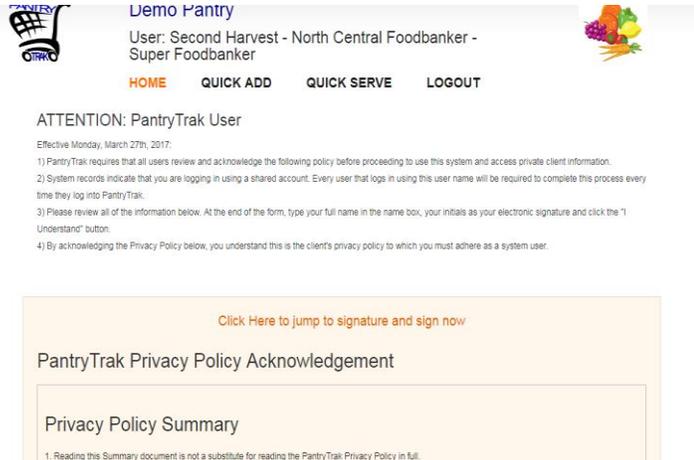


- [www.PantryTrak.com](http://www.PantryTrak.com) – Cloud based online client registration system



**Demo Pantry**  
User: Second Harvest - North Central Foodbanker - Super Foodbanker

HOME QUICK ADD QUICK SERVE LOGOUT

ATTENTION: PantryTrak User

Effective Monday, March 27th, 2017:

- 1) PantryTrak requires that all users review and acknowledge the following policy before proceeding to use this system and access private client information.
- 2) System records indicate that you are logging in using a shared account. Every user that logs in using this user name will be required to complete this process every time they log into PantryTrak.
- 3) Please review all of the information below. At the end of the form, type your full name in the name box, your initials as your electronic signature and click the "I Understand" button.
- 4) By acknowledging the Privacy Policy below, you understand this is the client's privacy policy to which you must adhere as a system user.

[Click Here to jump to signature and sign now](#)

### PantryTrak Privacy Policy Acknowledgement

#### Privacy Policy Summary

1. Reading this Summary document is not a substitute for reading the PantryTrak Privacy Policy in full.

Login to PantryTrak using the given credentials. You will see the Privacy policy. Read it and sign and type your initials at the bottom of the page. Press I understand when you are done.

with an asset sale, acquisition, merger, consolidation, divestiture, purchase of part or all of the assets of the business, or other corporate transaction, or by way of assignment (whether by operation of law or otherwise) in connection with any such or similar transaction or in connection with the administration of a bankruptcy estate. In the case of such event, MOF's systems, technology, intellectual property, and data, including Personal Data, will become the property of the successor and will be subject to the successor's Privacy Policy should they have one.

**Accountability:**  
MOF has appointed an officer who is accountable for MOF's compliance with this Privacy Policy. All questions regarding this policy can be sent to [pantrytrak@mohiofoodbank.org](mailto:pantrytrak@mohiofoodbank.org).

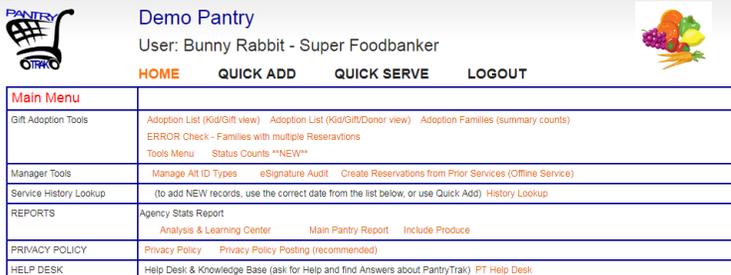
**CONSENT:**  
EACH FOODBANK'S AND EACH CLIENT'S KNOWLEDGE AND CONSENT ARE REQUIRED FOR THE COLLECTION, USE, OR DISCLOSURE OF SUCH FOODBANK'S OR CLIENTS' PERSONAL DATA IN THE PANTRYTRAK SYSTEM. BY SUBMITTING PERSONAL DATA TO MOF, EACH FOODBANK AND CLIENT HEREBY CONSENTS TO MOF'S COLLECTION, USE AND DISCLOSURE OF SUCH INFORMATION. IF A CLIENT DOES NOT CONSENT TO THE COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA AS DESCRIBED IN THIS PRIVACY POLICY, THE CLIENT MAY CHOOSE TO PROVIDE PERSONAL DATA ON PAPER FORMS TO CONTINUE RECEIVING SERVICES FROM THE CLIENT'S FOODBANK OR PANTRY, AND NEITHER THE CLIENT'S FOODBANK NOR THE CLIENT SHALL NOT SUBMIT SUCH INFORMATION TO MOF, EXCEPT WHERE PROGRAMS OR SERVICES ARE LEGALLY REQUIRED TO SOLELY COLLECT RECORDS ELECTRONICALLY.

**Demo Pantry**

YOUR FULL NAME:  INITIALS:

By:

[Jump to top](#)



**Demo Pantry**  
User: Bunny Rabbit - Super Foodbanker

HOME QUICK ADD QUICK SERVE LOGOUT

<b>Main Menu</b>	
Gift Adoption Tools	Adoption List (Kid/Gift view) Adoption List (Kid/Gift/Donor view) Adoption Families (summary counts) ERROR Check - Families with multiple Reservations Tools Menu Status Counts **NEW**
Manager Tools	Manage Alt ID Types eSignature Audit Create Reservations from Prior Services (Offline Service)
Service History Lookup	(to add NEW records, use the correct date from the list below, or use Quick Add) History Lookup
REPORTS	Agency Stats Report Analysis & Learning Center Main Pantry Report Include Produce
PRIVACY POLICY	Privacy Policy Privacy Policy Posting (recommended)
HELP DESK	Help Desk & Knowledge Base (ask for Help and find Answers about PantryTrak) PT Help Desk

Once you have successfully logged in and signed the privacy policy you will be taken to the home screen. To start registration for clients simply press the correct event, which are the yellow buttons.

\*\*\* Special Demo System Note: \*\*\*  
Please use the following zip codes for test entries - 88801, 88802, 88803, 88701, 88702.  
Families with these special zip codes are the only ones that will show up when you use the search functions.

**Serve Families on 08/07/2017**

Jump to day

Select Event:

Choose a Date:

Food Pantry

Holiday Basket

Produce Market

CSFP Enroll

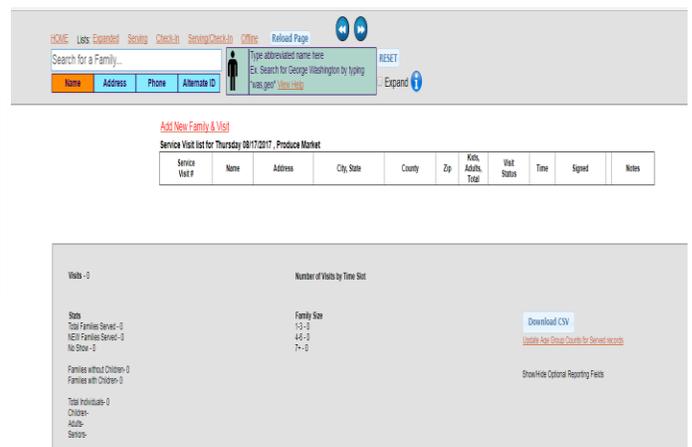
Referrals

Toys

Offline/Delivery

Mobile Pantry

Once you have selected the correct event you will be directed to a search log. You may look up clients by last name, first name.



HOME Less Expanded Search CheckIn ServiceCheckIn Office Refresh Page

Search for a Family...   
Ex. Search for George Washington by typing "wsg, geor"

[Add New Family & Visit](#)

Service Visit list for Thursday 08/17/2017, Produce Market

Service Visit	Name	Address	City, State	County	Zip	Kid, Adult, Total	Wait Status	Time	Signed	Notes

Walls - 0

Number of Visits by Time Slot

Date	Family Size
Total Families Served-0	13-0
NEW Families Served-0	44-0
No Show-0	7-0

[Download CSV](#)  
[Update New Show Counts to Service records](#)

Families without Children-0  
Families with Children-0

Total Individuals-0  
Children-0  
Adults-0  
Seniors-0

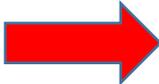
[Show/Hide Optional Reporting Fields](#)

Use the 3,3 rule to search for a client. Make sure they are not in the system already before you add a new family to the system. If they are in the system already simply click on the correct name. Verify family information is correct and up to date. Capture the e-signature and close the window.

Name	Info	Address	City, State	Zip	Last Served	Phone	Merge?
3 Families that You Have Served							
Bunny Bags		1234 CARROT LANE	SOLEDAD, NY	12345	08/02/2017	408-577-7824	<input checked="" type="checkbox"/>
Bunny Bags		1801 Lenny Lane St	Bedford Falls, PT	88801	02/18/2017	555-123-4567	<input type="checkbox"/>
Bunny Bags (Bunny, Jill - HCH)		1024 Fur Ave	FORT CAMPBELL, KY	42223	08/02/2017	555-555-5555	<input type="checkbox"/>
5 Families in Your Area that You Have Not Served							
Bunny Bags		155 Daily Drive	Bedford Falls, PT	88801		none	<input type="checkbox"/>
Bunny Bags		155 Daily Drive	Bedford Falls, PT	88801		none	<input type="checkbox"/>
Bunny Bags		155 Daily Drive	Bedford Falls, PT	88801		none	<input type="checkbox"/>
Bunny Bags		155 Daily Drive	Bedford Falls, PT	88801		none	<input type="checkbox"/>
Bunny Bags (Duck, Daily - HCH)		1456 LUNY TUNNEL LN	COLUMBUS, OH	43211	08/27/2017	408-268-1307	<input checked="" type="checkbox"/>

If they are not in the system you may add them by clicking on the red words that say “Add New Family & reservation”. Fill out all the family information and follow the prompts as suggested to complete the registration.

Name	Info	Address	City, State	Zip	Last Served	Phone	Merge?
3 Families that You Have Served							
<a href="#">James, Lebron</a>		1234 G STREET	CLEVELAND, OH	44110	02/06/2020	216-452-7895	<input checked="" type="checkbox"/>
<a href="#">James, Lebron</a>		1234 SOUTH ST	HOMELESS Bedford Falls, PT	88801	02/18/2020	444-444-4444	<input checked="" type="checkbox"/>
<a href="#">James, Lebron</a>		123 SOUTH MAIN STREET	CLEVELAND, OH	44108	03/04/2020	123-456-5372	<input checked="" type="checkbox"/>



[Add New Family & Visit](#)  
 Service Visit list for Friday 03/20/2020 - Food Pantry

If they are in the system, open their client profile by click their name in orange.

Phone Updated

**Hopkins, Brittney R**

LAST: Hopkins FIRST: Brittney MIDDLE: R SUFFIX:

Homeless

**Home Address**

STREET ADDRESS

5510 Baumhart Rd

APT#, LOT#, ETC OR LEAVE BLANK.

CITY

LORAIN

STATE

OH

ZIP CODE

44052

COUNTY

LORAIN County

Address Verified (optional): NO  YES

MAIN PHONE

440-960-2265

2ND PHONE

NO PHONE NUMBER

Family Size	2	Children	1	Adults	1	Seniors	0
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Family Notes

Proxy

In response to Covid-19, Program Staff (including Volunteers) in OHIO are permitted to complete this service **WITHOUT a signature by the Customer**. You simply need a verbal confirmation from the customer that their information is correct and that they meet the eligibility requirements.

**SERVE THIS CUSTOMER**

Clicking this button will Sign and Serve this customer. This indicates that the customer is eligible for this service. Your name, Brittney Hopkins, will go onto the electronic signature as a member of the Program Staff.

After opening the client profile, confirm family size & personal information quickly. Click on the blue button that says serve this customer. Once electronic signature is captured select the yellow close window button at the top of you screen & reload your search page.

**Waiver of e-signature requirements due to Covid-19. (click here to view) ▼**

In response to Covid-19, Program Staff (including Volunteers) in OHIO are permitted to complete service visit records **WITHOUT a signature by the Customer**. You simply need a verbal confirmation from the customer that their information is correct and that they meet the eligibility requirements.

You will see a new button appear below the Proxy box that when clicked, will mark the service visit as both Signed and Served. When you view the resulting e-signature audit details you will see that the Users name will be in the Signature Name field and Program Staff will be in the Household Position field.

This new process is designed to provide agencies with a way to continue serving hungry families, maintain program compliance, and most importantly eliminate close contact between customers and agency staff or volunteers.

This Record has been Electronically Signed:  
 Signed by: **Brittney Hopkins**  
 Position of: **Program Staff**  
 Signed on: 2020-03-16 22:48:48  
 Household Size: 2  
 Form Signed: PS-04-021 - ELIGIBILITY TO TAKE FOOD HOME - English  
 Form Revision: Valid from 02/01/2018 through 06/30/2020

Check your daily log frequently throughout your distribution to ensure there are no missing signatures as you go. If you check it through out the process you may be able to catch and fix any mistakes that may have occurred. Use the reload Page button at the top of your log screen as well . It will help you to show you the most accurate client information and e-signatures.