



Frequently Asked Questions

- How to Register:**
1. Go to www.munchalunch.com/schools/yorksoncreek
 2. Click “**Register Here**” and the system will guide you through.
 3. After adding your children, click the green “Order Lunch” button to order.
 4. Next time, just click “**Login Here**” to access your account and place an order!

• **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 I forgets my password?**

- You can easily retrieve the password by clicking forgot password the Login page. It will be sent to the your account email address in less than 1 minute.

• **How do I order for more than one child if they attend the same school?**

- Easy. Once you have created the order for your first child you simply select “choose another child” and Munch will take them back to the beginning of the order system.

• **What if my kids attend at different school and both schools offer MunchaLunch Program?**

- If you already have an account with Munchalunch at another school, you will need a separate account for YCMS. Simply send an email to Munchalunch at support@munchalunch.com with the **subject line “Children at 2 schools”**. Let them know the names of your children and the schools they go to and they will set up two separate accounts for you.

- **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.

- **Can orders be paid by credit card?**

- Yes, the MunchaLunch system works with Paypal as the merchant services provider. Parents can use a Paypal account if they have one or instead enter their credit card details on-screen on the Paypal site. It's fast, easy, and secure. You do not need a PayPal account to pay with your credit card.

- **How do I keep track of what I ordered for my kids?**

- You will receive an automated email lunch reminder, the day before each lunch day! This reminder lists your child's specific food items ordered.

- **What if my kid is sick on lunch day?**

- If your child is ill on a lunch date, you are welcome to come and pick up their lunch but we cannot keep the food for them for the next day. Please note, there are NO REFUNDS as this is a PAC fundraiser.

- **Is information stored in MunchaLunch secure?**

- Yes. MunchaLunch 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 a parent place an order if they don't have internet access?**

- Perhaps they can borrow a friend's computer for 5 minutes to place their order. Unfortunately, we currently do not accept cash or cheque orders due to limited volunteers.

- **How can I help?**

- We are always in need of **Volunteers!** There is a volunteer page in the online system where you can checkmark which dates you are available. Our lunch coordinator will then contact you with a proposed schedule.