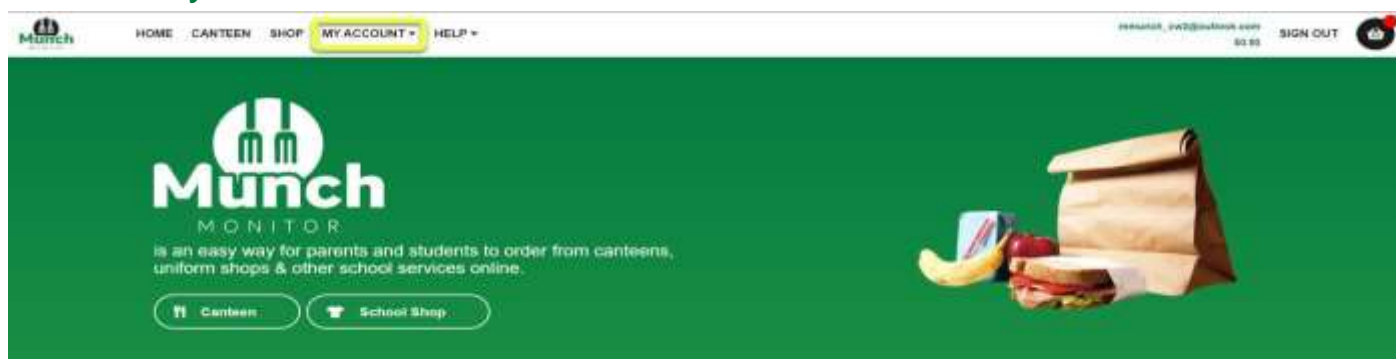
Step 5: Once you have chosen your payment method, click on **Confirm Payment**.



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 your account.
STATEMENTS	Statement – This is where you can view your 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)

The screenshot displays the Munch Monitor web application interface. At the top, there is a navigation bar with the Munch logo, menu items (HOME, CANTEEN, SHOP, MY ACCOUNT, HELP), a user email (mmunch_cwt@outlook.com), a price (\$21.99), and a SIGN OUT button. The main content area is divided into two columns. The left column, titled 'Parent Profile', contains three sections: 'Basic' with fields for Surname (Smith) and Phone Number (04123456789); 'Address' with fields for Street (50 Munch Road), Suburb (Munchin), State (NSW), and Postcode (2155); and 'Settings' with a 'Top Up Reorder Amount' set to 10, and buttons for 'Update Email Address' and 'Update Password'. The right column, titled 'Students', features an 'Add Student' button and lists three students: Jenny Smith (Picnic Creek State School), Daniel Smith (Waterford State School), and Cody Smith (NBA ALL STARS), each with an 'Edit' button. At the bottom of the parent profile section are 'Cancel Changes' and 'Save Changes' buttons.

Top Up Account

Statements

Account Summary

Select the dates, and then click **View Report**.

Date	Order	Description	Debit	Credit	Balance
07/03/2022		Account Adjust (Opening Account)	\$0.00	\$0.00	-\$0.00
07/03/2022		Top Up Account	\$0.00	\$15.00	\$15.00
07/03/2022	15000771	Account Order	-\$6.50	\$0.00	\$8.50
07/03/2022	15000769	Account Order	-\$6.00	\$0.00	\$2.50
07/03/2022	15000771	Debit Order	\$0.00	\$0.50	\$3.00
07/03/2022	15000769	Debit Order	\$0.00	\$0.00	\$0.50
07/03/2022	15000775	Account Order	-\$6.00	\$0.00	-\$0.00

Account Detail

Shows your purchases by Student.

Delivery Date	Order	Description	Qty	Price	Total
07/05/2022	15885777	COLOUR EXPLOSION SAUSAGE SIZZLE FRID 8 OCT 2021 - Colour Explosion Sausage Sizzle Fri 8 October 21 - Sausage Sizzle	1	\$2.50	\$2.50
07/05/2022	15885784	Homemade Garlic Bread	1	\$1.50	\$1.50
07/05/2022	15885785	COLOUR EXPLOSION SAUSAGE SIZZLE FRID 8 OCT 2021 - Colour Explosion Sausage Sizzle Fri 8 October 21 - Sausage Sizzle	1	\$2.50	\$2.50
07/05/2022	15885777	COLOUR EXPLOSION SAUSAGE SIZZLE FRID 8 OCT 2021 - Colour Explosion Sausage Sizzle Fri 8 October 21 - Sausage Sizzle	1	\$2.50	\$2.50
07/05/2022	15885784	Homemade Garlic Bread	1	\$1.50	\$1.50

Volunteer Roster

Ability to view the volunteer Roster for your Canteen.

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8 Draig C (Picnic Creek State School)	9 Helo Wainid (Picnic Creek State School) Michelle B (Picnic Creek State School)	10	11 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



1. Click on the **“burger button”** to view the Munch Monitor 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 Munch Monitor 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**.

If you have an enquiry relating to the Munch Monitor website and cannot find the answer under FAQ, please email help@munchmonitor.com or call 1300 796 190.

For all order and delivery enquiries, please contact –

- Tuckshop (ejstuckshop@yahoo.com.au or 07 3637 1113 during open hours),
- Bookshop (ejbookshop@gmail.com),
- Uniform Shop (ejssuniformshop@gmail.com), and
- Anything else - EJSS P&C Business Operations Manager (ejpcbom@gmail.com).

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