



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.

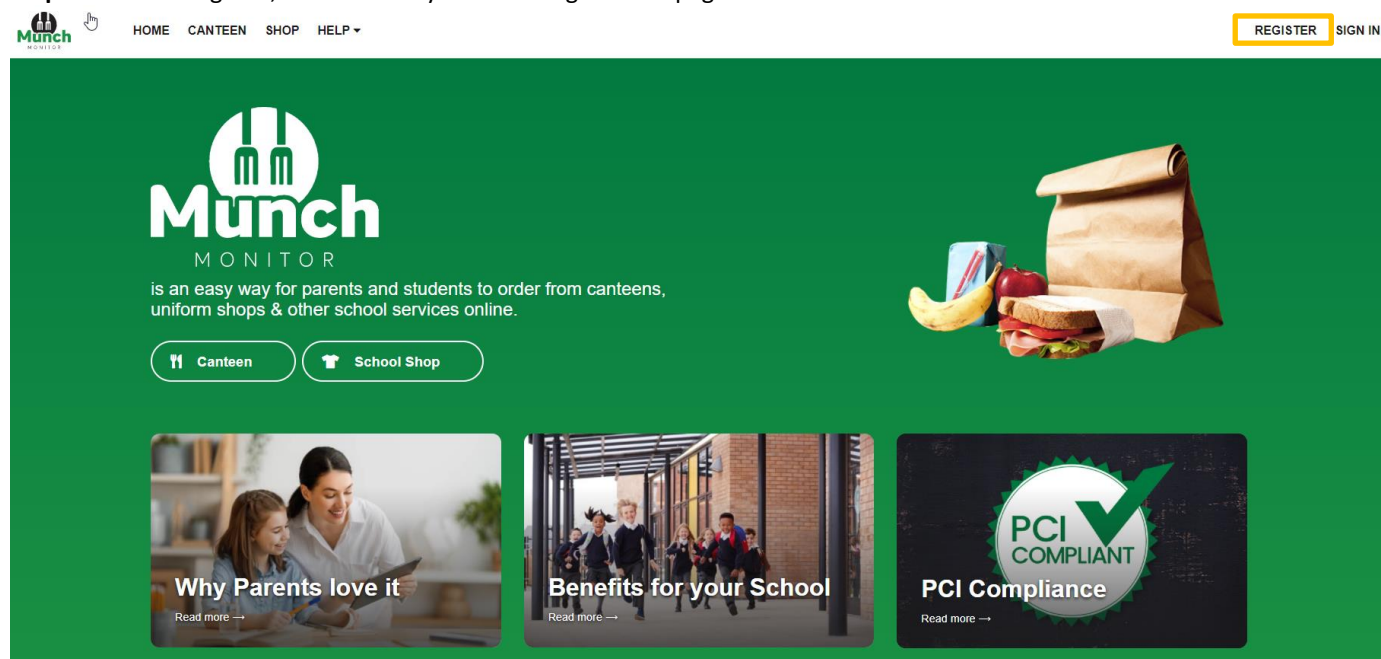
Key	
	Note: <i>Handy Tips and Information for completing system tasks</i>
	Alert: <i>Be aware of task consequences</i>

New Parent Account Registration on the 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



Register

● If you have misplaced your School ID please contact your school canteen.

● Note: Password must be at least 8 characters long, must contain at least one letter, one number and one special character!

☐ By checking this box, I agree to MunchMonitor's privacy policy, terms and condition!



PHONE:
1300 796 190

MAIL:
info@munchmonitor.com

Pages

Home
Canteen
Shop
My Account

User

Register
Sign in

We are social

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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.

Register

● If you have misplaced your School ID please contact your school canteen.

● Note: Password must be at least 8 characters long, must contain at least one letter, one number and one special character!

☒ By checking this box, I agree to MunchMonitor's privacy policy, terms and condition!



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School Benefits

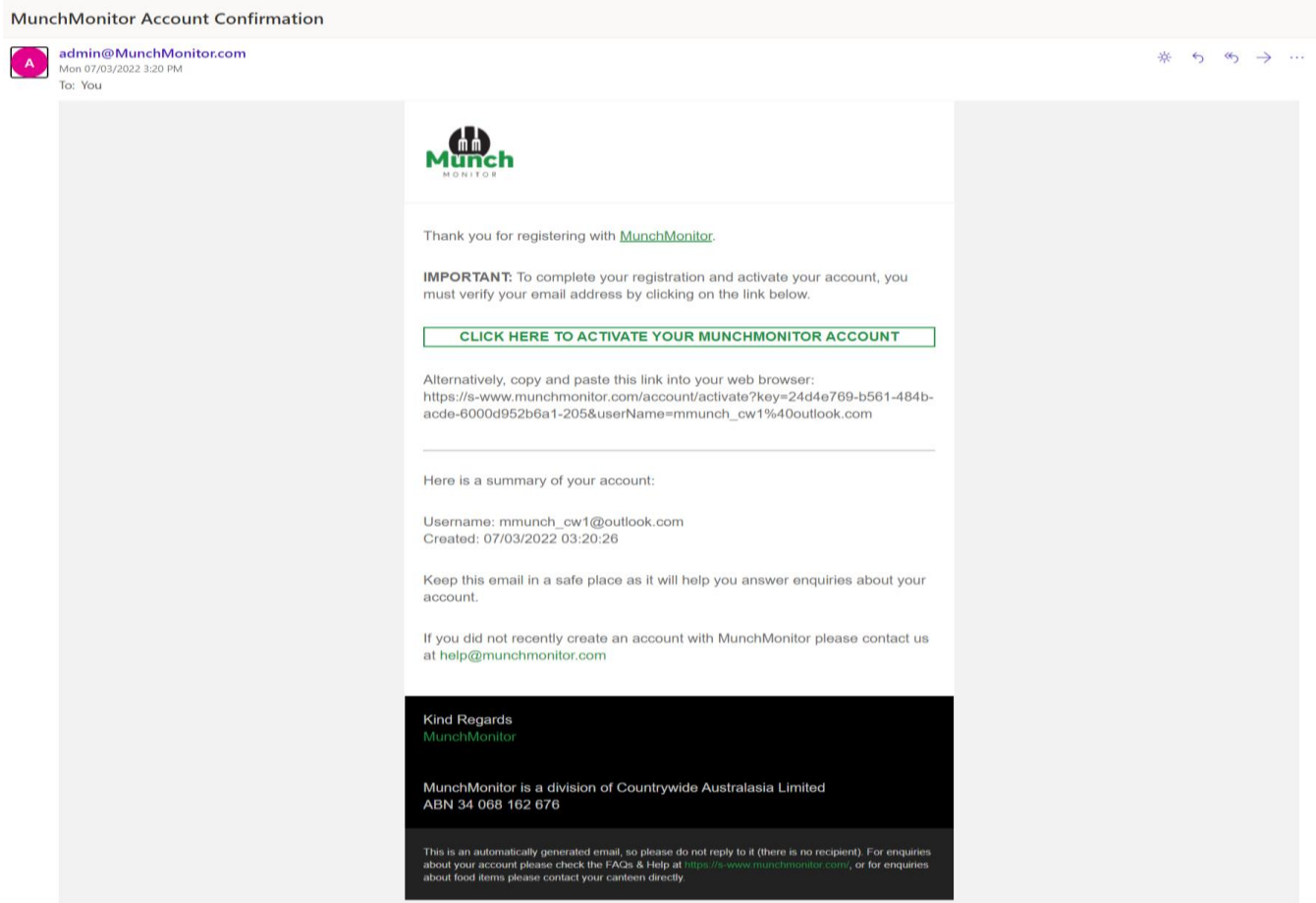
User

Register
Sign in

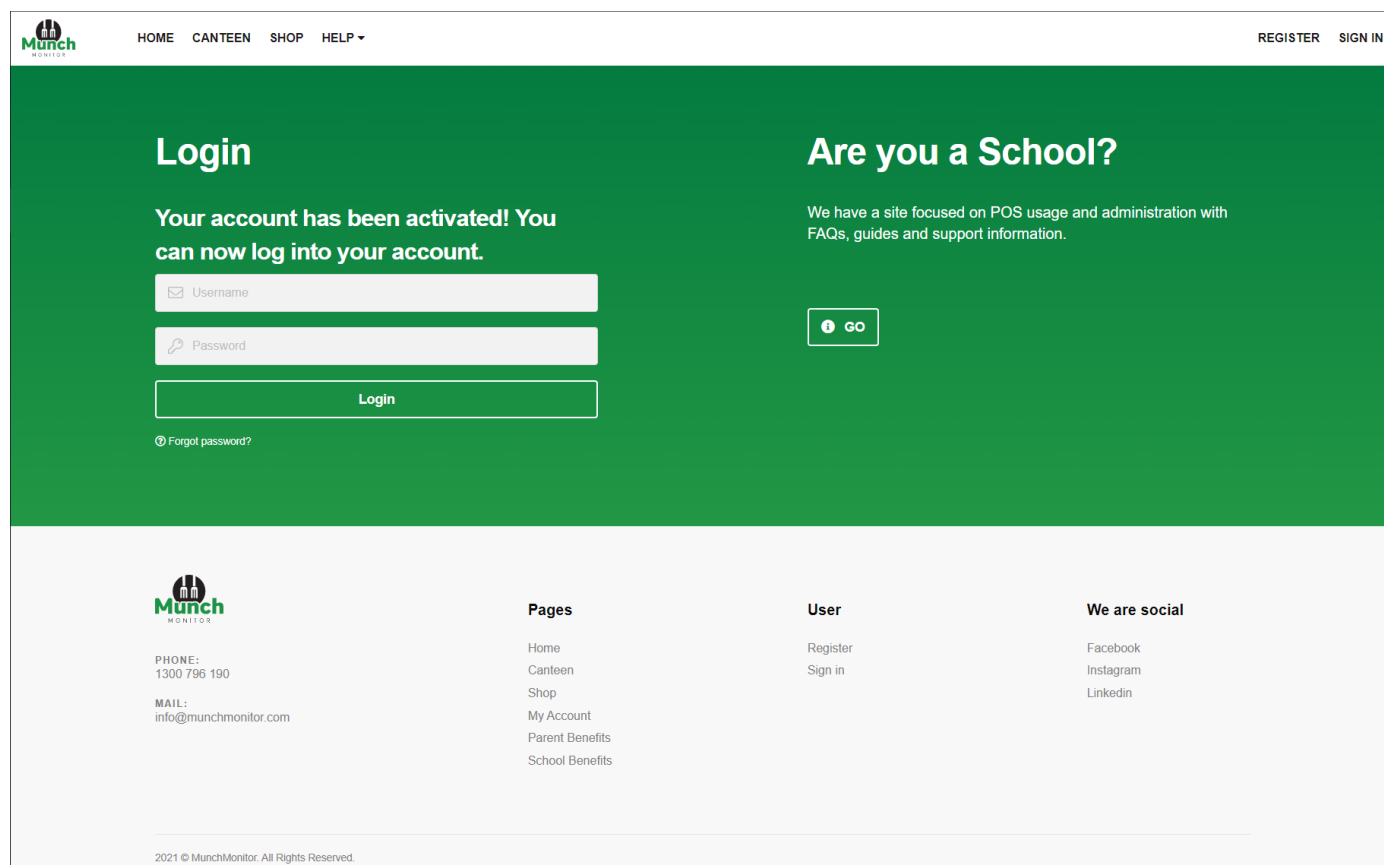
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Step 4: If you have Registered successfully, you will receive an email to Activate your account. Follow the steps in the email to activate you account.



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.



[HOME](#) [CANTEEN](#) [SHOP](#) [HELP](#) ▾

[REGISTER](#) [SIGN IN](#)

Login

Your account has been activated! You can now log into your account.

mmunch_cw1@outlook.com

🔑 *****

Login

🔑 [Forgot password?](#)


Are you a School?

We have a site focused on POS usage and administration with FAQs, guides and support information.

🔑 GO



Navigation - Home Page

The table below provides descriptions and uses for each of the features on the MunchMonitor 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**.

HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾mmunch_cw1@outlook.com
\$0.00SIGN OUT


Your account is 25% complete

Please complete the following steps before placing online orders

CREATE PARENT
X STEP 1

CREATE STUDENTS
X STEP 2


TOP UP FUNDS
X STEP 3



is an easy way for parents and students to order from canteens, uniform shops & other school services online.

Canteen

School Shop




Contact Us

MunchMonitor provide an online service to enable schools to run their canteen and/or school shops efficiently.

The MunchMonitor Team are not the operators of the canteens and/or school shops and are not authorised to issue refunds without approval from the School Operator. The online menus and uniform/stationery items are administered by your school operator directly.

Please contact your canteen and/or school shop for all student account, orders / refunds, menu items and delivery enquiries.



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



HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw1@outlook.com
\$0.00 SIGN OUT 

Your account is 25% complete

Please complete the following steps before placing online orders

CREATE PARENT
STEP 1

CREATE STUDENTS
STEP 2

TOP UP FUNDS
STEP 3

Parent Profile

Basic

Sam

Smith

04123456789

021345678

Address

55 Munch Road

Address line 2

Munchin

NSW ▾

2155

Settings

🔔 Top Up Reminder Amount

🔔 10

Update Email Address

Confirm New Email Address

🔔 Note: Only enter your new email address if you intend to update it. Please be aware, changing your email address will also change your MunchMonitor Username. After changing your email address, you will be redirected to the login page and will receive a mail to confirm your new email address.

🔑 Update Password

Confirm New Password


🔔 Note: Only enter your password if you intend to update it. Your new password will be updated immediately. Password must be at least 8 characters long, must contain at least one letter, one number and one special character!

✕ Cancel Changes

✔ Save Changes

Students

Add Student



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Step 3: Click on Add Student.



HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw1@outlook.com
\$0.00 SIGN OUT 

Your account is 25% complete

Please complete the following steps before placing online orders

CREATE PARENT
X STEP 1

CREATE STUDENTS
X STEP 2

TOP UP FUNDS
X STEP 3

Parent Profile

Basic

Sam

Smith


04123456789

021345678


Students

Add Student

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



HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw1@outlook.com
\$0.00 SIGN OUT 

Your account is 50% complete

Please complete the following steps before placing online orders

CREATE PARENT
✓ STEP 1

CREATE STUDENTS
X STEP 2

TOP UP FUNDS
X STEP 3

Student Profile

Basic

Jenny

Smith

Female ▾

Sam Smith


021345678

School Details

Picnic Creek State School ▾

1A ▾

Profile Photo



Upload

Only photos 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

☒ Allow snack money?

☒ Daily Allowance ☐ Weekly Allowance

\$ 10

☐ Mon ☒ Tue ☐ Wed ☒ Thu ☒ Fri ☐ Sat ☐ Sun

☒ Has Allergies?

Peanuts, Soy, Egg

☐ PSSA (NSW Only) Participant?

Create Student

Banned Items



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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**



HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw2@outlook.com
\$0.50 SIGN OUT 

Parent Profile

Basic

Gina

Banks

0212341234

0412345678

Address

87 Munchie Street

Address line 2

Munch

NSW ▾

2100

Settings


🔔 Top Up Reminder Amount

🔔 10

Students

Add Student

Picnic Creek State School




Lisa Banks

PICNIC CREEK STATE SCHOOL

Allowed Snack Money
Has Allergies

Yes
Yes

Edit



Frank Banks


PICNIC CREEK STATE SCHOOL

Allowed Snack Money
Has Allergies

Yes
Yes

Edit

NBA ALL STARS



Jordan Banks


NBA ALL STARS

Allowed Snack Money
Has Allergies


Yes
No

Edit

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



HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw2@outlook.com
\$0.50 SIGN OUT 

Student Profile

Basic

Lisa

Banks

Female ▾

Gina Banks

0412345678

School Details


Picnic Creek State School ▾

1D ▾

Banned Items


Edit

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



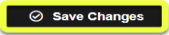
HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw2@outlook.com
\$0.50

SIGN OUT 


Banned items for Lisa Banks

Please select items to ban.




< Staff only menu Sushi (pre order for tuesday 1st break) Welcome back meal deal 2022 Design your own sandwich Sandwiches to go Salad bowls Pc's munch & crunch Hot food >


STAFF ONLY MENU




#PLEASE DO NOT ORDER FOR STUDENTS FROM THE STAFF M..




Add Ham




WK 3- Crunchy Asian Salad




WK 7-Stone baked 6" BBQ Chicken-Roast Chicken, bac..




Add Chicken Breast




Add Tuna




WK 4- Roasted pumpkin, beetroot & fetta salad serv..




WK 7-Stone baked 6" Vegie deluxe-Mush,Caps,baby sp..




Add Egg



Add Vegan Spinach Ball (4 per serve)




Wk 7- Stone Baked 6" Ham & Cheese Pizza




WK 8- Roasted carrot salad with chilli-yoghurt dre..

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



HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw2@outlook.com
\$0.50

SIGN OUT 

Student Profile

Basic


Female ▾


School Details

Picnic Creek State School ▾

1D ▾

Profile Photo



 Upload

Only photos 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

☒ Allow snack money?

☒ Daily Allowance ☐ Weekly Allowance

☐ Mon ☐ Tue ☒ Wed ☒ Thu ☒ Fri ☐ Sat ☐ Sun

☒ Has Allergies?


☐ PSSA (NSW Only) Participant?

Cancel Changes

Save Changes

Delete Profile

Banned Items

 Edit



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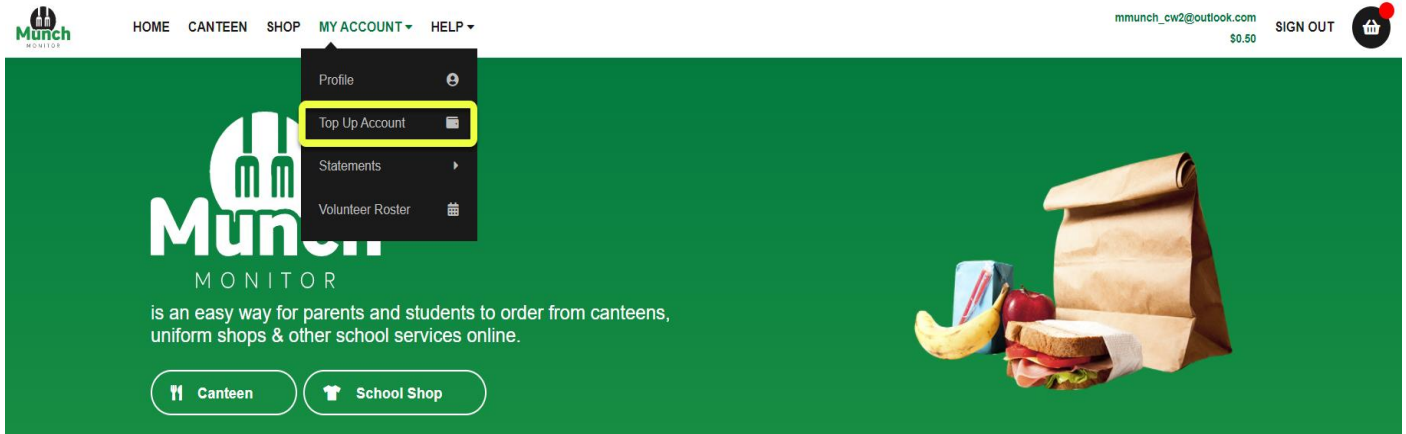
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Sign in

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Topping up your account.

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

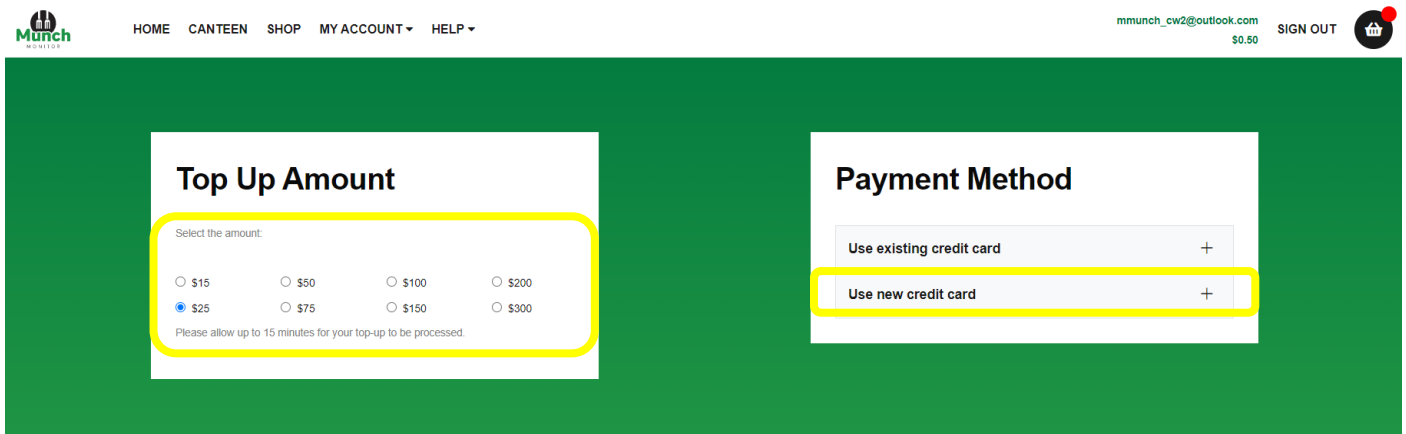


Step 2: Select the amount you would like to top up with. Then **Use new credit card**.



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.



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



HOME CANTEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw2@outlook.com
\$0.50

SIGN OUT 

Top Up Amount

Select the amount:

☐ \$15 ☐ \$50 ☐ \$100 ☐ \$200

☒ \$25 ☐ \$75 ☐ \$150 ☐ \$300

Please allow up to 15 minutes for your top-up to be processed.

Payment Method

Use existing credit card +

Use new credit card -

▲ The amount of \$25.00 will be charged to your credit card.

IMPORTANT: MunchMonitor does not keep your card details. Your card information is secured with NAB. This option allows you to top-up quicker by using the last card detail you provided through NAB.

03 ▾

2022 ▾

CCV

ⓧ Cancel

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.

MunchMonitor ACCOUNT TOPUP confirmation



admin@MunchMonitor.com
Mon 07/03/2022 4:02 PM
To: You



Dear Sam Smith,

The top up to your MunchMonitor account placed on 07/03/2022 04:02:40 (AEST) has been approved (reference number: 3600536.1.1).

Please keep this email for future reference.

ONLINE PAYMENT DETAILS (PAYMENT RECEIPT)

Reference no.: **3600536.1.1**
Approval no.: **803714**
Payment method: **Visa/MasterCard**
Date/time: **07/03/2022 04:02:40 (AEST)**
Amount: **\$15.00 AUD**
Status: **Approved**

Kind Regards
MunchMonitor

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ABN 34 068 162 676

This is an automatically generated email, so please do not reply to it (there is no recipient). For enquiries about your account please check the FAQs & Help at <https://is-www.munchmonitor.com/>, or for enquiries about food items please contact your canteen directly.



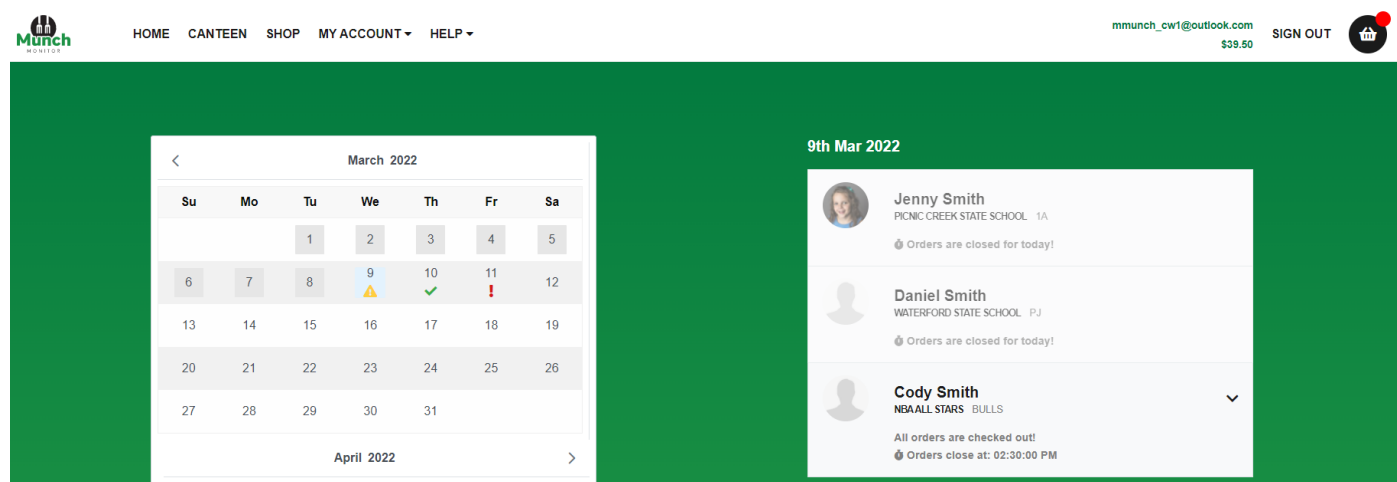
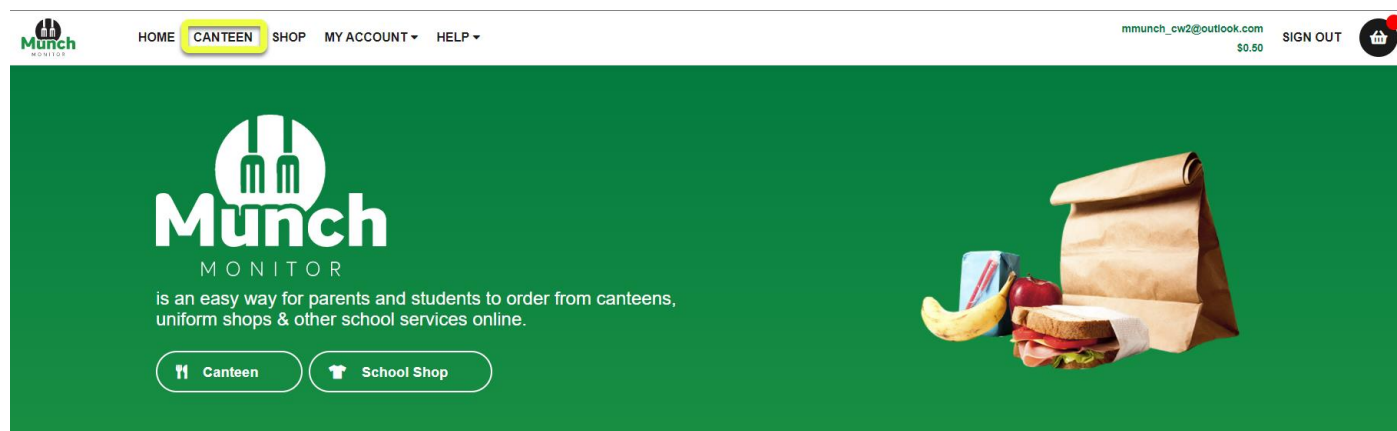
Note: If you entered a top up reminder amount in your parent profile, an email will automatically be sent to you once your account has gone under the amount specified. MunchMonitor does not have an automatic top up feature.

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

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 your 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.



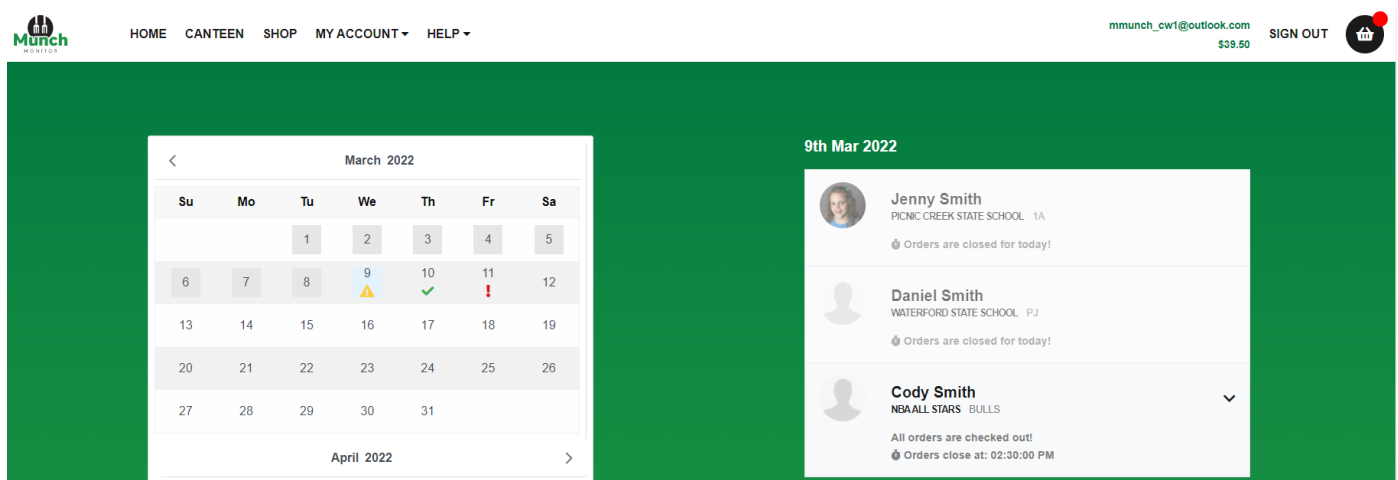
- 1 Date is displayed to identify which date you are viewing. Based on your calendar date selection.
- 2 The plus sign (+) means that you have not placed any orders for this student. By clicking on the plus sign it will take you to the Canteen Menu.
- 3 When the drop down arrow is displayed, you have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



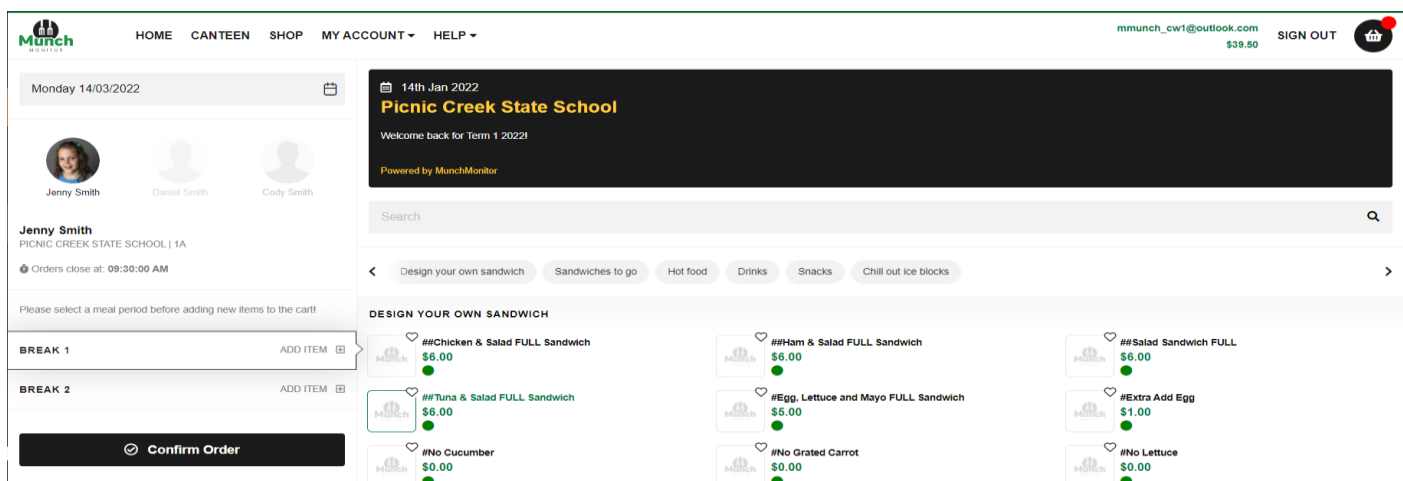
Note: Canteen ordering cut off time is also displayed on this screen. When the canteen is 10mins out from cut off a countdown timer will be displayed.

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 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.


No Yes

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





HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw1@outlook.com
\$39.50

SIGN OUT 

Order confirmation


 School Shop Orders

 Canteen Orders

11th Mar 2022

Daniel Smith
WATERFORD STATE SCHOOL

1ST BREAK

 #LASAGNA (day pack option)

\$10.00

1x

\$10.00


Cancel Meal

Edit Meal

14th Mar 2022

Jenny Smith
PICNIC CREEK STATE SCHOOL

BREAK 1

 ##Tuna & Salad FULL Sandwich

\$6.00

1x

\$6.00

Cancel Meal

Edit Meal


Sub Total\$16.00

Transaction Fee\$0.00

Order Total\$16.00

Cancel Order

Continue to Payment



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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.



HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw1@outlook.com
\$39.50 SIGN OUT 

Complete Payment

Sub Total	\$16.00
Transaction Fee	\$0.00
Order Total	\$16.00


Payment Method

Use account balance	+
Use existing credit card	+
Use new credit card	+




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**.



HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾


mmunch_cw1@outlook.com
\$39.50 SIGN OUT 

Complete Payment

Sub Total	\$16.00
Transaction Fee	\$0.00
Order Total	\$16.00

Payment Method

Use account balance —

 The amount of \$16.00 will be deducted from your online account.

Opening Balance	\$39.50
This Purchase	\$16.00
Closing Balance	\$23.50



⌂ Cancel

Confirm Payment

Use existing credit card +

Use new credit card +

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

HOME CANTEN SHOP MY ACCOUNT ▾ HELP ▾mmunch_cw1@outlook.com
\$23.50SIGN OUT

Complete Payment

Sub Total	\$16.00
Transaction Fee	\$0.00
Order Total	\$16.00

Payment Method

Use account balance

⚠ The amount of \$16.00 will be deducted from your online account.

Opening Balance	\$39.50
This Purchase	\$16.00
Closing Balance	\$23.50

Cancel


Confirm Payment

Use existing credit card


+

Use new credit card

+


 **Payment**


Payment succeeded, you will be redirected to the main page!

PagesUserWe are social

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

MunchMonitor ORDER confirmation

admin@MunchMonitor.com
Wed 09/03/2022 4:51 PM
To: You



Dear Sam Smith,

Thanks for placing the order through MunchMonitor. This email confirms we have received your order for the details below.

ORDER DETAILS

Order ID: **15986854**
Student Name: **Jenny Smith**
Meal Period: **Break 1**
Serve Date: **14/03/2022**
Placed Date: **09/03/2022 04:51:25 (AEST)**
Order Summary:

Qty	Description	Unit Price	Total
1	##Tuna & Salad FULL Sandwich	\$6.00	\$6.00
		Total Price:	\$6.00

Kind Regards
MunchMonitor

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ABN 34 068 162 676

This is an automatically generated email, so please do not reply to it (there is no recipient). For enquiries about your account please check the FAQs & Help at <https://is-www.munchmonitor.com/>, or for enquiries about food items please contact your canteen directly.

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**.

The screenshot shows the Munch app interface. At the top, there's a navigation bar with 'HOME', 'CANTEEN', 'SHOP', 'MY ACCOUNT', and 'HELP'. The user's email 'mmunch_cw2@outlook.com' and balance '\$50.50' are displayed, along with a 'SIGN OUT' button. The main content area features a calendar for March 2022. The 17th of March is highlighted. To the right of the calendar, the student profile for 'Lisa Banks' from 'PICNIC CREEK STATE SCHOOL' is shown. A yellow box highlights a drop-down arrow in the top right corner of the profile card. Below the profile, the order details for 'BREAK 1' and 'BREAK 2' are listed. At the bottom of the profile card, there are two buttons: 'Edit Order' (highlighted with a yellow box) and 'Cancel Order'.

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

The screenshot shows the Munch app interface with a confirmation pop-up. The background is dimmed, showing the same calendar and student profile as before. The pop-up is titled 'Confirmation' and contains a warning icon and the following text: 'Adding and/or Editing your order will cancel your existing order and a credit will be made to your account. Please note some items may no longer be available and pricing may have changed. Would you like to continue?'. At the bottom right of the pop-up, there are two buttons: 'No' and 'Yes'.

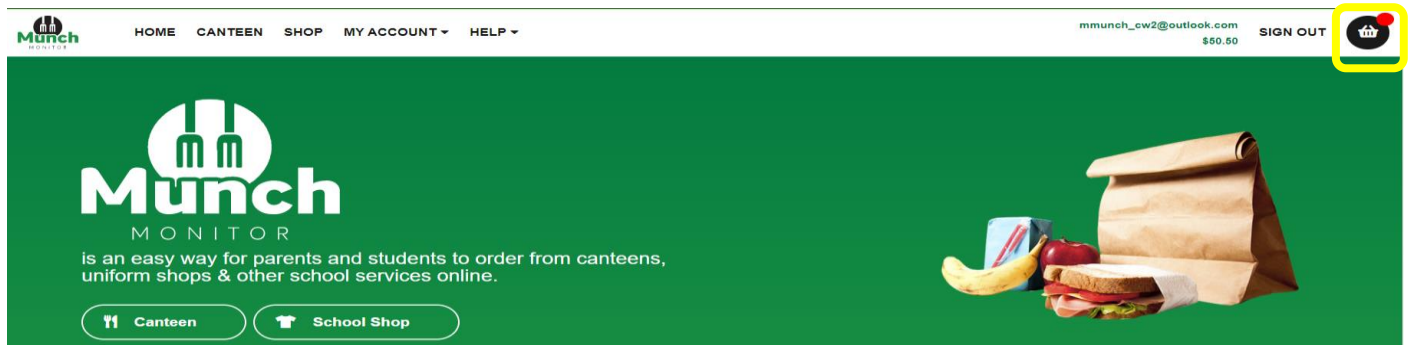
Step 2: Click:

- 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.
- No** – You do not want to go ahead with editing your order.

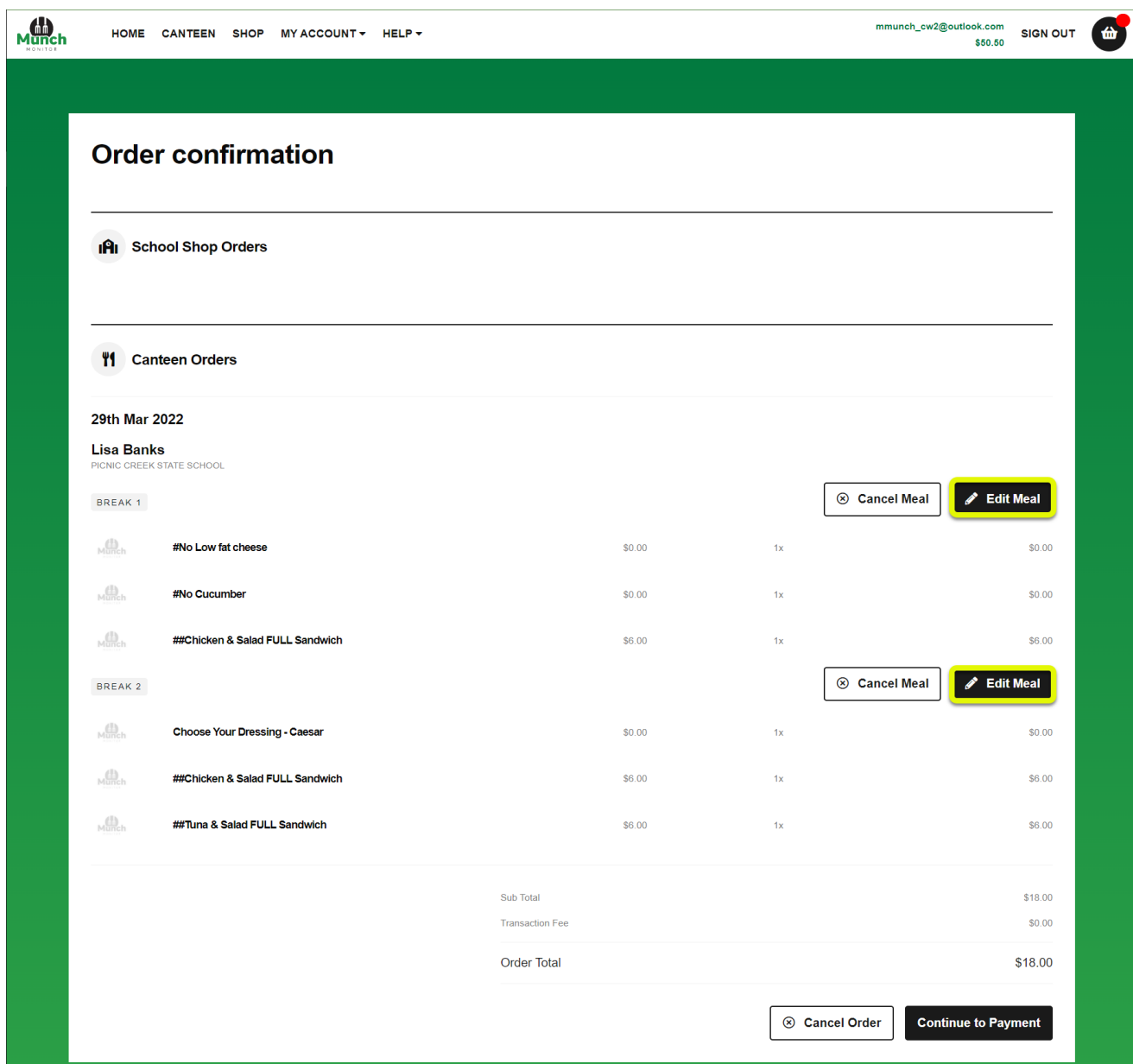
B) Editing an order that has not been placed and paid for.

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**.

The screenshot shows the Munch Monitor app interface. At the top, there's a navigation bar with 'HOME', 'CANTEEN', 'SHOP', 'MY ACCOUNT', and 'HELP'. The user is logged in as 'Lisa Banks' from 'PICNIC CREEK STATE SCHOOL | 1D'. The date is 'Tuesday 29/03/2022'. The main screen displays the school's name 'Picnic Creek State School' and a welcome message. Below this is a search bar and a category menu with options like 'Favourites', 'Design your own sandwich', 'Sandwiches to go', 'Hot food', 'Drinks', 'Snacks', and 'Chill out ice blocks'. The 'FAVOURITES' section shows three items: '#Chicken & Salad FULL Sandwich' for \$6.00, '#No Cucumber' for \$0.00, and '#No Low fat cheese' for \$0.00. The 'DESIGN YOUR OWN SANDWICH' section shows three items: '#Chicken & Salad FULL Sandwich' for \$6.00, '#Ham & Salad FULL Sandwich' for \$6.00, and '#Salad Sandwich FULL' for \$6.00. On the left, there's a sidebar with a calendar view for 'BREAK 1' showing three items: '#No Low fat cheese', '#No Cucumber', and '#Chicken & Salad FULL Sandwich'.

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.

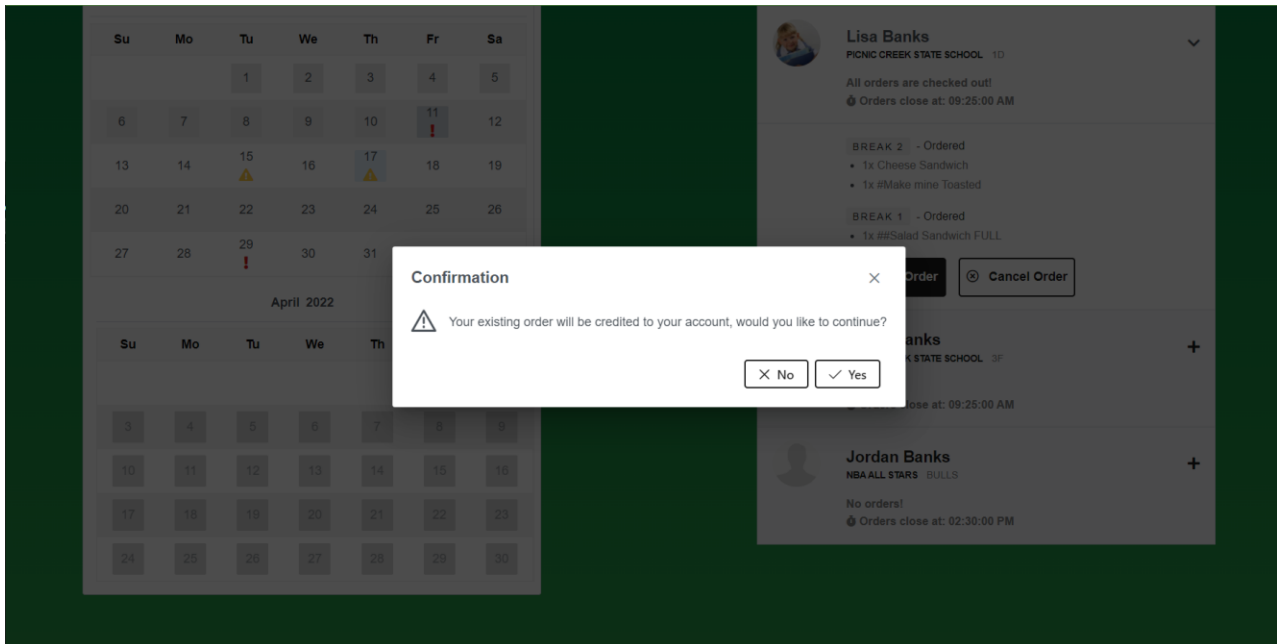
Step 1: Click on the drop-down arrow on your student ordering profile. Then click on **Cancel Order**.

The screenshot shows the Munch Monitor app interface. At the top, there's a navigation bar with 'HOME', 'CANTEEN', 'SHOP', 'MY ACCOUNT', and 'HELP'. The user is logged in as 'Lisa Banks' from 'PICNIC CREEK STATE SCHOOL | 1D'. The date is '17th Mar 2022'. The main screen displays the school's name 'Picnic Creek State School' and a welcome message. Below this is a search bar and a category menu with options like 'Favourites', 'Design your own sandwich', 'Sandwiches to go', 'Hot food', 'Drinks', 'Snacks', and 'Chill out ice blocks'. The 'FAVOURITES' section shows three items: '#Chicken & Salad FULL Sandwich' for \$6.00, '#No Cucumber' for \$0.00, and '#No Low fat cheese' for \$0.00. The 'DESIGN YOUR OWN SANDWICH' section shows three items: '#Chicken & Salad FULL Sandwich' for \$6.00, '#Ham & Salad FULL Sandwich' for \$6.00, and '#Salad Sandwich FULL' for \$6.00. On the left, there's a sidebar with a calendar view for 'BREAK 1' showing three items: '#No Low fat cheese', '#No Cucumber', and '#Chicken & Salad FULL Sandwich'. The right side of the screen shows the user's profile with a dropdown arrow. Below the profile, there's a list of orders: 'BREAK 1 - Ordered' with '1x #Salad Sandwich FULL' and 'BREAK 2 - Ordered' with '1x Cheese Sandwich' and '1x #Make mine Toasted'. At the bottom, there are two buttons: 'Edit Order' and '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.

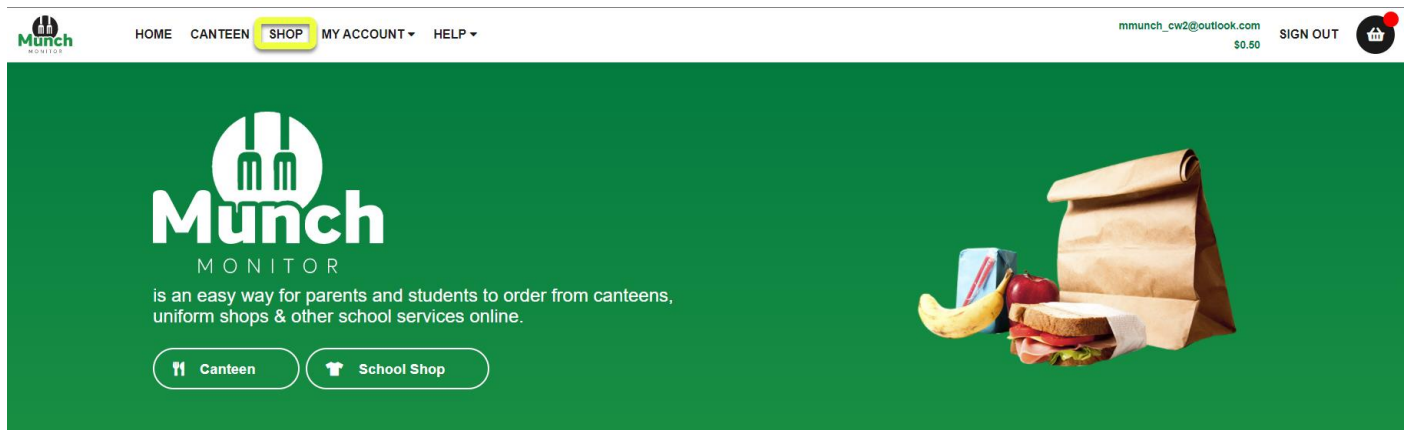


Placing a Shop Order



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

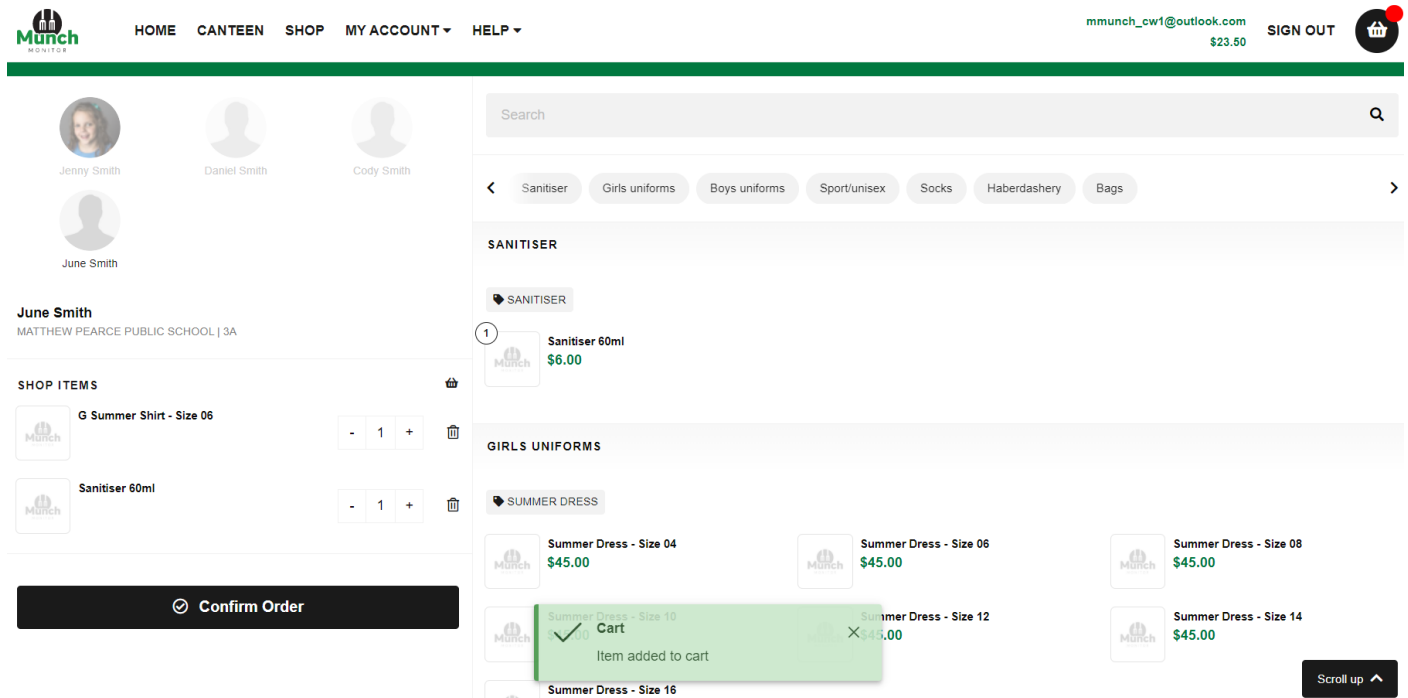
Step 1: Click on Shop:




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**.



HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw1@outlook.com
\$23.50 SIGN OUT 



Order confirmation


 School Shop Orders

June Smith
MATTHEW PEARCE PUBLIC SCHOOL

ⓧ Cancel Shop Order

Edit Shop Order

 G Summer Shirt - Size 06	\$30.00	1x	\$30.00
 Sanitiser 60ml	\$6.00	1x	\$6.00

 Canteen Orders


Sub Total	\$36.00
Transaction Fee	\$0.00
Order Total	\$36.00

ⓧ Cancel Order


Continue to Payment

Step 4: Choose your Payment method.

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



HOME CANTEEN SHOP MY ACCOUNT ▾ HELP ▾

mmunch_cw1@outlook.com
\$39.50 SIGN OUT 

Complete Payment

Sub Total	\$16.00
Transaction Fee	\$0.00
Order Total	\$16.00


Payment Method

Use account balance	+
Use existing credit card	+
Use new credit card	+



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**.

HOME CANTEN SHOP MY ACCOUNT ▾ HELP ▾mmunch_cw1@outlook.com
\$39.50 SIGN OUT

Complete Payment

Sub Total	\$16.00
Transaction Fee	\$0.00
Order Total	\$16.00

Payment Method

Use account balance —
⚠ The amount of \$16.00 will be deducted from your online account.


Opening Balance	\$39.50
This Purchase	\$16.00
Closing Balance	\$23.50


Use existing credit card +

Use new credit card +

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

MunchMonitor ORDER confirmation

admin@MunchMonitor.com
Wed 09/03/2022 4:51 PM
To: You



Dear Sam Smith,

Thanks for placing the order through MunchMonitor. This email confirms we have received your order for the details below.

ORDER DETAILS

Order ID: **15986854**
Student Name: **Jenny Smith**
Meal Period: **Break 1**
Serve Date: **14/03/2022**
Placed Date: **09/03/2022 04:51:25 (AEST)**
Order Summary:

Qty	Description	Unit Price	Total
1	##Tuna & Salad FULL Sandwich	\$6.00	\$6.00
			Total Price: \$6.00

Kind Regards
MunchMonitor

MunchMonitor is a division of Countrywide Australasia Limited
ABN 34 068 162 676

This is an automatically generated email, so please do not reply to it (there is no recipient). For enquiries about your account please check the FAQs & Help at <https://s-www.munchmonitor.com/>, or for enquiries about food items please contact your canteen directly.

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\(s\)](#)

Parent Profile

Basic

Smith

021345678

Address

NSW

Settings

🔔 Top Up Reminder Amount

 10


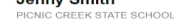
Note: Only enter your new email address if you intend to update it. Please be aware, changing your email address will also change your MunchMonitor Username. After changing your email address, you will be redirected to the login page and will receive a mail to confirm your new email address.

Note: Only enter your password if you intend to update it. Your new password will be updated immediately. Password must be at least 8 characters long, must contain at least one letter, one number and one special character!

⊗ **Cancel Changes**

✔ Save Changes

Students

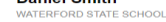
 **Add Student****Picnic Creek State School**

Yes

Yes

 Edit

Waterford State School



No

No

 Edit

NBA ALL STARS

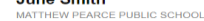


No

No

 Edit

Matthew Pearce Public School

No
No Edit

Top Up Account



[HOME](#) [CANTEEN](#) [SHOP](#) [MY ACCOUNT](#) [HELP](#)

mmunch_cw1@outlook.com
\$23.50

[SIGN OUT](#)



Top Up Amount

Select the amount:

- ☐ \$15 ☐ \$50 ☐ \$100 ☐ \$200
☒ \$25 ☐ \$75 ☐ \$150 ☐ \$300

Please allow up to 15 minutes for your top-up to be processed.

Payment Method

- ☐ Use existing credit card +
☐ Use new credit card +

Statements

Account Summary

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



[HOME](#) [CANTEEN](#) [SHOP](#) [MY ACCOUNT](#) [HELP](#)

mmunch_cw1@outlook.com
\$23.50

[SIGN OUT](#)



Account Summary

Summary of account orders for to [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	15986771	Account Order	-\$6.50	\$0.00	\$8.50
07/03/2022	15986769	Account Order	-\$6.00	\$0.00	\$2.50
07/03/2022	15986771	Delete Order	\$0.00	\$6.50	\$15.00
07/03/2022	15986769	Delete Order	\$0.00	\$6.00	\$8.50
07/03/2022	15986775	Account Order	-\$6.00	\$0.00	\$9.00

Account Detail

Shows your purchases by Student.



[HOME](#) [CANTEEN](#) [SHOP](#) [MY ACCOUNT](#) [HELP](#)

mmunch_cw1@outlook.com
\$23.50

[SIGN OUT](#)



Account Detail

Account transactions for 11/01/2022 to 11/04/2022



Jenny Smith



Daniel Smith



Cody Smith



June Smith

Delivery Date	Order	Description	Qty	Price	Total
07/03/2022	15986777	COLOUR EXPLOSION SAUSAGE SIZZLE FRI 8 OCT 2021 > Colour Explosion Sausage Sizzle Fri 8 October 21 > Sausage Sizzle	-1	\$2.50	\$2.50
07/03/2022	15986784	Homemade Garlic Bread	-1	\$1.50	\$1.50
07/03/2022	15986795	COLOUR EXPLOSION SAUSAGE SIZZLE FRI 8 OCT 2021 > Colour Explosion Sausage Sizzle Fri 8 October 21 > Sausage Sizzle	1	\$2.50	\$2.50
07/03/2022	15986777	COLOUR EXPLOSION SAUSAGE SIZZLE FRI 8 OCT 2021 > Colour Explosion Sausage Sizzle Fri 8 October 21 > Sausage Sizzle	1	\$2.50	\$2.50
07/03/2022	15986784	Homemade Garlic Bread	1	\$1.50	\$1.50

Volunteer Roster

Ability to view the volunteer Roster for your Canteen.



[HOME](#) [CANTEEN](#) [SHOP](#) [MY ACCOUNT](#) [HELP](#)

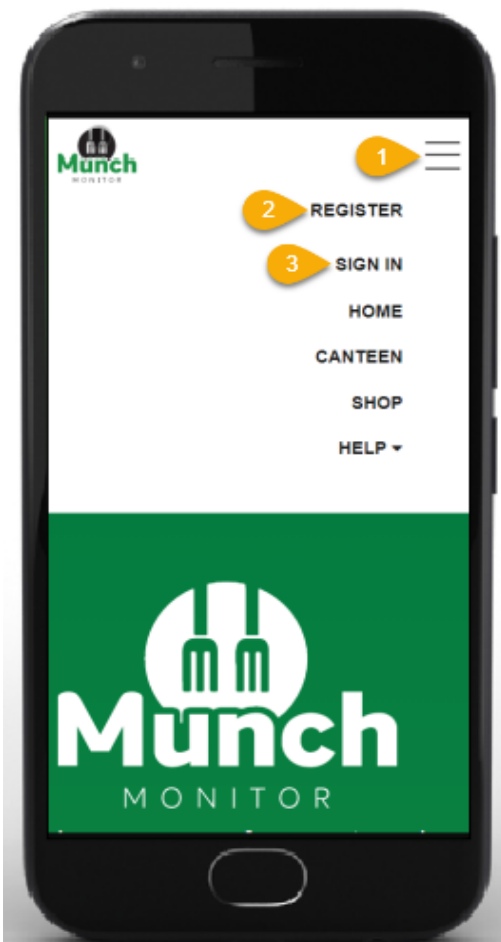
mmunch_cw1@outlook.com
\$23.50

[SIGN OUT](#)



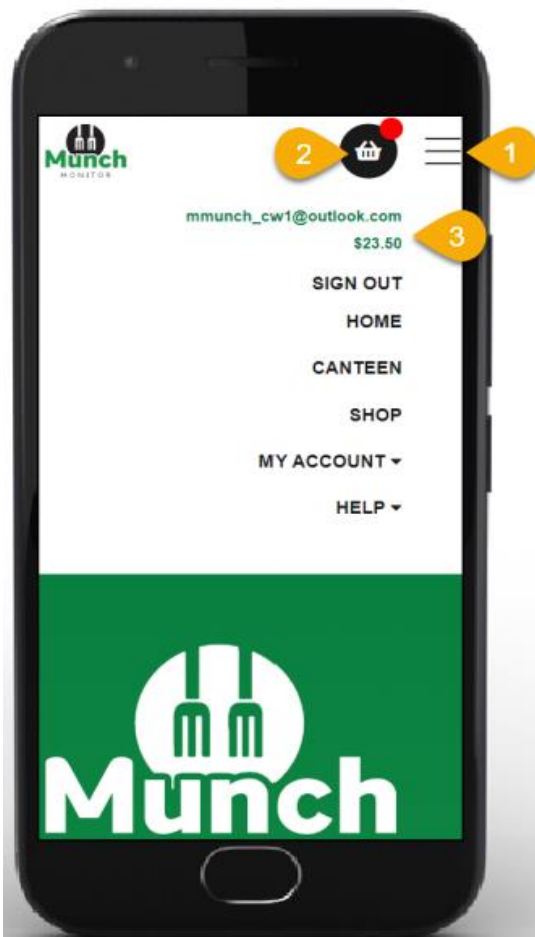
March 2022						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8 Greg C (Picnic Creek State School)	9 Help Wanted (Picnic Creek State School) Michelle B (Picnic Creek State School)	10	11 Jennifer K (Picnic Creek State School)	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Responsive Design Mobile Phone view



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