

Agency FAQ's

Platform Usage

Q: How do I log in?

A: (After the initial registration process) Go to <https://mealconnect.org> and select from the log in options. If the food bank gave you a username and password to use, it's likely you will need to select the "Feeding America Network" option. Alternately, if you chose your own password, it's likely you will need to select the "E-Mail Address" option.

Q: How do I submit a receipt?

A: (A more detailed description can be found in the agency demo videos)

1. Select the pickup date from the drop-down or type it in
2. Select your donor from the dropdown
3. Select the category from the drop-down
4. Select the storage requirement
5. Enter a product description for the line item
6. Enter the poundage for this particular line item
 - a. Use only numbers (e.g. don't enter "pounds" "lbs" etc.
 - b. Round to the nearest pound (do not enter decimals)
7. Press "Add"
8. (If applicable) Hit "Add New Line Item" and repeat steps 3 – 7 until all line items/categories are accounted for
9. Hit "Add Receipt"
10. (If applicable) Hit "Add New Receipt" and enter additional receipts for the time period
11. Hit "Submit Receipts"

Q: How do I correct a mistake?

A: Go to Previous Receipts → "Edit" next to the receipt you wish to correct. If the receipt is still within the edit period, this will allow you to edit any aspect of the receipt. When you are finished, make sure to press "update receipt".

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

A: Yes. You can go to the Reports tab to run a variety of reports on the info you have submitted into OM.

Technical Concerns

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

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

Google Chrome (recommended): <https://www.google.com/intl/en/chrome/browser/>

Firefox: <http://www.mozilla.org/en-US/firefox/new/>

Internet Explorer 11: <http://windows.microsoft.com/en-us/internet-explorer/products/ie/home>

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

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

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 the description is a required field and receipts cannot be submitted if this field is blank. Also, poundage needs to be entered in whole numbers (i.e. don't use decimals) and using *only* numerals (i.e. do not add "pounds", "lbs", etc.)