

User Manual – Japanese International School Lunch & Ordering Portal Guide

1. Overview

This user manual provides step-by-step guidance on how to access, navigate, and use all key features within the web-application. It covers the entire user journey—from logging in to performing core functions and managing account settings. This guide is intended for all users, regardless of technical experience. Initial explanations and descriptions are accompanied by desktop screenshots, mobile screenshots of the live web-application provided below (under mobile screenshots).

1.1 System Requirements

OS: iOS, Android, Windows

Up to date Browser

Stable internet connection

2. Getting Started

2.1 Landing Page

The first page users will see upon accessing the website. This page contains general information like the latest Menu, how to place orders, check payments, and see announcements (You will be prompted with our terms of use for first time users).



2.2 Header/Navigation Bar

The navigation bar contains a few items, clicking on the school logo will always bring you back to the home page, the language switch, and the dropdown menu. Click and choose your preferred language via this switch. The dropdown menu will show you the links to the different pages and the login/account settings option.



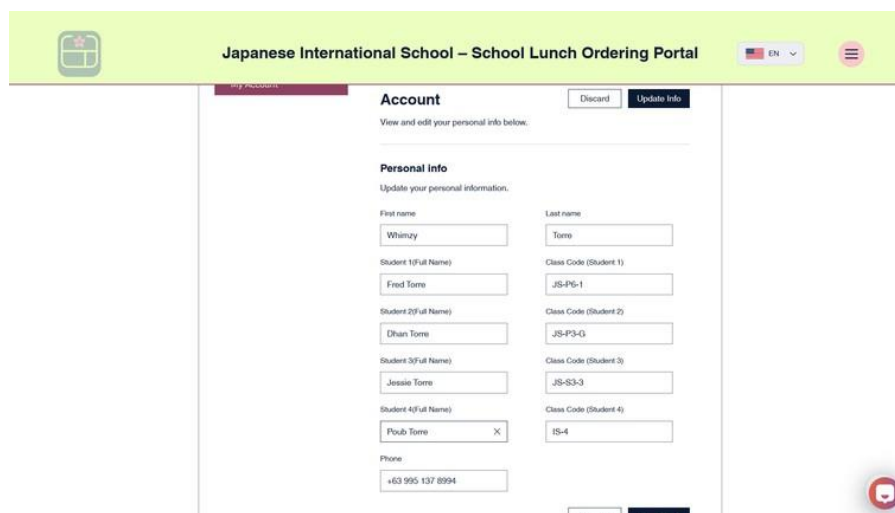
2.3 Account Access/Creation

Users can create an account after pressing login on the dropdown menu. Users can sign-up via google, facebook, or manually creating an account using an existing email.

The image displays two versions of the "Sign Up" form. The left version shows the form with social media options: "Sign up with Google", "Sign up with Facebook", and "Sign up with email". The right version shows the form with input fields for "Email" and "Password", a checkbox for "I'm not a robot" with a reCAPTCHA logo, and a "Sign Up" button. Both forms include a link for "Already a member? Log In".

2.4 Account Settings

After logging in, the “Login” button will change to the email you used to sign-up with. Clicking on it will show another dropdown for logging out, and account settings. On this page, users can update their profile (users are highly encouraged to update their profile first thing after logging in). Make sure you follow the correct class codes of your respective students to ensure you get to see the right Menus for their respective schedules. Also ensure the phone number registered is the same number as the registered phone number on your payment methods (This is to ensure our systems can accurately confirm your orders).

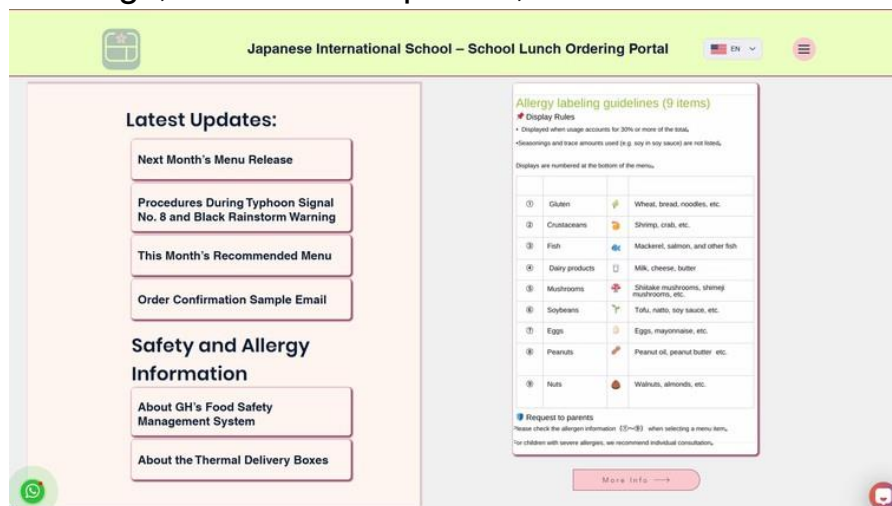


The screenshot shows the 'Account' settings page. At the top, there's a header with the school name and a language dropdown set to 'EN'. Below the header, there's a navigation bar with 'My Account' selected. The main content area is titled 'Account' and includes a 'Discard' button and an 'Update Info' button. Underneath, it says 'View and edit your personal info below.' The 'Personal Info' section is for updating personal information and contains several input fields: First name (Whinzy), Last name (Tome), Student 1 (Full Name) (Fred Tome), Class Code (Student 1) (JS-P6-1), Student 2 (Full Name) (Dhan Tome), Class Code (Student 2) (JS-P3-G), Student 3 (Full Name) (Jessie Tome), Class Code (Student 3) (JS-S3-3), Student 4 (Full Name) (Floub Tome), Class Code (Student 4) (IS-4), and Phone (+63 995 137 8994). There are also 'Cancel' and 'Save' buttons at the bottom.

3. Landing Page Features

3.1 Latest Updates and Allergen Section

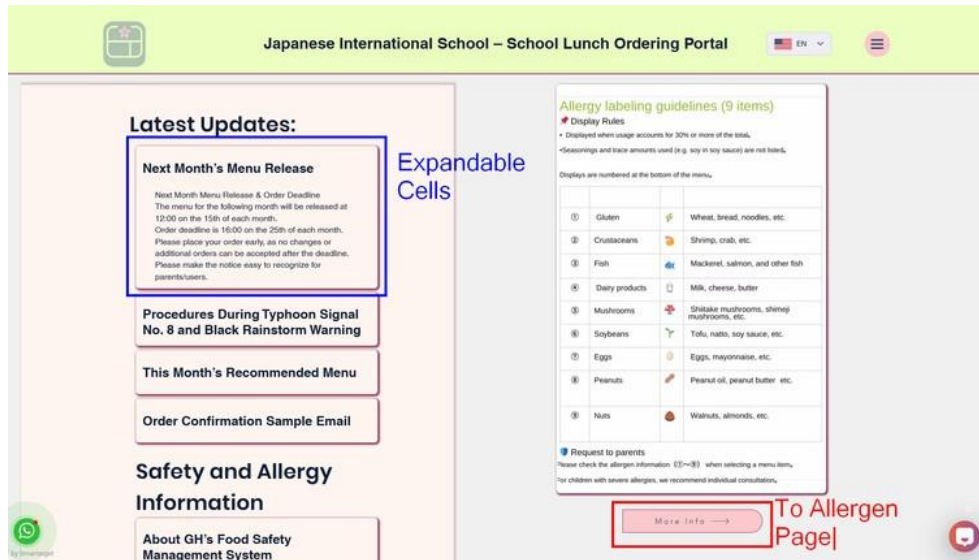
This section provides information about the latest updates for the ordering portal, and a brief explanation of the allergen information of our bento boxes. The updates includes cancellations, refunds, storm warnings, latest menu updates, etc.



The screenshot shows the landing page of the ordering portal. The header is the same as in the previous image. The main content area is divided into two columns. The left column is titled 'Latest Updates:' and contains four buttons: 'Next Month's Menu Release', 'Procedures During Typhoon Signal No. 8 and Black Rainstorm Warning', 'This Month's Recommended Menu', and 'Order Confirmation Sample Email'. Below these is a section titled 'Safety and Allergy Information' with three buttons: 'About GH's Food Safety Management System' and 'About the Thermal Delivery Boxes'. The right column is titled 'Allergy labeling guidelines (9 items)' and contains a table of allergens with their corresponding icons and examples. Below the table is a 'Request to parents' section with a note: 'Please check the allergen information (E-8) when selecting a menu item. For children with severe allergies, we recommend individual consultations.' At the bottom right, there is a 'More Info' button.

Allergen	Examples
Gluten	Wheat, bread, noodles, etc.
Crustaceans	Shrimp, crab, etc.
Fish	Mackerel, salmon, and other fish
Dairy products	Milk, cheese, butter
Mushrooms	Shiitake mushrooms, shimeji mushrooms, etc.
Soybeans	Tofu, natto, soy sauce, etc.
Eggs	Eggs, mayonnaise, etc.
Peanuts	Peanut oil, peanut butter, etc.
Nuts	Walnuts, almonds, etc.

Clicking on a button will expand it for more information. There is also a button that takes you to the Allergen Page for a more detailed explanation of the allergens.



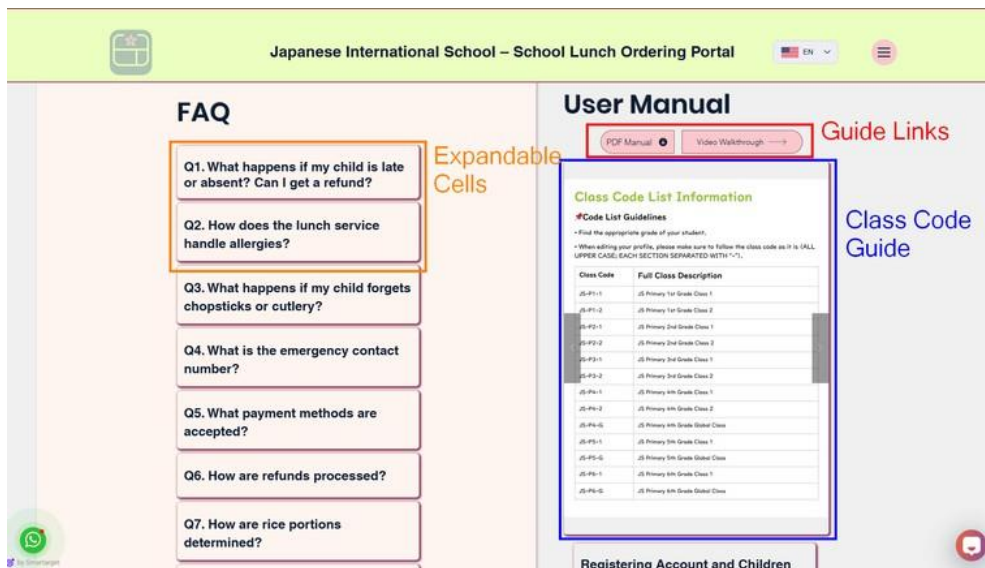
3.2 Monthly Menu Preview

This section provides an overview of the current running available menu. As well as navigation buttons to the different pages of the web-application. The menu is a gallery slideshow where users can manually switch between using the arrows on the sides.

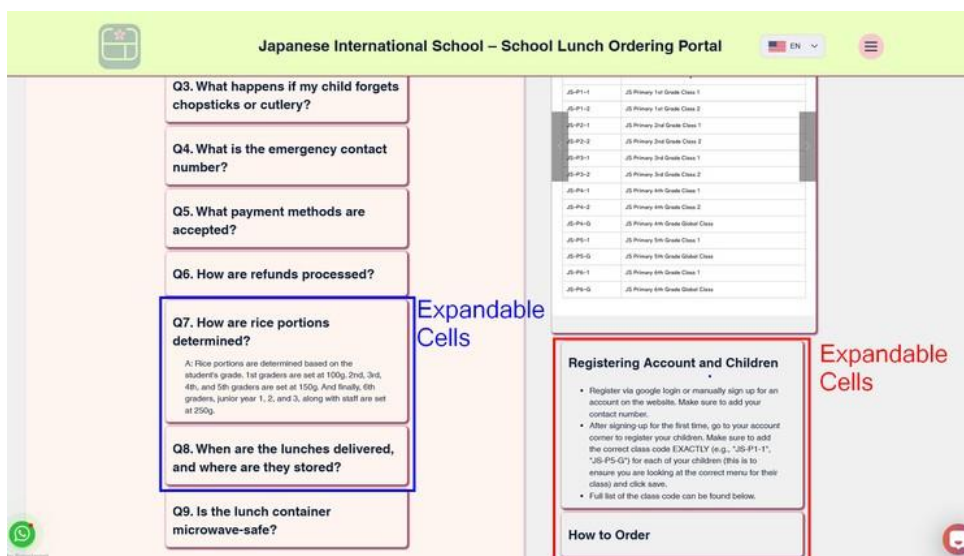


3.3 Frequently Asked Questions and User Manual

This section provides information on the FAQ about how we operate. The user manual side provides a brief description of the web applications features as well as the class code list via a slideshow.

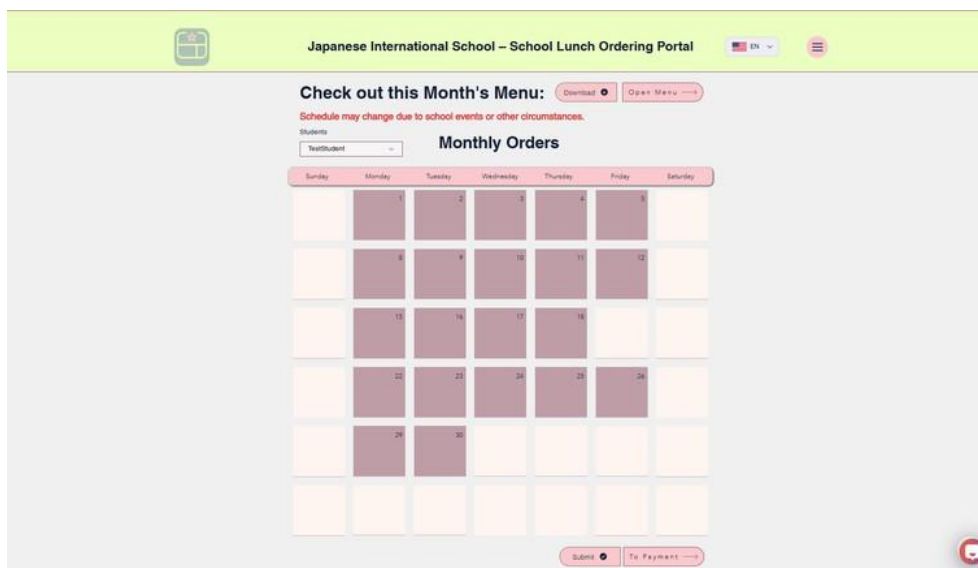


This section also features clickable expanding boxes to display information. And two buttons, one for downloading the PDF user manual, and a link to a tutorial walkthrough of the web application.



4. Calendar Page

This page is where users can setup their monthly orders for their children. It features a calendar, each cell is clickable and shows a pop-up for the available menu for that day along with the selected dish's information.



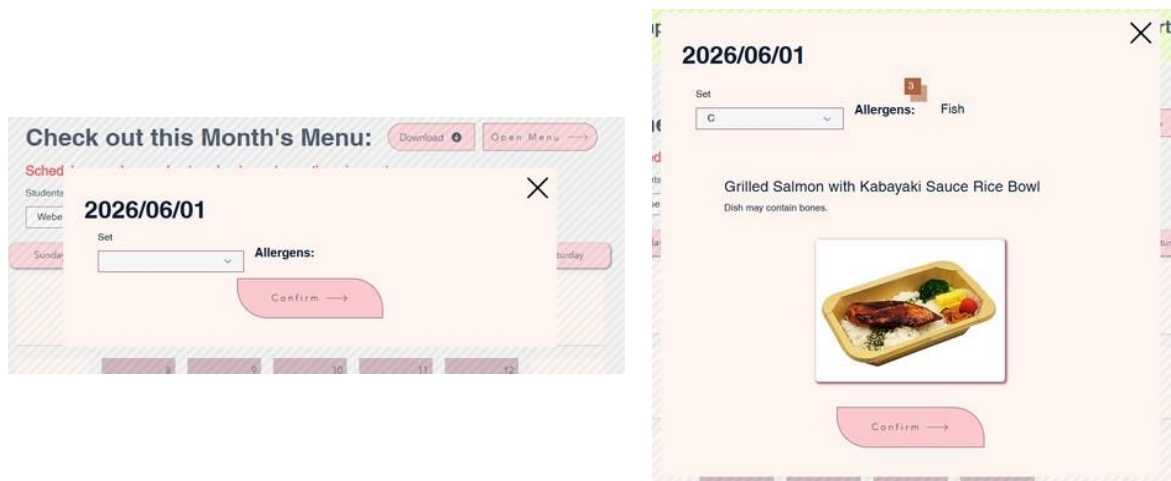
4.1 Student Selector; Menu Buttons

Users can select the student they want to order for (this wont be interactable if you have not registered a single student). The download button will provide you the PDF for the full menu, while open menu will open another tab on the browser for the menu.



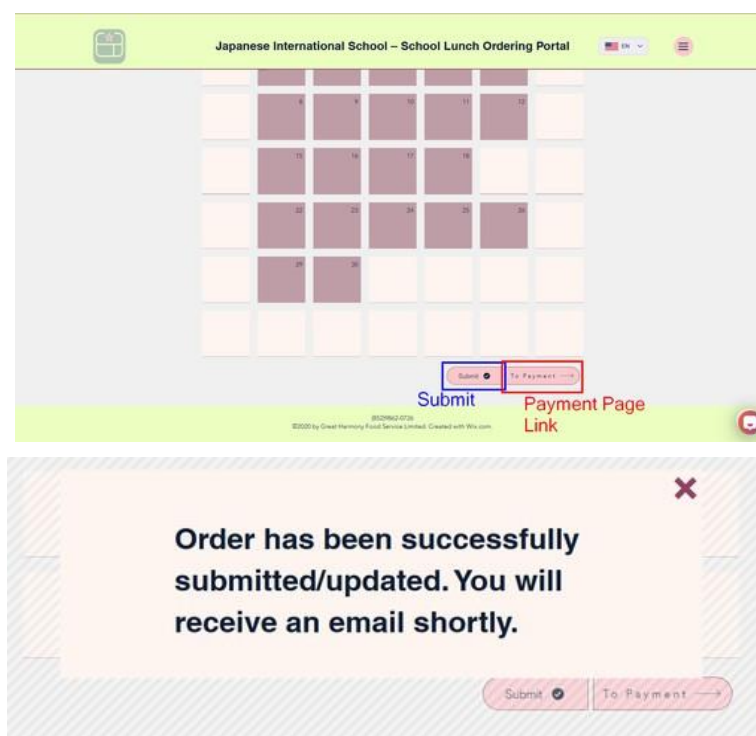
4.2 Menu pop-ups

Clicking on a cell will pull-up the menu selector. It will provide the selectable sets (A, B, C, D) for the clicked date. After choosing one, it will show the information of the selected set (name, allergen, image). To register the selected set, click confirm. Otherwise, close the pop-up or click outside the box.



4.3 Submitting an Order

After setting up the menu, users need to click submit at the bottom to register the order for the selected student, (make sure to submit every time you make change before switching students as this will overwrite it).



5. Payment Page

This page will show the order information the user has already submitted for the current month. Users can review the order information for the selected student again via a drop-down menu at the top (Red Box). Order summary is displayed on the right side organized weekly, users can switch between weeks freely. On the bottom, users can apply a voucher code (if applicable; Blue Box) and also show the total amount and status of the students monthly order (Green Box). On the right side, is the payment information, using the Bank Information provided (Yellow Box; Clicking on the account number or name will automatically copy the text), pay the exact amount as displayed seen on the Green Box. Follow the instructions, upload the screenshot and then click “Confirm Payment” (Orange Box). You will receive a notification and an email directly to the email you used to create your account on the website.

The screenshot shows the 'Japanese International School – School Lunch Ordering Portal' interface. At the top, there is a navigation bar with a logo, the school name, a language selector (EN), and a menu icon. The main content is divided into two sections. On the left, under 'Order Breakdown:', there is a dropdown menu for 'Students' with 'Weber Torre' selected (highlighted with a red box). Below this is a weekly order summary table with columns for 'Week 1' through 'Week 5'. The first row shows '2026-06-01 (Monday): C' with a total of 'HKD 50'. At the bottom of this section, there is a 'Voucher' input field (highlighted with a blue box) and an 'Apply' button. To the right of the voucher field is a 'Confirmation: Payment Required - Please upload receipt' box (highlighted with a green box) containing 'Total: HKD 50' and a 'Discount:' field. On the right side of the page, under 'Pay via Bank Transfer', the bank information is displayed: 'Bank Name: The Bank of East Asia, Limited', 'Account Number: 015-265-68-03262-1' (highlighted with a yellow box), and 'Account Name: Konoike Transport And Engineering (HK) Ltd'. Below this, there are instructions for payment and a list of steps. At the bottom of this section, there is an 'UPLOAD' button (highlighted with a red box) and a 'Confirm Payment' button (highlighted with an orange box).

The screenshot shows a confirmation message on the payment page. The main text reads 'Payment submission received for Weber Torre.' Below this, there is a 'Confirmation: Pending Verification' status. On the right side, there is a partial view of the bank information section, showing 'Account Name: Konoike Transport And Engineering (HK) Ltd' and a red 'X' icon. The background of the page is a light pink color with a subtle pattern.

6. Enquiry

For special cases/questions that is not included in our FAQ, this page allows users to send us an email via a form.

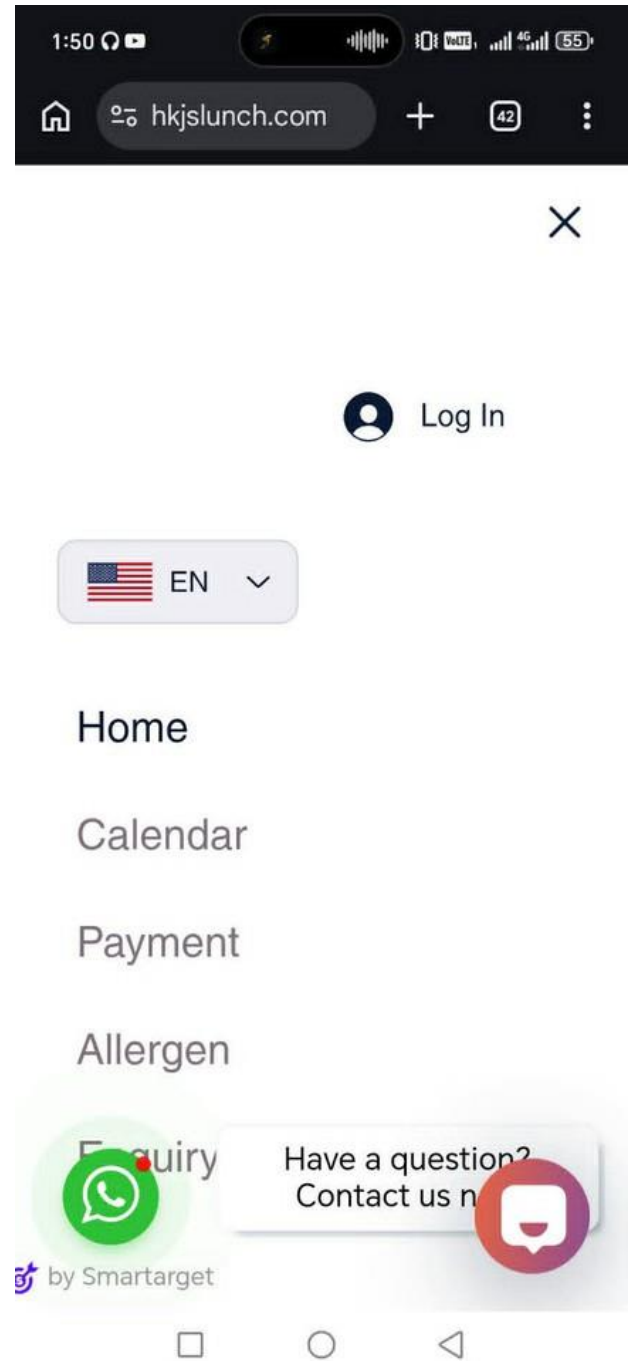
The screenshot shows the 'Enquiry' page of the Japanese International School - School Lunch Ordering Portal. The page has a light green header with the school's logo on the left, the title 'Japanese International School – School Lunch Ordering Portal' in the center, and a language dropdown set to 'EN' and a menu icon on the right. Below the header, the word 'Enquiry' is displayed in a large, bold font. Underneath, a sub-header reads 'For special cases, send us an email.' The main content area has a light pink background and is titled 'Contact us'. It provides contact information: Phone (+852)9862-0726, Email (info@ghfoodservice.com), and Social Media (Facebook icon). The contact form includes fields for First Name, Last Name, and Email (marked with an asterisk). There are also fields for Code (with a dropdown menu currently showing 'HK +852') and Phone. A large text area is provided for the Message. A dark purple 'Send' button is located at the bottom right of the form area. A small circular icon with a white speech bubble is visible in the bottom right corner of the page.

Mobile Screenshots

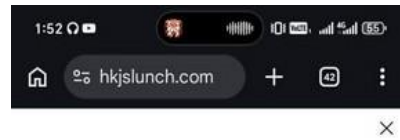
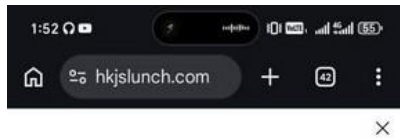
2.1 Landing Page



2.2 Header/Navigation Bar





2.3 Account Access/Creation



Sign Up

Already a member? [Log In](#)

 Sign up with Google

 Sign up with Facebook


or


Sign up with email



Log In

New to this site? [Sign Up](#)

 Log in with Google

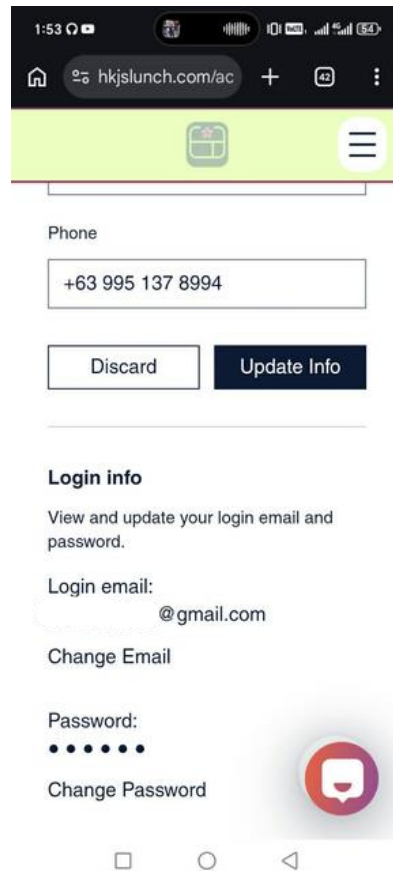
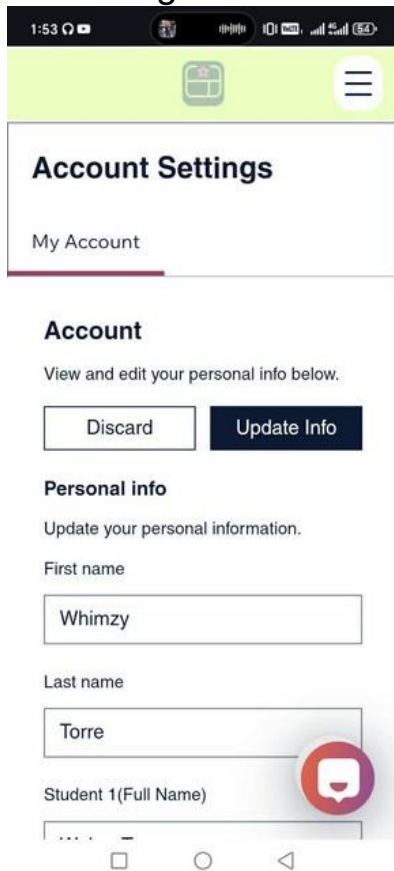
 Log in with Facebook

or

Log in with Email



2.4 Account Settings



Phone

+63 995 137 8994

Discard

Update Info

Login info

View and update your login email and password.

Login email:
@gmail.com

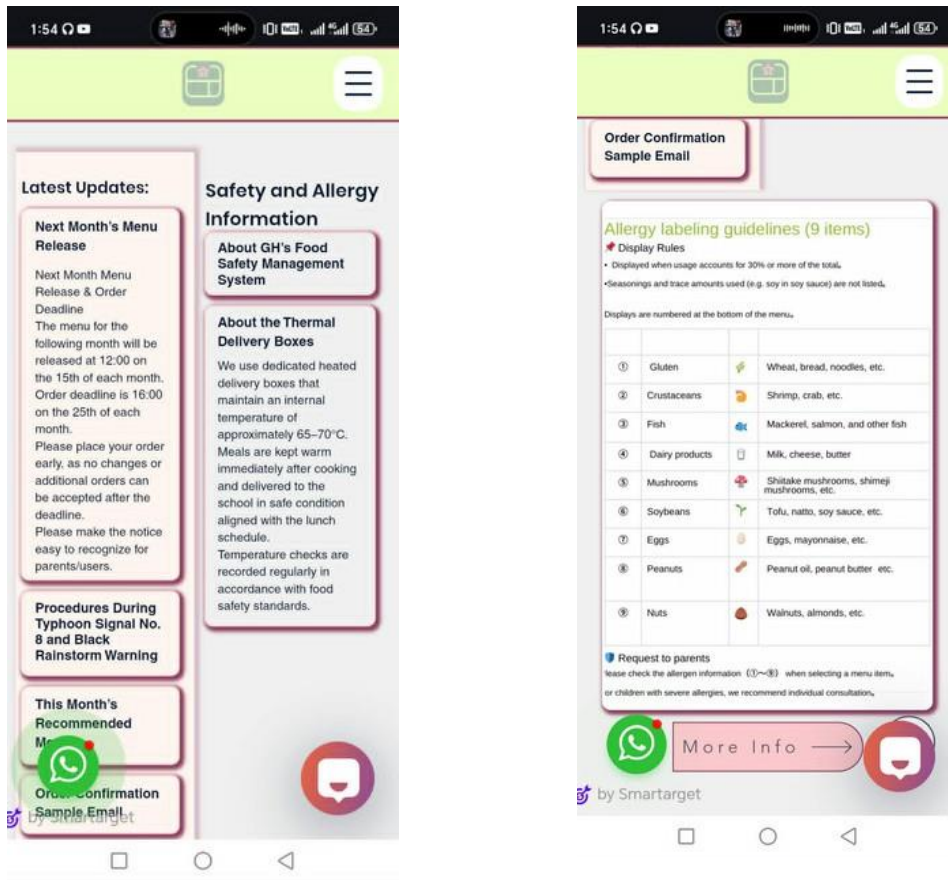
Change Email

Password:
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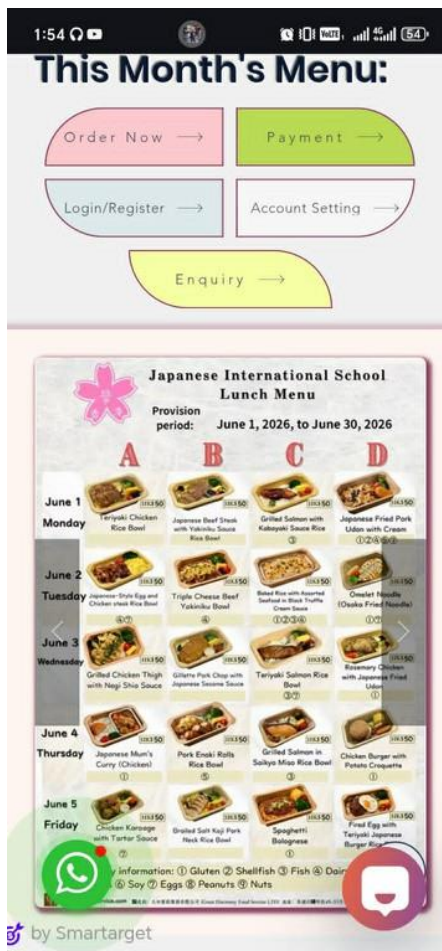
Change Password



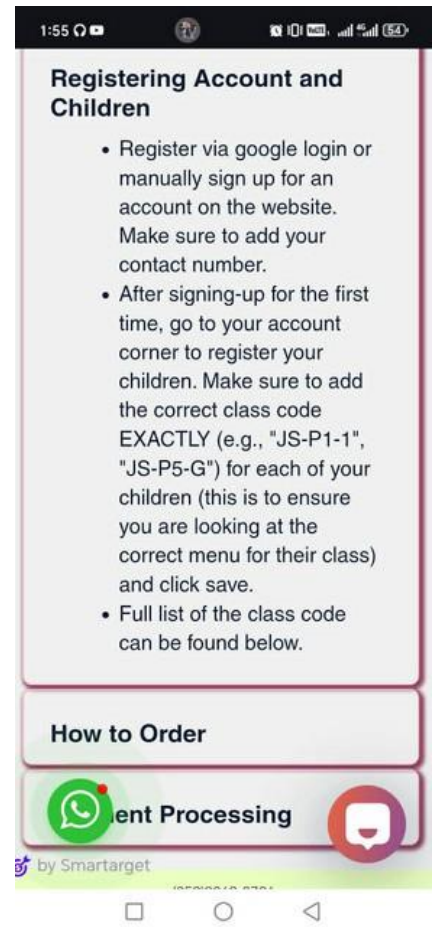
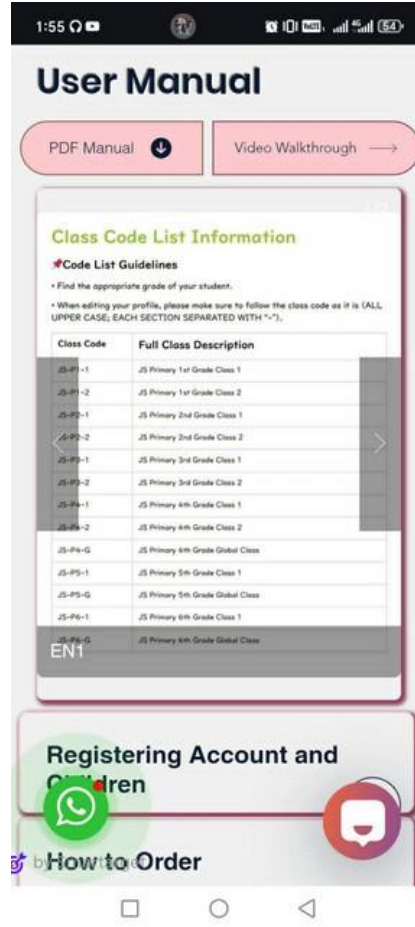
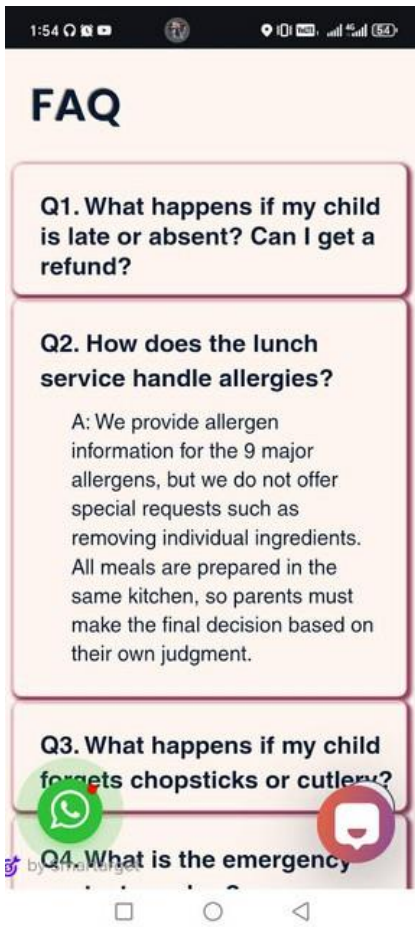
3.1 Latest Updates and Allergen Section



3.2 Monthly Menu Preview



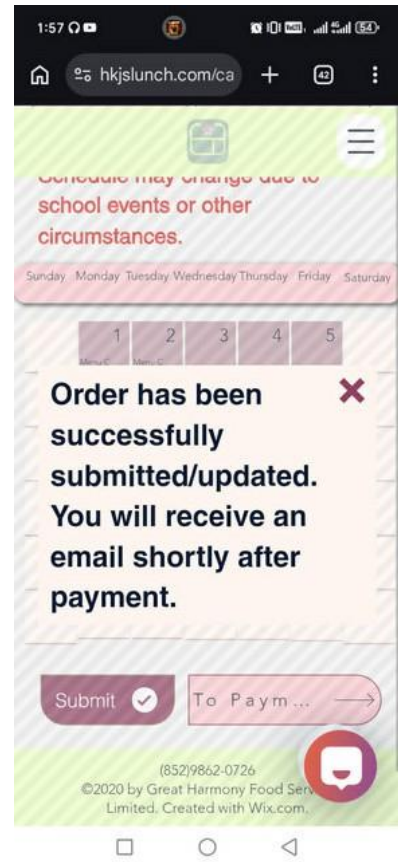
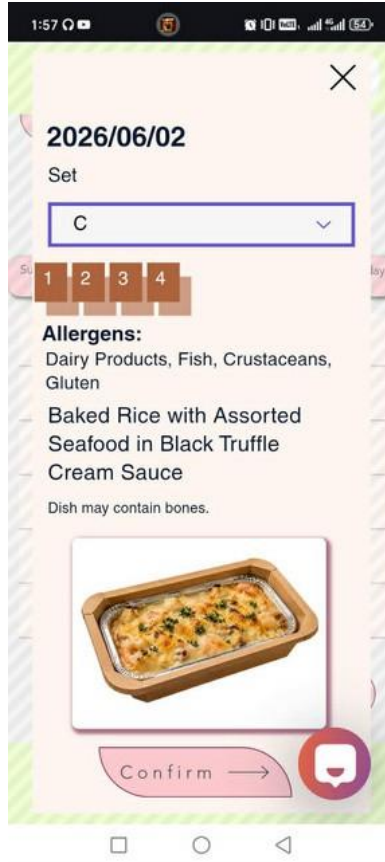
3.3 Frequently Asked Questions and User Manual



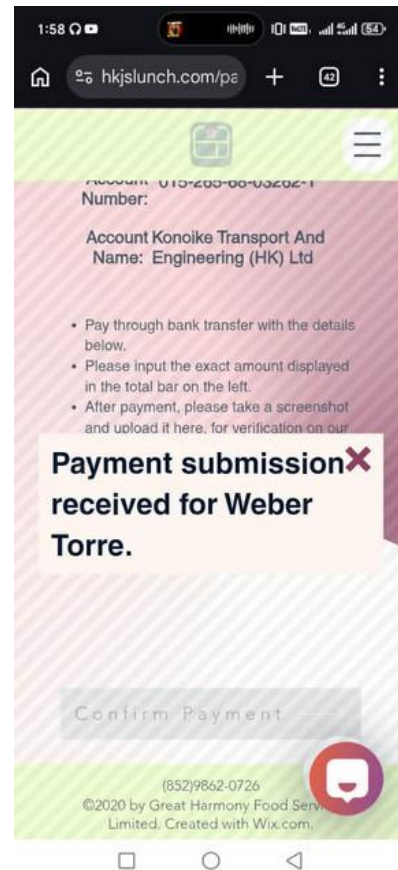
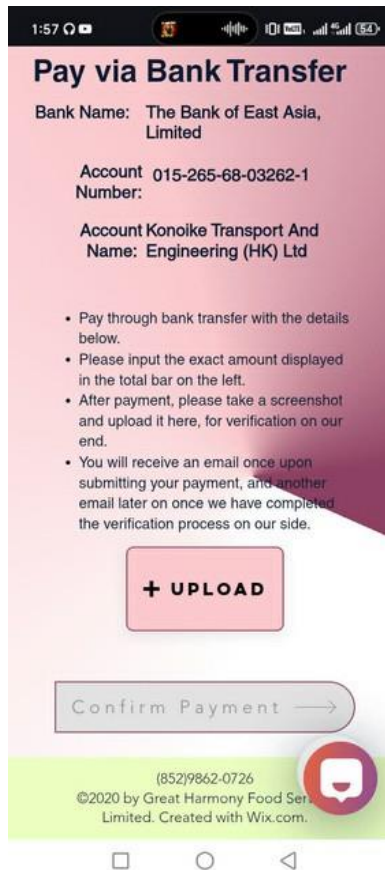
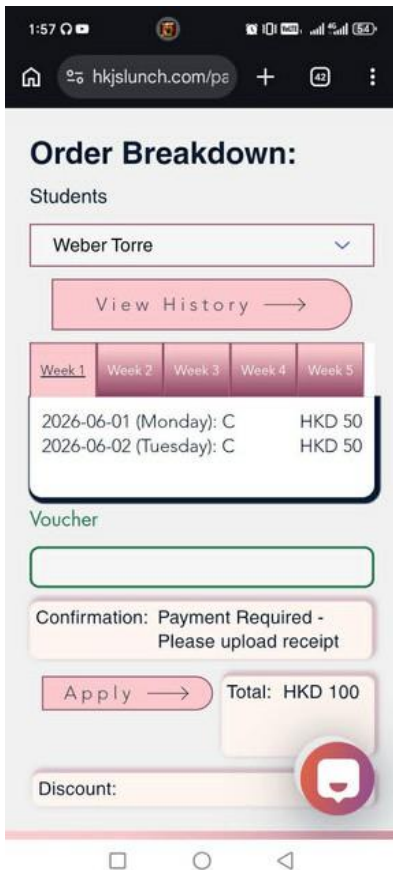
4.0 Calendar Page



4.2 Menu Pop-ups



5.0 Payment Page



6.0 Enquiry

