MyMealOrder Ordering Instructions

Log on to http://mymealorder.com to login or create an account. To create a free account, click the Register for a Free Account button.

From there you will select your state and your school district. Fill out the information to create an account. Create your display name, username and password. The username (or your email address) will be used to login to MyMealOrder. Once you create your account, click the “Click here to add students to your Account” button. You will need to add your children to your account in order to purchase meals.
If you have forgotten your password and are unable to login, click the “Forgot Password” link. Enter your username or email address then answer the secret question. A temporary password will be emailed to you. (Please check your junk mail if you do not receive it right away.) Once you login, you can change your password by clicking the “Change Password” link in the upper right hand corner.

Once you login, this is the week view, all of the available meals and ala carte items for the week are shown. The days that are “grayed” out are past the lead time required for ordering.

To place an order, click the Add to Cart button for a meal. When you add this meal to your cart, the button will turn Red and show Remove from Cart. This means the meal is in your cart but hasn’t been purchased yet.

You can also click the Details button of the Daily Ala Carte options to order individual items.
You can move to the next or previous week by clicking the white arrows. Once you have added all of your meals and/or items to your cart, click the green View Cart button. The window will slide open to show all of your meals/items that are in your cart. You can remove items from your cart by clicking the X in the View Cart window or by clicking the Red Remove from Cart button. Once you are ready to complete the checkout process, click the Checkout button.

A summary screen of your order will be displayed. You can remove items from your order from this screen by clicking the X if needed. If you are satisfied with your order, click the Place Order button. If you do not Checkout and click Place Order, your order will not be received by the school, it’s only sitting in your cart.

**Account 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 Account 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.
After you click Place Order, you will be given the payment option screen. You can pay by credit card or by check. Fill out the required information and click Complete at the bottom. This completes the transaction and you will receive an email receipt of your order.

**Cancelling Orders**

Once orders have been purchased, the Add to Cart button changes to an orange button labeled “Purchased: Click to Cancel”. This means the meal/item has been purchased. You can cancel an order
by simply clicking this button, assuming you are within the cutoff time/lead time required. Once cancelled, your mymealorder.com account will be credited the amount of the meal/item cancelled.
My Account

Account Settings
Display Name
Ivy Test Parent
Home Phone Number
Accountholder First Name
Ivy
Cell Phone
Accountholder Last Name
Test Parent
Email
Address Line 1
Confirm Email
Address Line 2
Security Question
In what city or town did your mother and father meet?
Answer
Zip

Students in Account
Ivy Test Student
Montessori Ivy League

Payments Options
Add a Payment Option

Settings
Default to: Week View Month View

Save Settings

Notifications and Communications
Which of the following notifications and communications do you wish to opt out of?

- Administrative Cancellation
- Incomplete Order
- Negative Balance
- Order Receipt
- Subscription Email

Select My Account from the top Navigation bar.

Here you can Update your:

- **Phone #’s**
- **Address**
- **Email Address**
- **Security Question**
- **Add Students**
- **Set Email Notification Preferences**
**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)
- **Order Receipt** – in the event you complete a purchase, checking this option will suppress the email receipt notification. (Default= unchecked – Email Notifications accepted)
- **Subscription Email** – checking this option will suppress the emails sent by the administrator, usually with information about upcoming events. (Default= unchecked – Email Notifications accepted)

**My Orders:**

You can click on the Orders link to see a list of Purchased and Refunded orders. Orders listed as Purchased means the checkout process was completed and they will show on the reports at the school. Orders listed as Refunded means they were purchased but the order was cancelled either by you (clicking the orange “Purchased: Cancel” button within the lead time window) or by an Administrator for one reason or another.

If you don’t see your meals/items under the Order link, please check your cart to see if the items are still in your cart and complete the checkout process.

<table>
<thead>
<tr>
<th>Student</th>
<th>Meal Date</th>
<th>Status</th>
<th>Meal</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ivy Test Student</td>
<td>04/15/2019</td>
<td>Refunded</td>
<td>Baked Ziti w/ Bakad Chicken, Marinara Sauce &amp; Fruit</td>
<td>3.97</td>
</tr>
</tbody>
</table>

You can also click the Print Purchased Menus link at the top to see a calendar view of the meals/items you have purchased.

**Help:**

Under the help section, there are several FAQ’s you can click on to get more details.

- How do I create an account?
- How do I add Students to my account?
- How do I View Menu Calendars?
- How do I View Nutritional Info?
- What are Options?
- How do I order for the Day?
- How do I order for the Week?
- How do I order for the Month?
- What is Meal Mode vs. Item Mode?
- How do I use Favorites?
- How do I View Items in Cart?
- How do I Check Out and Pay?
- How do I enable third-party cookies?
- How do I edit my Account?
- How do I change my password?
- How do I cancel an order?
- How do I view placed orders?
- How do I change my stored payment information?
Contact Us:

You can click the Contact Us link at the top of the page to send an email directly to technical support. Enter the required fields and submit. Our support team will receive your email and respond within 24 hours, usually much quicker than that.

Contact Us
Please contact your school directly for information regarding the balance of your account, refunds, balance transfers, or if your child appears to be enrolled in the wrong school. If you are still having technical issues please use our support request form below.

*Name

*Email
test@ivy.com

Phone

*Issue Type

*Comments

Submit