

# ISOLATION MEALS

## HOW TO ORDER

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WE ARE HERE FOR YOU

## START HERE

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Once you get settled in, please set up your account in CaterTrax, which will be how you order food while you are in isolation.



## THE BASICS

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- Fill in all information on the form, including any allergens or dietary restrictions, to ensure that we get your orders to you accurately and safely. After registration, continue to use CaterTrax link above to order your meals.
- Please make sure that you include correct contact information in the event that we need to contact you regarding your meal.
- When making meal selections, you are selecting meals for lunch and dinner for the next day and breakfast the morning after that. For example, if you order Monday, you are ordering lunch and dinner for Tuesday and breakfast for Wednesday.
- If you need further guidance, you can check out this tutorial on ordering with Catertrax.



## THINGS TO KNOW

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- Once you submit your order, you will receive an email confirmation. Please check to ensure that you receive that so you know your order was received.
- Meals will arrive between 12:30-1:00pm (Monday - Saturday); if you have not received your meal by 1:15pm, please text 412-906-4447.
- Both Saturday and Sunday meals will arrive with Saturday's delivery.
- All hot meals come ready to reheat in microwave-safe containers; please store all meals in your refrigerator until ready to consume to ensure your safety.
- Any comments, questions or concerns? Please text 412-906-4447

## ORDER SCHEDULE

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All orders must be placed by 5:00pm to ensure delivery of your meals for the following day. As a reminder, if you order breakfast, it is for two days from now, i.e. breakfast ordered Monday will be for Wednesday breakfast.

SUNDAY > MONDAY  
MONDAY > TUESDAY  
TUESDAY > WEDNESDAY  
WEDNESDAY > THURSDAY  
THURSDAY > FRIDAY  
FRIDAY > SATURDAY & SUNDAY

# HOW TO ORDER

THROUGH CATERTRAX

WE HOPE THIS HELPS!

## COMPLETE REGISTRATION

### 1 CREATE AN ACCOUNT

- Create an account here



- Click **Sign In > Need an Account? Click Here**

- Questions? Check out this tutorial!



The screenshot shows a registration form with two tabs: 'New Customers' and 'Previous Customers'. The 'New Customers' tab is active. The form includes fields for: \*First Name, \*Last Name, \*Department (with 'student' selected), \*Email, \*Phone (with '412-268-1234'), \*Cell Phone (with '412-268-1234'), \*Click To View Policies (with '412' selected), \*FAX, \*Password (with a note: 'Minimum 10 characters, at least 1 special character, 1 number, and 1 capital letter.'), and \*Re-enter Password. A 'Continue' button is at the bottom.

## HOW TO ORDER

### 1 CREATE NEW ORDER

The screenshot shows a 'New Order' button with a pencil icon. Below it is a menu item: 'ISH- Student Dinner' with a sub-item 'IHS- Student Dinner Box'. The description reads: 'STUDENT Dinner BLOCK Boxes include a choice of dinner, whole fruit and bottled water'. A 'Select Item' button is next to the item. The price is '\$11.40 Per Person'.

- Click 'Create a New Order' to select from the Student Gathering Menu.
- Make your breakfast, lunch & dinner selections, noting any special dietary needs or restrictions.
- Select 'order' - This will place the meal in your cart for payment and check out.

### 2 CHECK OUT

The screenshot shows a checkout form with two main sections: 'Date Selection' and 'Delivery / Pickup'. The 'Date Selection' section has a calendar for 'November 2020' with the date '11/30/2020' highlighted. The 'Delivery / Pickup' section includes: \*Method (On-Campus Delivery), \*Event Contact (Andrew Carnegie), \*Contact Phone, \*Building, \*Floor, \*Room # /Name, and \*Service ward. There is also an 'Event Details' section with \*Set up by, \*Start Time, \*End Time, and \*Guest Count. A 'Special Instructions' text area is at the bottom.

- Click on the cart and select 'check out'
- Select the delivery date
- From the drop-down, select 'on-campus delivery.' Complete the contact and location information.
- Choose 12pm as your delivery time and click 'continue.'
- Name your order and select 'proceed to checkout'.
- From the drop-down, select 'other' as form of payment and type in your 81 number from your student ID.
  - Have a dining plan? We will deduct a meal block.
  - Don't have a dining plan? We will need an alternative payment.
- Select 'process this order'
- Place your order for the next day except for Saturday & Sunday, must be placed on Friday.

### 3 DELIVERY

- Your order will be delivered to your door between 12:30-1:00pm daily (Monday thru Saturday).
- The day's meals will be delivered all at once along with the following day's breakfast. You will receive Sunday's meals with Saturday's delivery.
- When you hear the knock, please wait five minutes to open your door and bring the food into your room.
- All meals will be served cold and in a microwave-safe containers to be re-heated at your residence.

# HOW TO ORDER

ON DAY OF ADMISSION

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WE HOPE THIS HELPS!

Day of Admission meal ordering is available from 11am - 5pm, seven days a week.

Admitted after 5pm? Please fill out the appropriate form for your next day's meals.

Comments, questions or concerns? Please text (412) 906-4447.

## HOW TO ORDER YOUR FIRST DAY

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### **1 DETERMINE THE CORRECT METHOD OF ORDERING**

Depending on the day of the week will determine which method you will be ordering today's meals. Based on your admission into isolation, scan the QR code for Monday-Friday or text us at 412-906-4447 on the weekend.

#### **MONDAY-FRIDAY**



#### **SATURDAY & SUNDAY**

Please text (412) 906-4447, with your name and phone number, and we will return your call to place your order.

After filling out the appropriate form and receiving a confirmation email, please text (412) 906- 4447 after you've place your order. Your order will then be delivered within the next two hours.

If you are admitted after 5:00pm, pantry items in your residence room will be available. Your room is stocked with essential supplies, food, drinks and snacks to ensure you have basic-need items.

If you're admitted before 5:00pm you need to order meals for the next day (and moving forward), please register an account on CaterTrax.