



# KiTaPLUS Food Portal Quick Guide

Düsseldorf, October 2017



## Welcome to the KiTaPLUS Food Portal

Dear Sir or Madam,

Welcome to the KiTaPLUS Food Portal. Before you are able to use the Food Portal, your Food Portal account must be **created**. Please contact your daycare facility to have your account created. Your daycare facility will need the following information to create your account:

- **First name**
- **Last name**
- **Email address** (address must be **valid**)

As soon as your daycare facility has created your Food Portal account, a confirmation email will be sent to your email address. This email will contain a **link** via which you may activate your user account and then specify an individual password. The password must fulfill the following conditions:

- The password must have a length of at least **8 characters**.
- The password must contain characters from **three of the following four categories**:
  - **Upper-case letters**
  - **Lower-case letters**
  - **Numbers**
  - **Special characters** (the following special characters may be used: !Â\$\$( )=?\*+ - \_ , ; )

Please do not forget your password! From now on, you may use this password and the specified email address to log into the Food Portal. To do this, please visit the following website: [verpflegung.kitaplus.de](http://verpflegung.kitaplus.de)



After you have successfully logged in, you will be directed to the Food Portal home page. Here, you are provided with a list showing all of your children who are attending the daycare facility and participating in the food program or registered in the Food Portal.

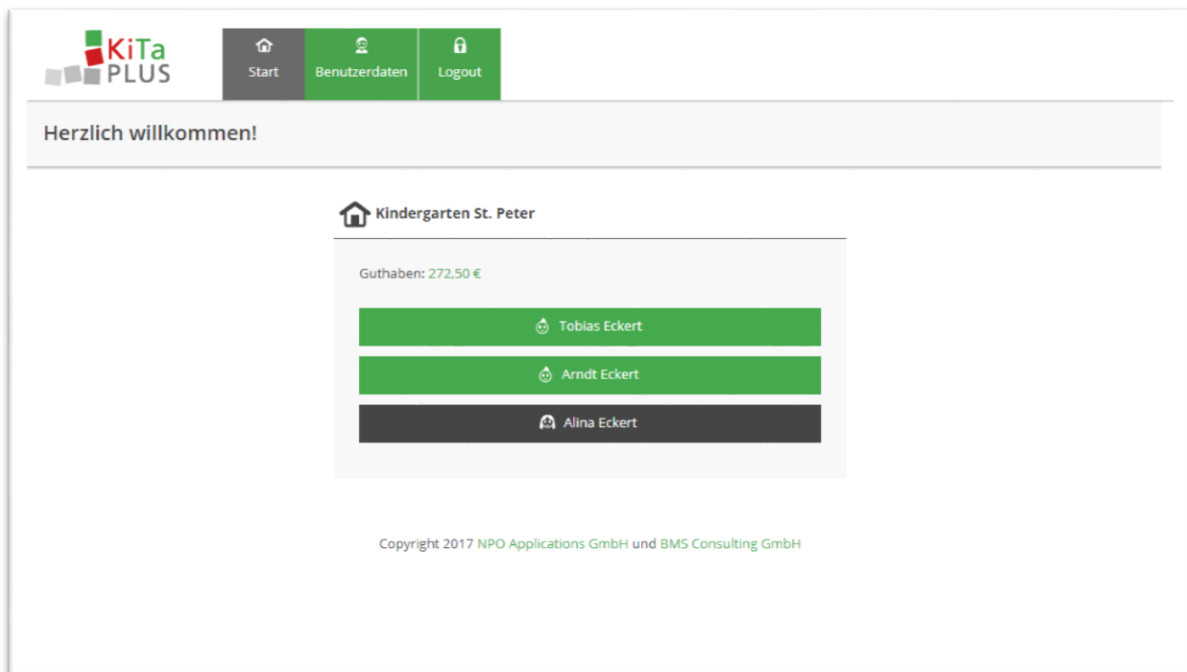


Fig. 2: Selection of the child

Should any of your children not be displayed, please contact your daycare facility. Your facility may add any siblings to an existing user account – also at a later point in time.

### **Forgotten your password?**

Should you have forgotten your password, you may **reset** your password via "Passwort vergessen?" on the log-in page. An email for resetting your password will then be sent to your email address.

### **Changing your email address**

Should your current email address **change**, you may change your email address in the user data via **Benutzerdaten**. After specifying a new email address, you will receive a confirmation mail containing a **link** via which you will have to confirm your new email address.

## Top up your balance

The KiTaPLUS Food Portal uses a **prepayment system**. Thus, you will have to **top up** your **balance** before you are able to order food for your children. In order to top up your balance, you will have to transfer funds to the respective bank account of your daycare facility. Simply click on Ihr Guthaben to reach the balance overview. Here, you will find the **transfer details** required to top up your account balance in the upper left corner. In order to ensure that the transaction taken care of correctly and quickly, please make sure to use the correct payment reference.

Datum der Bestellung	Datum des Essens	Kind	Beschreibung	Fremde Buchung	Betrag
31.07.2017	11.07.2017	Tobias Eckert	Mittagessen - Mittagessen mit Fleisch		-1,00 €
31.07.2017	13.07.2017	Tobias Eckert	Mittagessen - Mittagessen ohne Fleisch		-1,00 €
31.07.2017	26.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück		0,15 €
31.07.2017	27.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück		0,15 €
31.07.2017	28.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück	Test NPO	0,15 €
31.07.2017	26.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück		1,00 €
31.07.2017	27.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück		1,00 €
31.07.2017	28.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück	Test NPO	1,00 €
31.07.2017	26.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück		-0,15 €
31.07.2017	27.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück		-0,15 €
31.07.2017	28.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück	Test NPO	-0,15 €
31.07.2017	11.07.2017	Tobias Eckert	Mittagessen - Mittagessen mit Fleisch		5,00 €
31.07.2017	13.07.2017	Tobias Eckert	Mittagessen - Mittagessen ohne Fleisch		3,00 €
31.07.2017	26.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück		-1,00 €
31.07.2017	27.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück		-1,00 €
31.07.2017	28.07.2017	Tobias Eckert	Frühstück - Kleines Frühstück	Test NPO	-1,00 €
31.07.2017	31.07.2017	Tobias Eckert	Mittagessen - Mittagessen ohne Fleisch	Test NPO	-1,00 €
31.07.2017	22.06.2017		SEPA-ÜBERWEISUNG MITTAGESSEN PAUL MUSTERMANN	System	100,00 €
31.07.2017	22.06.2017		SEPA-ÜBERWEISUNG MITTAGESSEN PAUL MUSTERMANN	System	100,00 €
31.07.2017	11.07.2017	Tobias Eckert	Mittagessen - Mittagessen mit Fleisch		-1,00 €

Fig. 3: Balance overview

**A few days after** you have carried out the transfer for topping up your account balance, the monetary amount will be credited to your Food Portal account. As soon as your Food Portal account balance has been successfully topped up, you will receive a **notification** via email. Should your credit have been used up, you may top it up again using the same method.

## Required processing time

Please note that, due to the necessary processing steps, it may take a few workdays until your transfer to the bank account of your daycare facility has been processed and the monetary amount has been credited to your Food Portal account. Please also note that the processing time may be longer due to weekends and holidays.

## Order food for your children online

Click on the name of one of your children to place an order for this child.

The order screen basically consists of three sections:

1. Orders for individual days
2. Flat rates
3. Balance/shopping cart and order button

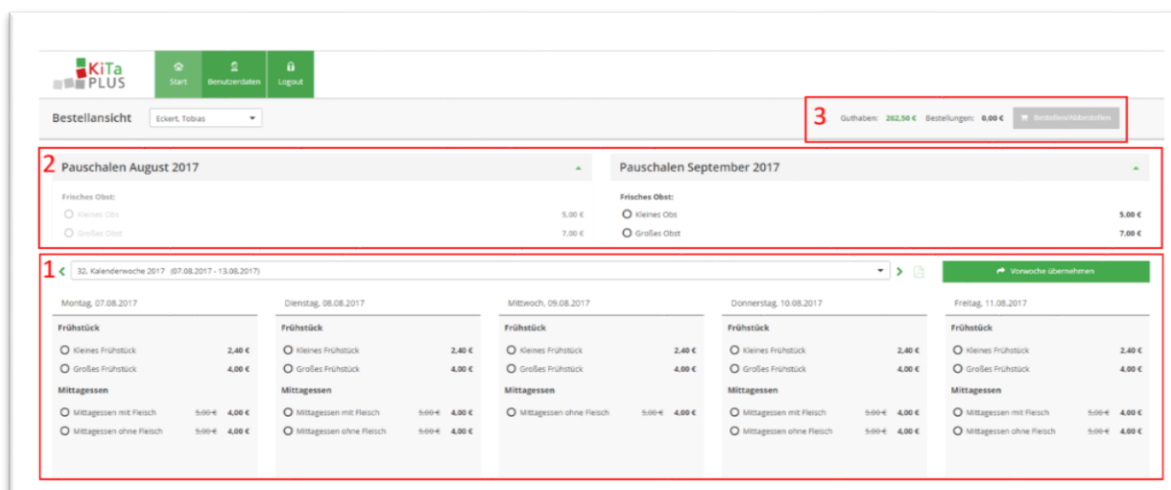


Fig. 4: Order overview

In **section 1**, you may place orders for child for individual days. Furthermore, you may view additional information regarding the food planned for the respective day. Orders are always placed per week and must be confirmed (or canceled) via the "*Bestellen/Abbestellen*" button in **section 3**, before orders for a different week can be placed. Also, you may click on the order sum to review your current shopping cart. By clicking the calendar week in section 1, you may select other calendar weeks.

In **section 2**, you may order monthly flat rate options for your child if such options are provided by your daycare facility. These orders must also be confirmed via the order button in section 3. Each order will reduce your current balance by the respective amount.

Please note that there are certain deadlines for **placing and canceling orders** which are determined individually by your daycare facility. The deadlines applicable for your daycare facility are displayed in the **help section**. Should these deadlines already have expired, you may unfortunately no longer place or cancel the respective orders. Should you have any further questions, please contact your daycare facility or use the help function.

Kind regards

*Your Food Portal team*

