

making your school day easy

# MunchMonitor

*Information Pack*

*Collingwood Park State  
Secondary College*



## SAVE TIME with our ONLINE CANTEEN

Collingwood Park State Secondary College  
accepts online orders using MunchMonitor

Setting up an online account is easy!



1. Go to **www.munchmonitor.com**
2. Click **REGISTER**
3. Enter
  - School ID: **collparkssc**
  - Password: **munch4301**
4. Enter your **email address**
5. Enter the **password** you want. Make sure you can remember your password
6. Review and tick on the **Privacy Policy**
7. Click **Register**
8. Click on the **Activation Link** in the email we sent
9. Follow the steps to **create your Parent Profile**
10. **Add Students** to your account
11. Click on **Account Top-up** to transfer money into your account
12. **You are now ready** to order online!



### Quick Information

#### Using MunchMonitor Parent Portal Online Ordering

- You can place orders online up to 4 weeks in advance
- Top-up your account online using Debit/VISA/MasterCard
- List allergies to alert canteen staff
- You can order anytime you want using web browsers such as Chrome or Safari
- You can use desktops, laptops, tablets or smart phone with internet access
- It only cost \$ 4.95 (incl-GST) per school term for the family account
- No sign-up fee
- No transaction fee

#### Giving Student Snack Money using MunchMonitor

- In the Student Profile, tick **YES** in **ALLOW SNACK MONEY**
- If you selected **DAILY ALLOWANCE**, enter the daily amount and the days to use
- If you selected **WEEKLY ALLOWANCE**, enter the weekly amount
- You can set banned food items from the menu
- You can view what they've ordered from the online transaction reports
- Please include a legible photograph (JPEG) of the student in their Student Profile
- Students use their Student ID cards which are scanned and registered to their MunchMonitor Student Profile.
- If you currently have an account for a student attending another MunchMonitor school, you will need to create new profiles on your current account for the new school, to do this go to **MY ACCOUNT/PROFILES** then you will see the student profiles appear, you need to select **Add a New Student**, complete the first section of the profile but when you reach the school details you need to select **Collingwood Park State Secondary** from the dropdown list and enter the school ID & Password provided on this sheet.

Call us at **1300 796 190** or email us at **help@munchmonitor.com**  
if you require further assistance.

**MunchMonitor...making your school day easier**

# MunchMonitor

**MunchMonitor** is an online service that provides an easy and simple way for parents and carers to place and pay for orders from **canteens**.

Access from any place with web connection

- Use current web browser from computer, laptop and mobile devices
- Only one Parent account is required for all children
- Complete child profile including allergies and banned foods
- Enable to plan food orders up to 4 weeks
- Secured credit card and debit card payment

The cost is only \$4.95 (incl GST) per school term for each parent account. This includes all children that study in schools using MunchMonitor.

**NO SETUP FEE**  
**NO ORDER FEE**  
**NO TOP-UP FEE**

**Help is available** from implementation to day-to-day ongoing support

- Phone support is available through 1300 796 190
- Email support is available through [help@munchmonitor.com](mailto:help@munchmonitor.com)

# How does it work for Parents?

Getting started is easy

## 1. Register & Setup Parent Account

- Use Web Browser
- Use Computers, laptop, tablet or Smartphone
- Only 1 parent account needed
- Link to 1 or more Student in School
- Enter Parent Details

## 2. Setup Student Account

- One Profile per Student
- Setup Snack Money Allowance
- Upload Photo (**Jpeg Format Only**) – **Photo is only required if using Snack Allowance option**
- List Allergies
- List Banned Foods
- Top-up student account (only required if using Snack Allowance)

### Simple Order and Account Management





## MunchMonitor User guide

The 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**. (Refer Page 12 of this document)  
Your **email address** that you would like to use to set up your account and a **password**.  
Tick the circle if you agree with MunchMonitor Privacy and then click on **Register**.

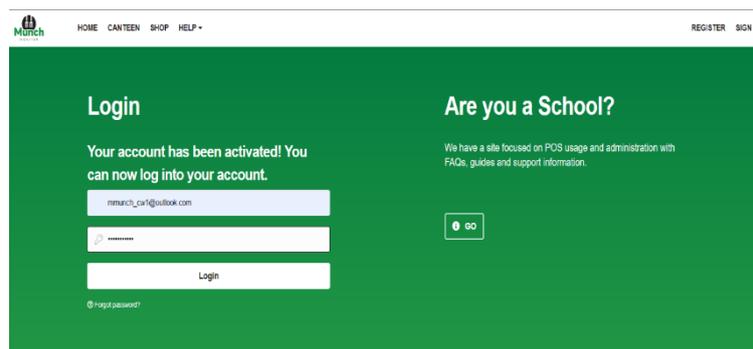


**Note:** You will need to ask your School Canteen for their MunchMonitor School ID and Password to be able to Register your account if not already provided.

**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 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

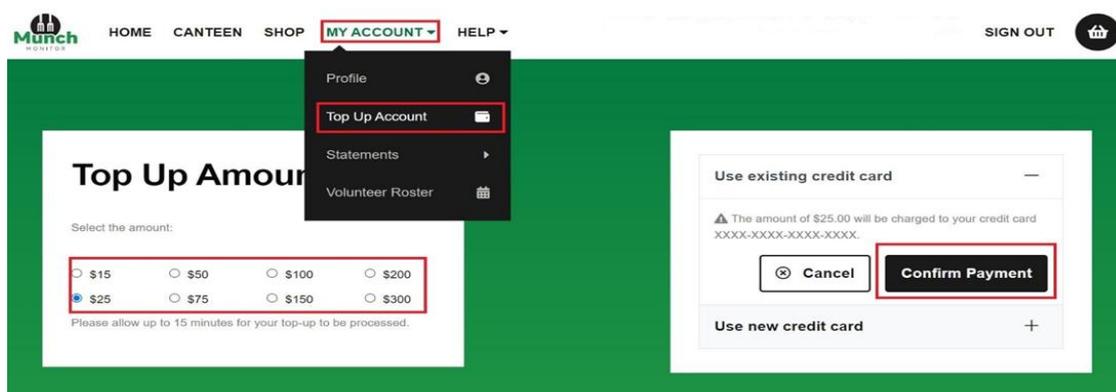
**Step 1:** Click on **Create Parent**.

**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 (only required if using Snack Money Allowance Option)



**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.

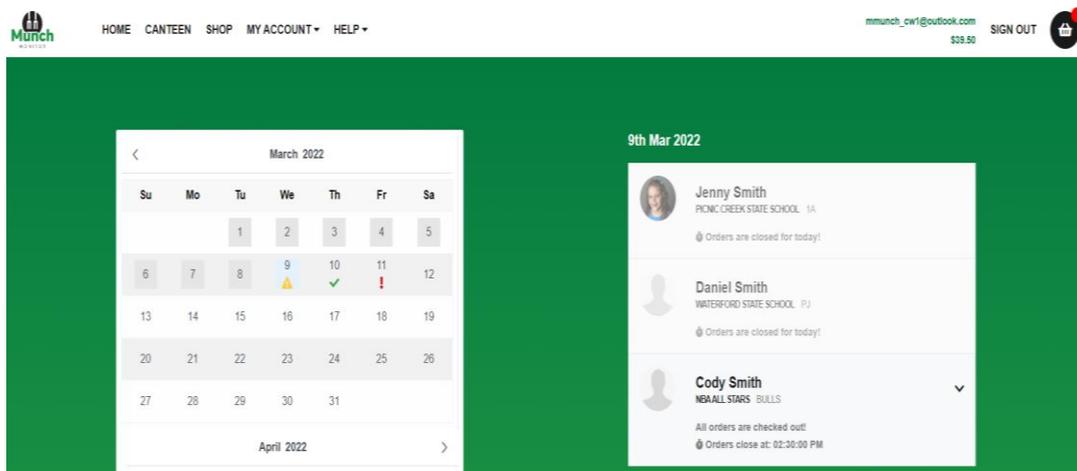
 **Note:** If you entered a top up reminder amount in your parent profile, an email will automatically be sent to you once your account has gone under the amount specified. MunchMonitor does not have an automatic top up feature.

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.

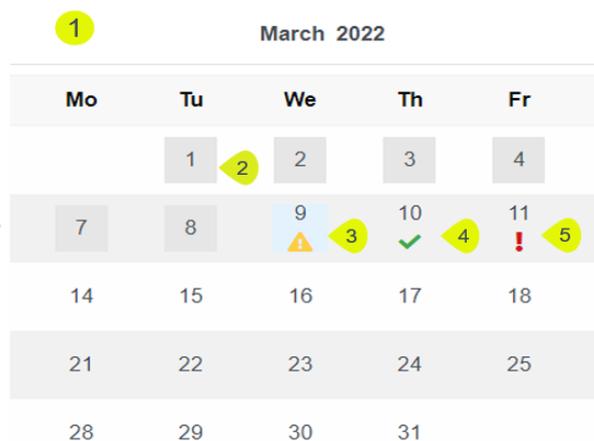
# Placing, Editing and Cancelling a Canteen Order:

## Placing a Canteen Order:

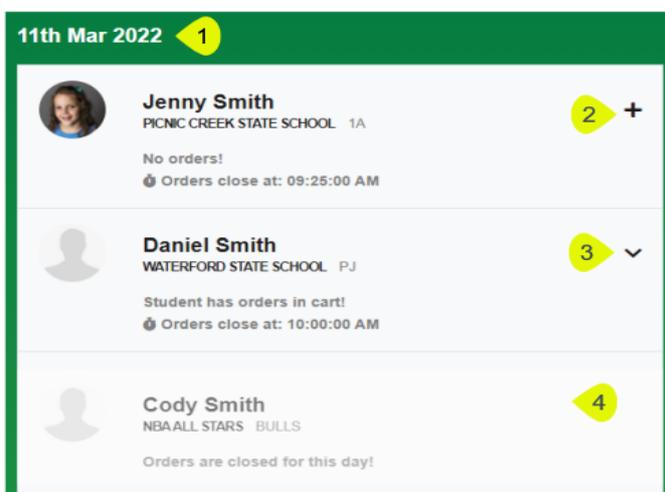
### Step 1: Click on Canteen



## Navigation – Canteen



- 1 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 10 mins 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.

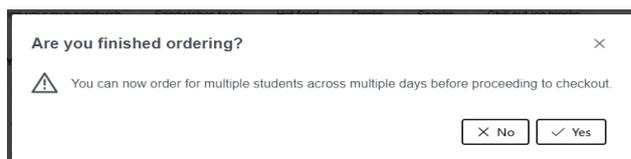
- a) **Use account balance** – This payment method will use the credit that you have on your balance, if you do not have enough credit, it will advise you to top up.
- b) **Use existing credit card** – This will use the credit card that you have used previously.
- c) **Use new credit card** – You will 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. If your order/s is below this amount the remaining funds will be placed on your MunchMonitor account.

**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 a Canteen 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 a Canteen 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 a Canteen 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**.

## Cancelling a Canteen Order

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

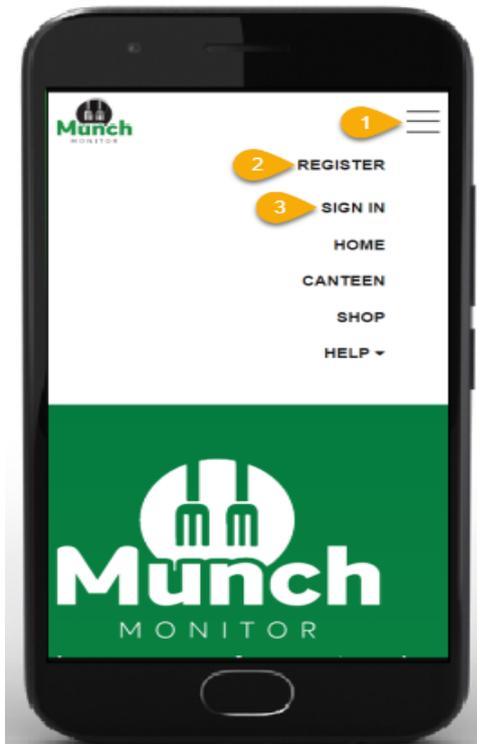
**Step 1:** Click on the drop-down arrow on your student ordering profile. Then click on **Cancel Order**.

A cancellation order window will appear.

**Step 2:** Click on:

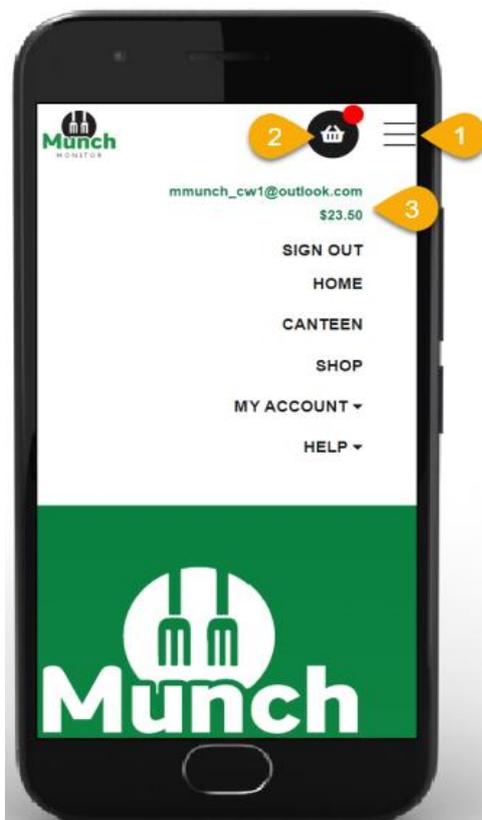
- a) **Yes** – to cancel your order
- b) **No** – you do not want to go ahead with cancelling your order.

## 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**.

## SNACK MONEY SET UP GUIDE



Only photo (.jpg, .jpeg or .png) smaller than 2.5Meg (2,500kb) can be uploaded. The larger the file size of the photo, the longer it will take to upload.

I have read & agree to the Terms of Use.

### Settings

<sup>1</sup> Allow snack money?

Daily Allowance  Weekly Allowance <sup>2</sup>

\$ 10 <sup>3</sup>

Mon  Tue  Wed  Thu  Fri  Sat  Sun <sup>4</sup>

Has Allergies?  
salad, nuts

PSSA (NSW Only) Participant?

1. Login to Munch Monitor
2. Select the MY ACCOUNT tab and select PROFILE from the drop-down list
3. While in the PROFILE section select the students profile you wish to add snack money
4. Add a legible photo to the Student Profile (jpeg Format only) tick I have Read & Agree to the Terms & Conditions box (Note all data remains onshore and is not shared with any third-party company)
5. Tick the allow snack money option (as above labelled 1)
6. It Choose between either a daily or weekly allowance (as above labelled 2)
7. Select the amount you want to allocate to snack money for the day/week (as above labelled 3)
8. Select the days that snack money can be used, this applies to daily amount only (as above labelled 4)
9. Save the changes and exit profile