WELCOME TO THE HOT LUNCH PROGRAM !!!!

Spiritwear and PAC-led hot lunch is now open, check it out

It only takes 5 minutes to register your student/s into *MunchaLunch is the program PAC uses for spirit wear, popcorn and PAC-led hot lunch.*

Send us a quick message if you're not sure what division your student is in? If you have any questions or concerns, please feel free to call/text Jaime @ 604-751-6663.

The Link: https://munchalunch.com/schools/dewdney

Just FYI, returning parents will see this message: "Welcome to the 2024-25 school year, please update your child's grade/teacher/div BEFORE ordering". The system requires the parent to complete this step before they can order. If not, then the students order goes to the wrong classroom.

•HOW DOES IT WORK?

   Parents register an account (by accessing the hyperlink on the school/business website), add students to their account, enter allergy details (optional), and then place their order! The system automatically navigates you through each of the steps so it's very easy! Payment can be made by cheque or e-transfer. PAC will send payment reminders for any unpaid accounts. Parents will receive an automated email lunch reminder the day before the lunch – this confirms to the parent that they can 'take the day off' --- their child will receive lunch tomorrow.

HOW TO REGISTER:

1) Go to: https://munchalunch.com/schools/dewdney
2) Click the "**Register Here**" button (as shown below). The system will guide you through
3) After adding your children, click the green "Order Lunch!" button to order
4) Next time, just click the "**Login Here**" button to access your account.
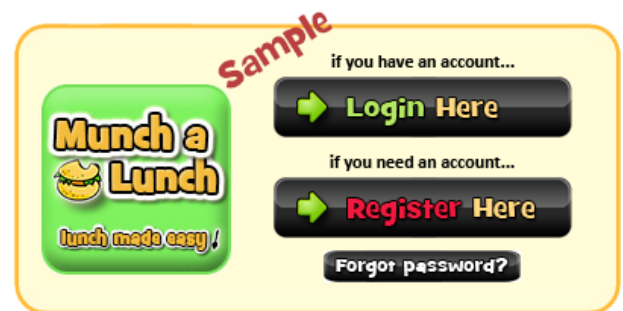
•FAQ
   •**How does a family place an order?** - Each family creates a MunchaLunch family account by entering their email address and a password, adding children to their account, and then placing their order.
   •**What if a parent forgets their password?** - They can easily retrieve their password by clicking forgot password the Login page. It will be sent to the family account email address in less than 1 minute.
   •**Is there anything special needed to access MunchaLunch?** - Munch is a web-based program so all you need is a modern browser and access to the internet!
   •**How do parents order for more than one child?** - Easy. Once they have created the order for their first child they simply select "choose another child" and Munch will take them back to the beginning of the order system.
   •**Are payments made separately or by lump-sum?** - Orders are placed separately for each child but the 'payment due' is presented as a lump-sum.
   •**How do parents get a copy of their order?** - The MunchaLunch system sends an automated email which includes a copy of the order. Parents can also login to their account anytime and re-print their order/s.

•**How do parents keep track of what they ordered for their kids**? - In addition to being able to re-print their order (as described above) parents will ALSO receive an automated email lunch reminder, the day before each lunch day! This reminder lists their child's specific food items ordered.

•**Is information stored in MunchaLunch secure?** - Yes. Our site uses fully encrypted secured internet protocols (SSL) which is the same technology used by large corporations and banks. The data is housed in a secured datacenter and information is never shared with any 3rd party.

•**How can parents be assured that their child will receive the correct order?** - Munch generates Class Distribution lists which includes each child's name and order. These lists will accompany the complete food order that gets delivered to the classroom and will be used to distribute the orders.

Family Accounts.

- Family has changed schools:
    - o If a family has "changed schools" they can self-transfer to their new school.
    - o Upon logging in to their MunchaLunch account they will see a "Transfer School" option.
    - o If they wish to transfer schools in the middle of a school year, they can self-transfer by going to: My Family > Transfer School.
- Family has children in more than one school:
    - o If a family has children in multiple schools they must contact support@munchalunch.com and provide their 'current' and 'additional' school names.
    - o Our team will quickly set up their second account, allowing them a single login (email/password). The system will then display each of their schools and they can choose 'which' school they wish to login to.
- Family "Account already exists" message:
    - o The system ensures that parents do not create multiple accounts (to help maintain a 'clean' list).
    - o Sometimes parents create an account with a mis-typed email, so when they try to login the next time using their correct email, the system will tell them that the account does not exist. If the parent then tries to register a second account (using their same first and last name), MunchaLunch will display a message that says 'an account already exists' to prevent them from creating multiple accounts. The system displays our support email so that the parent can contact us for help and we can quickly assist them in fixing their login.
    - o As the Admin, you can see ALL registered parent accounts by going to: Administrative > Login as Parent. The page is broken down into: 'Families that have updated their child's Division', 'Students WITHOUT Divisions', and 'Family accounts WITHOUT students'.
- Split Family situations:
    - o In cases where a family account already exists for Parent #1 (with a child added to that account: eg. 'Sally'), if Parent #2 then registers a family account and adds THAT SAME CHILD to the account, MunchaLunch will allow it, and will automatically add a 'dot' to the end of the child's first name to distinguish it.