

SMB New Online Lunch Ordering System

SMB has updated our Lunch ordering system. The system is accessed through the SMB website (www.bryantown.org) same as the previous system. However, the link will bring you to OrgsOnline, the third-party program that we are now using. This system offers many advantages: you activate your own accounts and are able to reset their passwords, if needed; you will be able to pay online, if you choose; and you will be able to access the system after the order cut-off date to see what you ordered.

We are also going green with this system! This system is accessible from multiple devices, so you can order lunch via your computer, cell phone and/or a common SMB PC.

Creating An Account

The first time you visit the school lunch website, login as a first-time user. Select "Create New Account". Then, when asked, enter the school code **494SMSMDA** and provide the information requested to activate your account. Follow the on-screen prompts to setup your family account. Make sure you select the correct GRADE for each student (or staff member).

Next time you access your online lunch account you will enter your email address and the password created when you setup your account

Submitting An Order

1. Click on the Lunch tab and select **Place Lunch Order**. Submit a separate order for each student in your family.
2. When each order has been submitted, select the **Place Order** button at the bottom of the page.
3. After the order has been recorded, you will see an Order Confirmation showing what was ordered and the amount due.

As orders are submitted, the total amount due for your family is listed under the **PAY NOW** link in the upper left corner of the screen. If you are ordering on a cell phone, and you do not see the PAY NOW link, click the "Menu" icon that looks like ☰ and usually appears toward the top of a smartphone screen.

Paying For Your Order

Submit all orders before selecting the "Pay Now" button to submit a payment. After all lunch orders have been submitted, select the **Pay Now** button to pay online. Follow the on-screen prompts to complete and submit your payment. A Convenience Fee (\$1.75) will appear when you view the total amount due. This fee covers the processing fees charged to the lunch program when we accept online payments.

Credit Card, Check, and Cash Payments

You will still be able to send your check or cash payment to the school office. Credit card payments (+ a 2% fee) will also be accepted in the school office. Office-received payments will be applied to your account.

If you have any question regarding your payment, select the **View Payments** option to see if a payment was recorded to your account.

Orders will stay **Pending** until the payments are processed. When paying online, you must process each order through until you see the **Order Confirmation** page. If paying via the school office, please allow at least 3 days for your account to be credited. *The system does not recognize an order until you see the Confirmation Page.* This means that lunch orders will not be included until the payment has been applied.

Orders may be entered up until the cut-off date. If you are entering on the cut-off date, please choose the online payment option. Orders are not accepted after that due date.

Forgot Your Password?

Select the **Forgot My Password** option to have your password immediately sent to you. An automated attendant will send your password to the email address listed in your account. If you do not receive that email then select the **Get Help** option to submit a Trouble Report.