

## Agency FAQ's

### Platform Usage

**Q:** How do I log in?

**A:** (After the initial registration process) Go to <https://mealconnect.org/login> and select from the login options. If you are using an email address to log in, it's likely you will use the "E-Mail Address" option. If your partner food bank gave you a username that begins with "FA\", you will use the Feeding America Network option

**Q:** How do I submit a receipt?

**A:** (A complete walkthrough can be found in the Help Resources section of your account)

1. Select New Receipt from the list on the left side of the page
2. Select the pickup date from the drop-down or type it in
3. Select your donor from the dropdown
4. Select the category from the drop-down
5. Select the storage requirement
6. Enter a product description for the line item (this may be a required field in your account)
7. Enter the poundage for the line item
8. Hit "Add"
9. (If applicable) Hit "Add New Line Item" and repeat steps 4 – 8 until all line items/categories are accounted for
10. Hit "Add Receipt"
11. (If applicable) Hit "Add New Receipt" and enter additional receipts for the time period
12. Hit "Submit Receipts"

**Q:** How do I correct a mistake on a submitted receipt?

**A:** Go to Previous Receipts. If the receipt is still within the edit period your food bank has set, the Status will show as "Submitted" and an Edit button will show in the action column for that receipt. If the receipt is *not* within the edit period, the Status will show as "Locked" and no Edit button will be available. In this case, you will need to reach out to your food bank.

**Q:** Can I look at the info I've submitted after a receipt is locked?

**A:** Yes. You can go to the Reports tab and run a variety of reports on the receipts you have submitted into MealConnect.

**Q:** I'd like to see the site displayed in a different language.

**A:** (These instructions are specific to Google Chrome)

1. Open the More Options Menu (the ☰ button in the top right corner)
2. Select "Settings"
3. Select "Show Advanced Settings"
4. Select Under "Languages", select "Language and input settings..."
5. Select "Add"
6. From the drop-down, select your desired language
7. Under "Languages", ensure that your desired language is in the list and highlighted
8. Select "Display Google Chrome in this language"
9. Select "Done"
10. Close and relaunch Google Chrome for the changes to take effect
11. Now Chrome will ask you if it should translate webpages and you can set them to display in whatever language you'd like

## Technical Concerns

**Q:** I don't see all the options/buttons or the buttons are not working.

**A:** This is usually caused by an out-of-date internet browser or a poor internet connection. Please see below for links to download the most recent versions of our supported browsers:

**Google Chrome:**

Desktop: <https://www.google.com/chrome/browser/desktop/>

Mobile: <https://www.google.com/chrome/browser/mobile/index.html>

**Internet Explorer:**

Desktop: <http://windows.microsoft.com/en-us/internet-explorer/download-ie>

**Firefox:**

Desktop & Mobile: <https://www.mozilla.org/en-US/firefox/new/>

**Safari:**

Desktop: <https://support.apple.com/en-us/HT201541>

Mobile: <https://support.apple.com/en-us/HT204204>

**Q:** Misc. problems with unresponsive drop-downs/buttons/pages

**A:** Please try pressing Shift and Refresh. This clears the cache for the page and reloads. (This works on all websites, not just MealConnect).

Also:

Ctrl + Shift + R (Windows)

Ctrl + F5 (Windows)

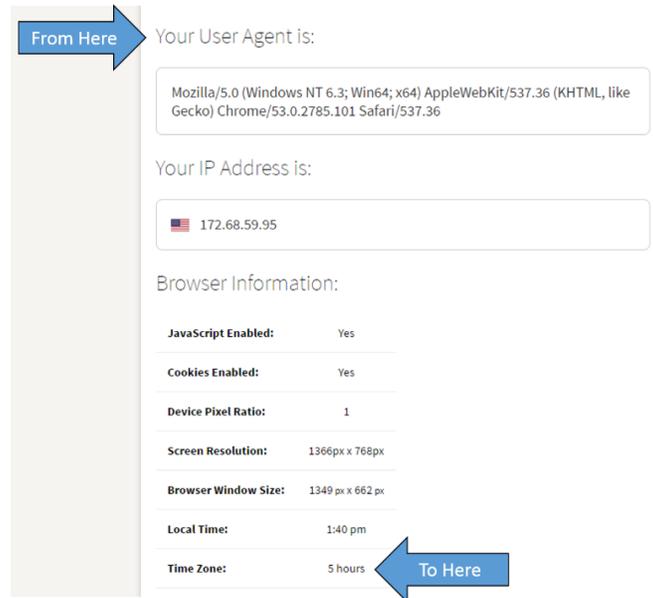
Cmd + Shift + R (Mac)

**Q:** I can't add a new line item/submit a receipt.

**A:** It's important to remember that most/all fields are required. Leaving certain fields blank may prevent you from adding a line item and/or submitting a receipt.

**Q:** I'm still having an issue with using the website

**A:** Please go to <http://www.whoishostingthis.com/tools/user-agent/> and copy the following:



The screenshot shows a web page with the following content:

**Your User Agent is:**  
Mozilla/5.0 (Windows NT 6.3; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/53.0.2785.101 Safari/537.36

**Your IP Address is:**  
172.68.59.95

**Browser Information:**

JavaScript Enabled:	Yes
Cookies Enabled:	Yes
Device Pixel Ratio:	1
Screen Resolution:	1366px x 768px
Browser Window Size:	1349 px x 662 px
Local Time:	1:40 pm
Time Zone:	5 hours

Annotations: A blue arrow labeled "From Here" points to the top left of the page. A blue arrow labeled "To Here" points to the "Time Zone" field in the table.

Please then send this information along with a detailed description of the issue and a full-screen screenshot of the problem (even a cell-phone picture of the screen is helpful) to your partner food bank.