WebHX Users Guide

Minute Menu HX Internet Provider System
Startup & Instruction Guide

About WebHX

Minute Menu WebHX is a web application designed to allow child care providers to record their food program claim information on-line, quickly and easily. It works just like a web site. Child care providers will visit a web site, type a login name and password, and then begin using WebHX.

Before You Begin

To use Minute Menu WebHX, you must use Internet Explorer version 6.0 or greater. Every Microsoft Windows computer has Internet Explorer installed, but you may or may not have version 6.0+.   If you already know that you have Internet Explorer version 6.0, you may skip this section and proceed directly to **Accessing WebHX** below.

If you use AOL, Internet Explorer is your browser.   If you use a Apple Macintosh, you may also use Internet Explorer, but you may have to install it.

Checking Your Version

To check the version of Internet Explorer, do the following:

> **1)** Open Internet Explorer. This can typically be done by clicking the "**e**" icon usually found on your desktop.

> **2)** Go to the menu **Help >> About Internet Explorer**

3) Open that About Internet Explorer window. Check the version number in the middle of the screen. If the version is at least 6.0, then you're ready! Skip to the section on **Accessing WebHX** below.

If the version is not 6.0 or greater, then you need to **Upgrade to Internet Explorer Version 6.0**.

Upgrading to Internet Explorer Version 6.0

Windows, Internet Explorer, and several other Microsoft products have been designed so that you can update them with patches and other fixes from Microsoft as they are released. To get these latest patches and updates, open Internet Explorer and visit the web site:

www.windowsupdate.com

Just type that in your Address bar in Internet Explorer, and you'll begin.

Follow the instructions presented on screen to get all the latest updates, including the latest version of Internet Explorer, and the latest Service Packs and critical patches for the version of Windows you have installed.

This process may take some time, so be prepared. But it will result in making all the software on your computer operate with fewer problems – and it will allow you to use WebHX.

Accessing WebHX

To use Minute Menu WebHX, you must have a 9-digit login name given to you by your sponsor, and you must have a password.   If you don't have that yet, please ask the appropriate sponsor representative for it.

To log in:

1)   Make sure you're logged into the Internet. If you dial-up using a modem, be sure to dial up. If you have DSL or a cable modem, you're always on the Internet, so you can skip this step.

2)   Open Internet Explorer. This can typically be done by clicking the "**e**" icon usually found on your desktop.

3)   In the Address bar at the top of your screen, type this web address: **www.minutemenu.com** and click [GO] or [OK].   This will take you to the Minute Menu web site.

4)   Click on the "**Current Providers**" link that you see on the left hand side of the page.
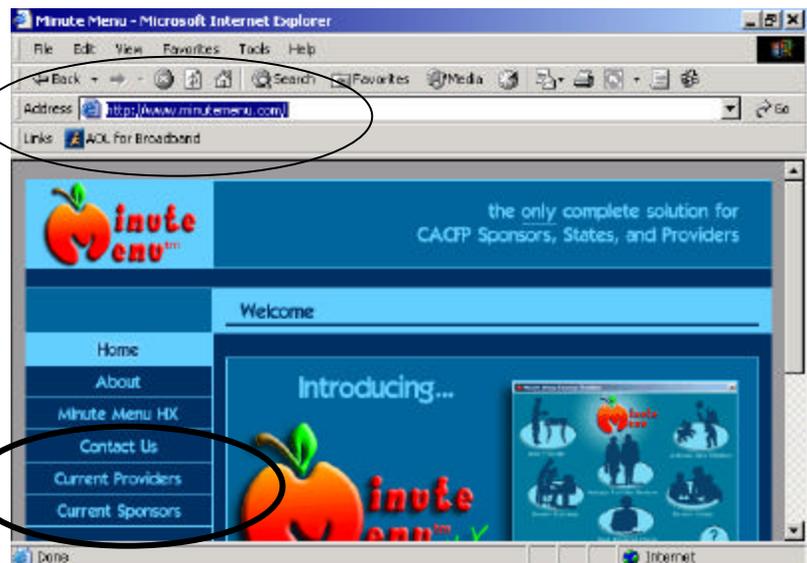
5) This will take you to the secure login page for Minute Menu WebHX. If your browser presents you with a message indicating that the page is secure, you can just hit [OK] to continue. Otherwise, you'll be prompted to supply your login name and password.

Login

Please make sure you have cookies enabled in your browser

Login: _____
Password: _____

Submit

If you don't know your login name or password, please contact your Sponsor.

6) Type the **Login** and **Password** that were given to you by your sponsor. **Remember:** passwords are case sensitive, so if your password was in lower case, make sure you don't have Caps Lock enabled on your keyboard. Also, be aware that if you got your password via email, that frequently the lower case "L" and the number "1" look virtually identical: l   1
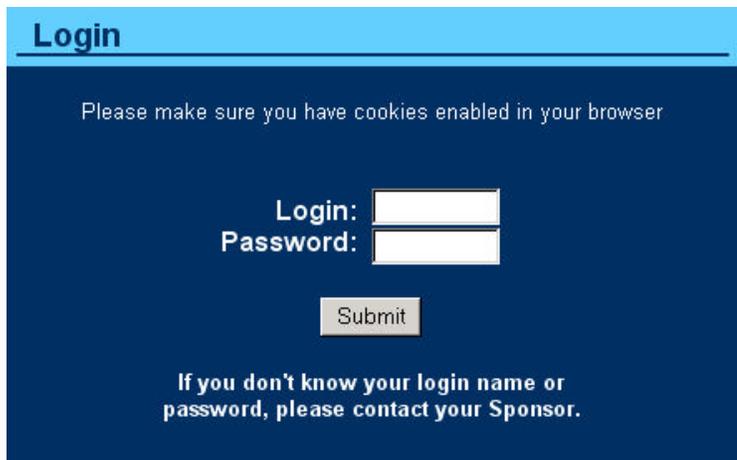
7) Press [Submit] after you've typed your login name and password. If everything is correct, the system will log you into WebHX and you'll be ready to record your claim information (skip to *Using WebHX* below).
   - If your login name and/or password is invalid, you'll get a message indicating that. See *Login Problems – Invalid Login Name or Password* below.
   - If your browser doesn't allow cookies, pressing submit will appear to do nothing. See *Login Problems – Please make sure you have cookies enabled* below.
   - If you have a third party pop-up blocker installed, then when you press Submit, your Internet Explorer browser windows will close immediately. See *Login Problems – Internet Explorer closes* below for details.

Login Problems   -   Invalid Login Name or Password

If you get a message indicating that your login name and/or password is invalid, try it again a few times. Be sure to check the case of any letters in your password, and check to make sure any "L"s or one's are typed properly. If this still doesn't fix your problem, you may not have appropriate privacy settings in your browser to allow the use of cookies. Try the solution described in the section immediately below. If that doesn't solve your problem, you should contact your sponsor to confirm they've given you the right password, and that they've transferred your provider information to the Minute Menu WebHX servers.

Login Problems   -   Please make sure you have cookies enabled

Some Internet users may have security settings in their browser that will prevent them from using Minute Menu WebHX properly. WebHX uses "cookies" to keep track of you while you remain logged into the WebHX system. You can disable or highly restrict the use of cookies in your browser – and if you do so, you may not be able to login. Specifically, when you click

[Submit], the page will submit, but then will simply re-load as if nothing has happened, with the same message: "Please make sure you have cookies enabled in your browser" above the login prompt.

If this is the case when you try to login to WebHX, you can solve the problem as follows:

1) In the menu at the top of your screen, choose **Tools >> Internet Options**
2) This will open a window with a series of tabs across the screen, one of which is labeled "Privacy". **Click on the Privacy tab**.
3) In the bottom half of that window, you'll see an [Edit] button. **Click [Edit]**.
4) On this page, you will be able to supply the Address of Web Site. Type **minutemenu.com** in the white box and **click the [Allow] button**. Once you click the [Allow] button, you'll see "minutemenu.com" appear in the larger Managed Web sites box on the bottom of that window.

5) **Click the [OK] button** on the bottom of the screen to close that window.

6) **Click [Apply] then click [OK]** to save these changes.

7) Close Internet Explorer.

8) You should be able to login now. Begin again at **Step 1** of the **Accessing WebHX** instructions above.

Login Problems   -   Internet Explorer closes

If you attempt to login to WebHX and your Internet Explorer browser window just closes as soon as you hit the [Submit] button, this usually means that you have a pop-up window blocker installed on your computer.

People who surf the Internet a great deal are very aware of pop-up windows. They are annoying, and seemingly everywhere. As a result, many Internet Service Providers (ISPs) like AOL provide free pop-up blockers. You can also download and install pop-up blockers from sites like www.google.com.

WebHX uses pop-up windows to help you navigate different areas of functionality within the site. So, you must allow pop-ups while using WebHX. Most pop-up blockers allow you to configure the blocker in such a way that you will allow a particular site to use pop-up windows. Unfortunately, it is outside the scope of this user's guide to provide instructions on every pop-up blocker that you could install. But if you are unable to login to WebHX because this is occurring, you must do one of the following:
  ▪ Configure the pop-up blocker to allow pop-ups while you are using the Minute Menu WebHX web site. This could mean that you must enable it while actively on the Minute Menu Current Provider's Login screen; or it could mean that you must type the web site

information in directly. If the latter is the case, be sure to allow all pop-ups for:
    https://www.minutemenu.com   (note the s on https)
- Disable the pop-up blocker entirely

We recommend you contact the company who sold you the computer originally for support on how to configure or disable any pop-up blocker that may be installed on it.

Additionally, many pop-up blockers allow you to use the <CTRL> key on your keyboard to temporarily disable the pop-up blocking feature. So, you should try logging into WebHX at least once when you type your Login and Password, and then hold down the <CTRL> key on your keyboard while you use your mouse to click the [Submit] button. This will frequently bypass the pop-up blocker when calling the main menu, so you can at least login. Use the <CTRL> key each time you click on any item within WebHX as well.   But this solution is only temporary; you should still attempt to disable the pop-up blocker to use WebHX.

Using WebHX

Once you've logged into WebHX, you'll see the WebHX main menu.

Your First Login: Check your Claim Month

At the top of the WebHX main menu, you may notice that your Current Claim Month is noted in the blue Windows bar across the very top of your screen:

WebHX tracks your Current Claim Month, which may or may not be the current calendar month. **Note:** The Current Claim Month is the only month in which you'll be allowed to enter information when attempting to Record Meals.

The first time you log into WebHX, you will probably need to change this claim month to bring it to the current month. To do this, you will use the Change Claim Month function:

1. Use the menu bar to go to Claims >> Change Claim Month

2. In the window that pops up, use the left [<] or right [>] arrows to bring the system to the correct month.

3. Once you've come to the proper month, click the **[Save]** button. When the window closes, you'll notice the Current Claim Month across the top of your main menu will be updated.

Occasionally the Current Claim Month may change, even though you did not change it. If for any reason you notice that the month is incorrect any time you log into WebHX, you can simply repeat these three steps to set the Current Claim Month back to the proper month.

Please note: you will NOT use this Change Claim Month function to advance your month at the end of each month. Instead, at the end of each month, you will use the Submit Claim to Sponsor function, to ensure that your Sponsor gets all of your claim information. That function also advances your Current Claim Month. See *Submit Claim to Sponsor* below for more information.

Recording Meals and Attendance

You are required to enroll children via WebHX, and to record meal & attendance information on a daily basis. In some cases, you will also be required to record the in and out times of your children each day.

(You only need to use the Record Attendance function if your Sponsor tells you to do so. This is used to record in/out times for your children each day. In some cases, it may not be visible to you at all. Recording in/out times via the Record Attendance function is not covered in this users guide.)
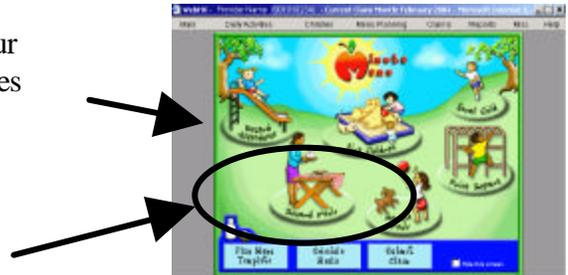
Click Record Meals to record meal & attendance info.

Once you click Record Meals, you'll be presented with the Record Meals page. Use this page to record food & attendance. Each time you use this page, you'll need to do the following:

1. Choose the appropriate date.
2. Choose the appropriate meal that you're recording. Once you choose the meal, you should see all of your non-infant children appear on-screen. (If you need to add some children to this list, you will need to use the *Enroll Child* function – see below).

3. Choose the number of Meal Servings. If you split your meal into two shifts/servings (ie, a group of children are served, then some leave, and a new group of children come in to be served), then choose "2" for the Num of Meal Servings.
4. Supply a meal time (and if appropriate, a 2nd serving meal time).
5. Click the check mark next to each child's name in the Attend 1 column to indicate that they child attended the first serving. (If you have a second serving, do the same for Attend 2.)
6. Choose the foods served, or use a pre-defined meal template if any exist.
7. Click [Save].

8. Did you serve any Infants? If so, then you'll need to record your Infant information is well. Click on the "Infants" bubble on the top of the screen to switch to the Infants view. You should already be on the proper meal and date. Likewise, your meal time should already be entered into the system.
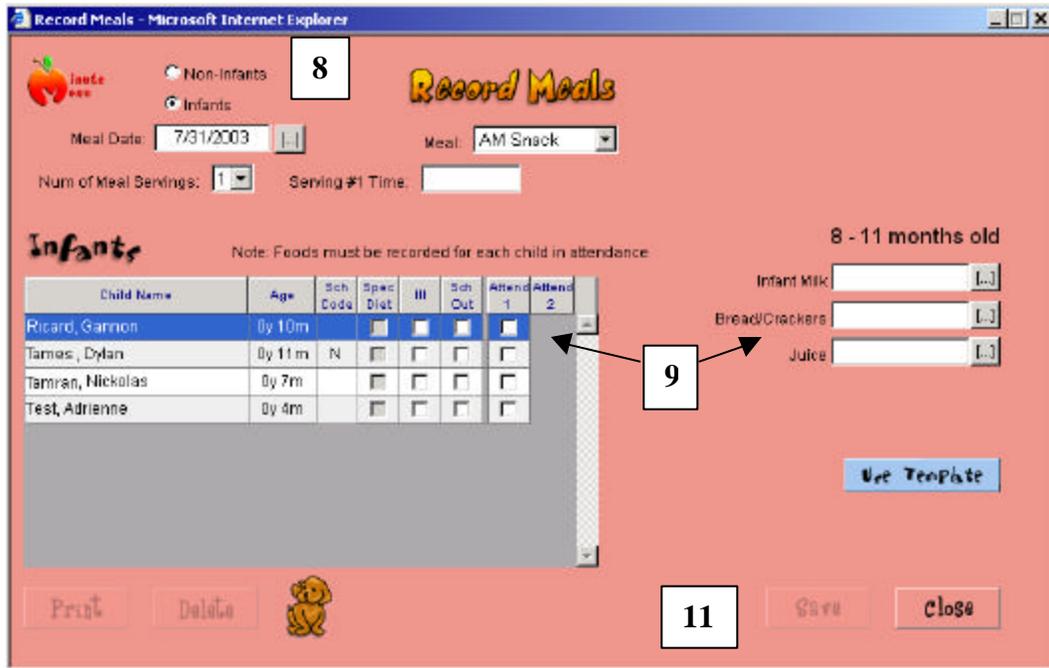
9. Click on the appropriate check mark in the Attend 1 (or Attend 2) column to indicate that particular infant was served food at that meal. When you do this, the entire child's row will highlight in blue, and food choices will appear to the right. Mark the food for that specific infant.
10. Repeat step 10 as appropriate for each infant that attended the meal (be sure to mark foods for each individual infant).
11. Click [Save]

When you're finished, click [Close].

This is all you need to do to record your meal – you're done until your next meal serving.

If your computer is not handy while you serve meals, you may want to print the Daily Meal Worksheet (from the menu **Reports >> Claims >> Daily Meal Worksheet**). You could then write down the meals on that worksheet, and enter it into WebHX at the end of the day.

Enrolling Children

When a new child comes to your care, you must enroll that child in WebHX. From the Main Menu, click on the "Enroll Child" button. This will bring up the Enroll Child Wizard.

Enter all of that child's information on each screen, clicking on the [Next] button when you've finished on a particular screen. When you're finished, you'll be prompted to [Finalize Enrollment] which also prints a finalized Child Enrollment Report. Be sure to print that Child Enrollment Report, have the parent sign the form, and mail that into your Sponsor. If you don't mail the signed Child Enrollment Report to your Sponsor, you will not receive reimbursement for any of that child's meals, and your claim payment could be delayed.

You can re-print the Child Enrollment Report any time you like from the menu Report >> Child Enrollment Report.

Prior to enrolling a child, you may also want to print a Blank Enrollment Report to have the Parent fill it out. This way, the parent can fill this out at his/her leisure, and you can enter the information into WebHX from this report at your leisure. You'll still need to have the parent sign the printed Child Enrollment Report that comes out at the end of the Enroll Child Wizard. But this may make it easier for you to enter this information into WebHX. To print this report, go to the menu **Reports >> Children >> Blank Enrollment Report**.

Submit Claim to Sponsor

At the end of each month, you must submit your WebHX claim to your Sponsor. You will only do this once per month, because it will lock all of your existing meal information and advance your current claim month so you can't make any more changes to that month's data.

When you are finished with your monthly meal & attendance information, click "Submit Claim" from the Main Menu. This will bring up the Submit Claim to Sponsor screen:

1) Click the [Print Claim Report] to get a report of every meal you've recorded. This is important to keep for your records, but unless otherwise instructed, you don't need to send this into your Sponsor. Take note of the number of days with meals. If you think you should have more than that, you'll want to review this print-out in detail before you proceed.

2) Once you've printed the report, click the [Submit Claim] button. This will submit your claim and advance you to the next month. In this case, you would then be able to record meals in February.

Other Functions

There are a variety of other features in WebHX, and you can expect to see features added over time. Feel free to try them out, and use any you find necessary. But the above functions are all that are required to ensure that you receive your Food Program payments.