

How do I create an Account?

Click “Registration” in the upper right corner of the home page.

Enter all information in the fields provided, including Display Name, Address, Phone, Email Address, Username/Password, Security Question/Answer, and your School District.

Click “Add Student to your Account” to proceed.

You will have an opportunity to edit your account in the future if needed. There, you will also find a few options to customize your Account for Email Notifications.

Adding Students to your Account

After you complete the Registration page, click “Add Student to your Account”.

Add the student's Student Identification number (please contact your district to obtain this number)

Enter student's last name as registered in school

Enter the School student attends

Select “Add Student”

Repeat this for each student attending this school district. Each name will appear in the list at the bottom of the window. You can remove students at any time.

Once all students have been entered, click “Begin Planning Your Meal” to proceed.

Calendar Views

MyMealOrder.com provides two calendar views to choose from when ordering meals for your students.

- **Week View** – displays meals that are scheduled for each student on the account in a five-day (Mon-Fri) view. **This view allows you to see all students in the selected week, in one screen.** (Days shown grayed out are no longer available for ordering in the current window.)

- **Month View** – displays meals that are scheduled for each student on the account in a calendar month view. This view allows you to see a month calendar view for all meals that are scheduled for the selected month. **Only one student's scheduled meals are shown at a time in Month view.** You can use the Student View Settings dropdown in the upper left portion of the screen, to switch between students. (Days shown grayed out are no longer available for ordering in the current window.)

Also available in the Student View Settings dropdown is the ability to switch between:

- o **Students With Orders** – shows all students who have an order placed for each day of the month

- o **Students Missing Orders** – shows students for each day where there is no order placed. This allows you to quickly ensure that all days have an order placed.

Orders can be placed in either view.

How do I view Nutritional Info?

From the week or month view, click on any item. In the Pop-up window, click the + sign next to the item you wish to view to display the Nutritional Info. Click the X at the top of the page to close the pop-up window. Nutritional Information is optional per district.

What are Options?

Set Favorite Meal: Allows you to order all your favorite meals with one click. To set a Favorite, click on a menu item in the Week or Month calendar view. Click the green bar *Make Favorite*. To remove a meal from your Favorites click *Remove Favorite*.

View Favorites: Shows which menus have been saved as your "Favorites". From the Week view, click the Options drop down, and select View Favorites. A pop-up window will display a list of all your Favorites. From the Month view, click the yellow star "View Favorites" link at the top right of the page. A pop-up window will display a list of all your Favorites. You can remove a Favorite here by clicking the + sign next to the Favorite item, and then clicking the "Remove Favorite" button.

Order Favorites: Allows you to order all your set Favorites for the entire week or month. From the Week view, click the Options drop down, and select Order Favorites. From the Month view, click the yellow star "Order Favorites" link at the top right of the page. Click the red trash can "Cancel" to undo the order for the entire week/month.

Order for Everyday: Allows you to order for all days/menus available for the week or month with one click. From the Week view, click the Options drop down, and select Order for Every Day. To cancel, click the Options drop down, then click "Cancel Everyday Order" from the list. From the Month view, click the orange cart "Order for Everyday" link at the top right of the page. Click "Cancel" to undo the order for the week view. Click the red trash can "Cancel Everyday Order" to undo the order for the entire month.

How do I place an Order?

From any view simply click the Green "Add to Cart" Button. You can also click on the menu item and order from the pop up window by clicking the Green "Add to Cart" Button.

How do I order for the Week?

From the Week View, click the Option drop down, and select "Order for Everyday". All the menu items available for that week will be added to your cart. If there is more than one menu choice, the first menu listed will be added to your cart.

Item mode – For schools that operate an a la cart menu, select this menu to open the popup window to see all items scheduled. Add quantities for each item requested. Maximum quantities vary by district, but typically allow no more than 5 (or less) for each item.

How do I Order for the whole Month?

From the Month View, click the Orange Cart "Order for Everyday" link at the top right of the page. All the menu items available for the month will be added to your cart. If there is more than one menu choice, the first menu listed will be added to your cart.

Item mode – For schools that operate an a la cart menu, select this menu to open the popup window to see all items scheduled. Add quantities for each item requested. Maximum quantities vary by district, but typically allow no more than 5 (or less) for each item.

What is Meal Mode vs. Item Mode?

Meal Mode: Is a planned meal consisting of all components and ordered as ONE item. For example, Burger, chips, celery sticks, milk = 1 ITEM, and individual items cannot be ordered a la carte in most cases.

Item Mode: For schools that operate on a la carte menu, select this menu to open the popup window to see all items scheduled. Add quantities for EACH individual item requested. Maximum quantities vary by district, but typically allow no more than 5 (or less) for each item.

How do I use Favorites?

Set Favorite Meal: Allows you to order all your favorite meals with one click. To set a Favorite, click on a menu item in the Week or Month calendar view. Click the green bar *Make Favorite*. To remove a meal from your Favorites click *Remove Favorite*.

View Favorites: Shows which menus have been saved as your "Favorites". From the Week view, click the Options drop down, and select View Favorites. A pop-up window will display a list of all your Favorites. From the Month view, click the yellow star "View Favorites" link at the top right of the page. A pop-up window will display a list of all your Favorites. You can remove a Favorite here by clicking the + sign next to the Favorite item, and then clicking the "Remove Favorite" button.

Order Favorites: Allows you to order all your set Favorites for the entire week or month. From the Week view, click the Options drop down, and select Order Favorites. From the Month view, click the yellow star "Order Favorites" link at the top right of the page. Click the red trash can "Cancel" to undo the order for the entire week/month.

How do I View Items in my Cart?

Select "View Cart" from the right-side of the screen anytime to view items placed in your cart. The Cart will show each menu/item, for each day ordered, by student. The Cart will show the item Ordered, date of the scheduled Menu, Price, Qty, and Description.

Select the "X" next to any item you want to remove from the Cart. You can also close the Cart and remove an order from the Week or Month View by pressing the Red "Cancel" button.

Select "Checkout" to save and complete your Order and pay.

Select "Empty Cart" to empty the Cart and remove all items placed in the Cart.

How Do I Checkout?

From the View Cart window, select "Checkout" to save and complete your Order and pay.

Review: The screen will once again list all items placed in the Cart for *Review*. The bottom of the Review will display the Remaining Account Balance, as well as the Amount Due for this Order.

Available Balance: If there is Remaining Account Balance available, the system will deduct the total amount due from your Remaining Account Balance and complete the transaction.

No Available Balance: If the Remaining Account Balance is less than the Amount Due for this Order, selecting Place Order will open the Credit Card Processing Screen to process and complete your Order.

To Pay for Your Order:

After you click "Checkout" you will be taken to a pop-up window which will display all items in your cart. Click the green "Place Order" button to proceed.

Enter all required information. You can save your credit card information (optional) to your account, so that future Meal Orders can be charged without prompting your credit card information each time.

Select **Next** - to verify information.

Select **Back** – to return to the Order Review screen.

Select **Cancel** - to return to the Order screen.

How do I Edit my Account?

Select Edit Account from the top Navigation bar.

Here you can Update your:

- **Phone #'s**
- **Address**
- **Email Address**
- **Security Question**

Email Notifications:

Administration Cancellation – in the event that the District Administration needs to cancel an order, checking this option will suppress any email notifications to you (Default=unchecked – Email Notifications accepted)

Incomplete Order – in the event you add items to the Cart, but do not complete the Order Transaction, checking this option will suppress any email notifications to you (Default= unchecked – Email Notifications accepted)

Opt Out of all Notifications – checking this option will suppress ALL email notifications to you (Default=unchecked – Email Notifications accepted)

How do I change my Password?

After you are logged in, on any screen, select (Change Password) from the Navigation Bar. Enter your current password in the pop-up window, then enter your new password, and re-enter for verification. Press the "Change Password" button to complete the process.

How do I Cancel an Order?

From the Weekly/Monthly view, simply click the Red "Cancel" button for the item you wish to cancel. Using the cancel button here will automatically remove the item from your "Cart".

If you are in the "Cart" Window, you can remove an item from the cart by clicking the "X" next to that item, or empty the entire cart by clicking the button below "Empty Cart". These actions will cancel your meal order for that date.

Note: If the item you are cancelling has already been paid for, your account balance will reflect the credit amount of the item cancellation.

How do I view Placed Orders?

Once orders are processed through the Checkout, Orders can be viewed in the Orders Menu Option at the top navigation bar at the top of the screen.

Orders are listed separately for each date, and for each student. Select ***Details*** to view details of the order selected.

Status is indicated by:

- Purchased – indicated items have been successfully ordered and payment processed.
- Refunded – indicates an order has been canceled and the amount refunded to the Account Balance.
- Voided – indicates orders voided by School Administrators.