

Nutrislice Ordering FAQs

<Placing Orders Successfully>

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How to Access Your Nutrislice Menus

You can access your Nutrislice menus two ways. You can use a web browser (such as Chrome, Firefox, Microsoft Edge, Safari, etc.) and go to **lookup.nutrislice.com** or your organization's menu web address. Alternatively, you can also access your menus by downloading the Nutrislice app on your mobile device. (Please note the Nutrislice app is not available for use on desktop or laptop computers.)

Frequently Asked Questions

"How do I log in?"

If you are using a computer or web browser, you can go to your organization's direct menu URL or to **lookup.nutrislice.com**.

Once you are on your organization's website (either using a web browser or the Nutrislice app), click the three lines in the upper right corner of the screen and choose the "Log In" option.

"How do I create an account?"

Once you are on your school's menus website (either via a web browser or using the app), click the three lines in the upper right corner of the screen and choose the "Log In" option. You can create an account using the "Create an Account" option on this page.

"It's not letting me reset my password."

If you are trying to visit your site using a web browser, you may be trying to log in via **admin.nutrislice.com**. Please go to **lookup.nutrislice.com** or search for your organization using the Nutrislice app to successfully reset your password.

“I can’t put food in my cart.”

You may be trying to select foods that are not available to order. Foods that are available to order will have a plus mark (+) in the lower right corner. Clicking on the plus mark will add the food to your cart. If there are options available for the food, you will be able to select your options before adding the food item to your cart.

If there are no food items available to order on a specific date, the cutoff time for placing an order may have already passed. We recommend reaching out to your organization for further insight on what options are available for placing an order after the cutoff date.

“I can’t place an order.”

All required fields on the Checkout page must be filled before an order can be submitted. Required fields will display an asterisk (*).

If you are filling out all of the required fields but are still unable to place an order via a web browser, this may be a data caching discrepancy within your browser. We recommend trying to place your order using a different browser or incognito window. If you are able to place the order successfully using a different browser, clearing the cache and cookies on your original browser will resolve the issue. (You can do an internet search for your web browser’s name plus “clear cache and cookies” for detailed instructions.)

If you are using the Nutrislice app, or are still not able to place an order when using a different browser or incognito window, we recommend taking a screenshot of your checkout view and reaching out to us at **support@nutrislice.com**.

“I received a password reset email but I am not seeing the reset button.”

Depending on your bandwidth, the Reset button may not appear in the email. However, this link is still active, and you can still reset your password by clicking the blank space in the email.

“I already have a Nutrislice account for another family member. Do I have to make a separate account for each person?”

If your organization has the Parent Account type available, you can add additional people under Your Account > Your Information. If the Parent Account type is available but you are currently using a different account type, you can change your account type on this page as well.

“I have students who go to different schools. Do I have to make a separate Nutrislice account for each student?”

If a user account is already set up to place orders for a different school, you can use the same account to log in and place orders with any organization that offers ordering options through Nutrislice. If your school has the Parent Account type available, you can add additional students under Your Account > Your Information. If the Parent Account type is available but you are currently using a different account type, you can change your account type on this page as well.

Please note that all students listed on the account will appear as an option at checkout when using a Parent Account, regardless of which organization's Nutrislice website you are visiting.

“Can I place orders for multiple people at once?”

All orders in your cart at the time of checkout will be connected to one person's information. If you are trying to place orders for multiple people, we recommend submitting your orders for one person at a time. Once you have successfully submitted the orders for the first person and your cart is clear, you can add and submit orders for the next person.

What Details Help Nutrislice Troubleshoot an Ordering Issue?

Every now and then there may be an error that Nutrislice Support needs to take a look at. Receiving a screenshot of your view when the error occurs, and knowing whether you are using a web browser or the Nutrislice app helps expedite our troubleshooting process. We appreciate screenshots that include the full view of the checkout page or the following information:

1. The location and meal connected to the order
2. The date(s) you attempting to place the order for
3. The item(s) included in the order
4. Responses selected for all required fields
5. The error message you are receiving, and where it is appearing on the page

Nutrislice Support strives to assist all inquiries in a timely manner so you can get your orders placed before the cutoff time. Depending on the circumstance, we may request more details during our troubleshooting process.

Please note that Nutrislice is only able to answer questions about our software platform. We recommend reaching out to your organization if you have any questions regarding the menu, food preparation, or order fulfillment.