Summer 2020
State Agency Support Checklist

We are thrilled to kick off Summer 2020 with your State Agency!

It is our goal to ensure that your team has the support and knowledge necessary to help your sponsors have a successful summer. Below you will find helpful resources, tools, and guidance for your State Agency staff, which they may share with participating sponsors as appropriate.

Requesting State Agency Support

Support is being extended to our State Agency partners so you are able to support your sponsors and answer any questions about Meal Counter this summer.

The easiest way to reach out for support is to access your Customer Portal and submit a ticket. Choose Meal Counter as the product to guarantee your support ticket is routed to a Meal Counter expert.

Remember, that the Customer Portal is only accessible to State Agency employees.

Title (Subject)

Associate a Contact

Enter a contact email

To submit a Ticket, select a Product, Module and Function (as applicable), indicate the Severity and describe the issue.

Product

Meal Counter

Severity

Module

SNP

SNP Function

Applications

If you are new to the Customer Portal, please see the link below to learn how to effectively use the portal.

ACCESS THE CUSTOMER PORTAL

In addition to the Customer Portal, Meal Counter has an extensive Knowledge Base which includes documentation that was created to help sponsors and users understand how to use Meal Counter.
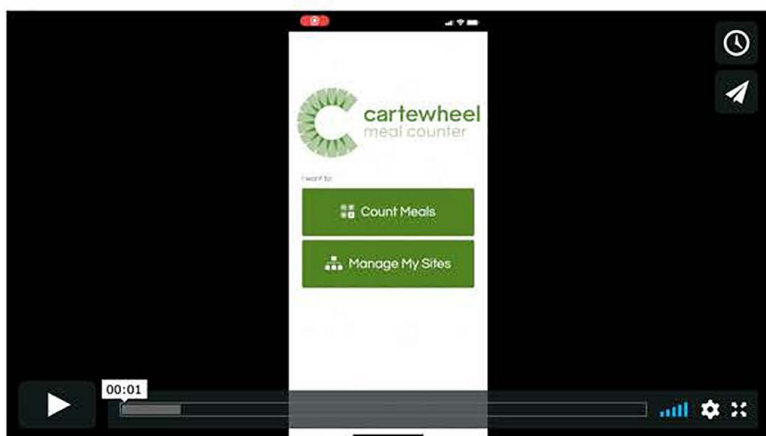
Meal Counter Quick Start Guide

The set up and use of Meal Counter has been simplified for the 2020 SFSP program. The quick start guide was created to give every user an overview of getting started and meal counting.

ACCESS THE QUICK START GUIDE

Meal Counter Onboarding Video

The Meal Counter Onboarding Video was created to show users how to get started with Meal Counter.

Meal Counter Knowledge Base

The Meal Counter Knowledge Base has site user and sponsor level information to answer any questions that may come up during this summer.

Sponsor User: CLICK HERE
Site User: CLICK HERE

Frequently Asked Questions

The FAQ's are the most common questions from users. If a user runs into any issues, the FAQ's should answer their questions.

FREQUENTLY ASKED QUESTIONS