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Parent User Guidelines

Jabal Al Ma'rifa International School Canteen Portal

A concise guide for parents to:

- Sign in and manage the active child
- View the weekly Packed Meal menu
- Subscribe for one month or multiple selected months
- Share feedback with the canteen team

Canteen services managed by COMO Facilities Management Services.



Quick Guide

This guide focuses on the parent portal, weekly Packed Meal menu, monthly subscriptions, and feedback.

Support

For assistance with portal access or payments, contact the school/canteen support team. Email: jabal@comooman.com



What's Inside

Everything parents need to use the Jabal Al Ma'rifa canteen portal for Packed Meal subscriptions.



01 Sign In & Account Access

Use the credentials provided by the school, then complete any first-time password change.

02 View Weekly Menu

Open the Parent Dashboard and view the Packed Meal preview image for the current week.

03 Subscribe to Packed Meals

Choose one month or multiple available months, review the amount, and complete payment.

04 Share Feedback

Rate your child's meal experience and add suggestions or contact details when required.

05 Helpful Tips

Switch to the correct child before viewing menus, subscribing, or submitting feedback.

At a Glance

Portal home → Parent sign in
Dashboard → Weekly Menu
Quick actions → Subscription Meals
Quick actions → Feedback

Parent Portal - Sign In

Use your parent portal username and password on the Canteen Payment Portal home page.



Portal Access

Open the canteen portal website provided by the school in a modern web browser.

Need Help?

If you cannot access your account or complete a payment, contact the school/canteen support team.

How to log in

- 1 Open the canteen portal website in your browser.
- 2 On the Parent sign in screen, enter your Username and Password.
- 3 Optionally select Remember me if you are using a private device.
- 4 Click Sign in.
- 5 You will land on the Parent Dashboard.

First-time login

If the school requires a password change, enter your current password, choose a new password, and confirm it before continuing.

If you have more than one child

- On the dashboard banner, find Active child.
- Open the dropdown and select the child you want to manage.
- The portal reloads for the selected child.

Sign out

Click your name or initials at the top right, then choose Logout. You can also open Reset Password from the same menu when you need to change your password later.

Viewing the Weekly Packed Meal Menu

The weekly Packed Meal menu is shown on your Parent Dashboard after you sign in.



From the Parent Dashboard

- 1 Sign in and open the Parent Dashboard.
- 2 Scroll to the Weekly Menu section.
- 3 Check the week dates shown under the menu title.
- 4 View the Packed Meal preview image.
- 5 Click the image (or Click to enlarge) to open a larger view.
- 6 Press Escape or the close (×) button to return to the dashboard.

Packed Meal Preview

Use the preview to check the published weekly meal selection before deciding on your monthly subscription.



If no menu appears

You may see "No weekly menu published yet." The school publishes the menu when it is ready for that week.

Subscribe to Packed Meals

Subscriptions are available for one month or multiple selected months for the active child.



01 Open Subscription Meals

On the dashboard, under Quick actions, open Subscription Meals → Manage plan.

02 Confirm Student Details

Check the card number, name, grade, email, and mobile details. Update them if required.

03 Select Month(s)

Choose the Packed Meal subscription and select one month or multiple available months.

04 Pay & Confirm

Review the payment summary, click Pay Now, and complete payment on the secure payment page.

Monthly subscription only

This guide covers monthly Packed Meal subscriptions only. Select a single month or multiple available months as required.

Before you pay

ITEM	WHAT IT MEANS
Working days	Only school working days from the calendar are billed; weekends and school holidays are not.
Active subscriptions	Shows what you have already purchased so you can avoid paying twice for the same month.
Active child	Make sure the correct child is selected before making payment.

Share Feedback

Tell the canteen team about meal quality and service so they can improve the dining experience.



How to submit feedback

- 1 On the dashboard, under Quick actions, open Feedback → Give feedback.
- 2 Confirm the Student ID and Student Name. The Student ID is linked to your active child.
- 3 Enter Grade if you wish (optional).
- 4 Select a Rating (required): Extremely Happy · Happy · Okey · No Expression · Sad.
- 5 Add Your Suggestions if you have comments (optional).
- 6 Add or confirm your Email and Contact Details if you want a reply (optional).
- 7 Click Submit Feedback.
- 8 You should see a thank-you message confirming that your feedback was submitted.

Tip

Switch to the correct child with Active child before opening Feedback, so the Student ID matches the child you want to comment about.

Helpful tips

Portal & Account

- Use a modern browser such as Chrome, Edge, or Safari.
- Keep your login details private and do not share your password with students.

Menu & Payments

- If the weekly menu is missing, check again later or contact the school office.
- For payment problems, note the time of the attempt and contact canteen support.

Quick Reference

A simple route map for the most common parent actions.



WHAT YOU WANT TO DO	WHERE TO GO
Sign in	Portal home → Parent sign in
View weekly Packed Meal menu	Parent Dashboard → Weekly Menu
Subscribe to Packed Meals	Quick actions → Subscription Meals
Send feedback	Quick actions → Feedback
Change child	Dashboard banner → Active child

Enjoy Your Meal

Thank you for being part of the Jabal Al Ma'rifa and COMO canteen community.

For further assistance

Email: jabal@comooman.com | For school-specific account setup or access queries, please contact the school office.