

CUSTOMER FAQ(S)

Updated:
08/05/2019

Document Type:
Quick Steps

FAQ (Frequently Asked Questions): a list of questions and answers relating to a particular subject, especially one giving basic information for users of a website.

Questions	Answers
<p>Why do all meals get removed when I remove a second meal?</p>	<p>When you add a reimbursable meal and then a second meal, one of two things may happen:</p> <ol style="list-style-type: none"> 1) If you remove the second meal, only that meal is removed, and the first meal (reimbursable) remains. 2) If you remove the first meal (reimbursable), then all meals are removed so you can correctly serve a reimbursable meal. <p>*This functionality is in place to make sure that all meals are recorded accurately for reimbursement.</p>
<p>The screen is too big for the App, why are the pages requiring a scrollbar?</p>	<p>Optimal Resolution required has been set to 100% with the text size being smaller.</p> <ol style="list-style-type: none"> 1) Right-click on the desktop, select Display Settings, scroll down and adjust the scaling. 2) The default for some Windows 10 computers is 150%. Change this to 100% if screens are not displaying correctly. <p>Example:</p> <p style="text-align: center;">Change the size of text, apps, and other items</p> <div style="border: 1px solid gray; padding: 5px; width: fit-content; margin: 0 auto;"> 100% (Recommended) ▾ </div>
<p>Why can't I use the keyboard to enter Check Numbers?</p>	<p>In order to avoid PIN entries from overwriting non-PIN related fields, input has been turned off.</p> <p>*This will be reviewed in future versions to make data entry more user-friendly.</p>
<p>Why can't I see the cursor or PINs in the PIN entry field?</p>	<p>To maintain student confidentiality, the PINs are not displayed on the screen. However, when using a mouse and keyboard you can enter and view a PIN, but most customers prefer for the PIN to not be displayed.</p>
<p>In the Lookup, what are the maximum results that can be displayed?</p>	<p>The Lookup function will only show up to 20 students.</p> <p>*If there are more than 20 results, you will notice a pop-up on the bottom of the screen stating...</p> <div style="background-color: #333; color: white; padding: 5px; border: 1px solid #ccc;"> Search results is more than 20 Students. Please refine your search criteria. Close </div>

I touched the button/clicked the mouse, but nothing happened?	A quick and light touch of the button or click with the mouse will register with the app; holding down the touch or mouse does not.
Why can I not find the account I am searching for when entering in the first digits of the PIN sequence?	The search will always use the digits entered to search the end of PIN sequence attached to the accounts in the system. "xxx349."
I don't see the patron who put in their PIN.	Please refer back to the Queue button in the top right of the screen. 
Why can't I use the Credit Card functionality?	Credit card functionality is for documenting the transaction type. ExpressPoint application cannot process a credit card. The credit card payment type can only be used for exact amounts where change is not provided.
Why can't the user change the quantity in the reimbursable meal?	Students are only allowed one Reimbursable Meal . All other meals will be a Second Meal. Second Meal quantities can be changed.
Why can't the Deposit amount be edited?	The Deposit Change slider (located under Change Due), must be turned on for the Deposit field to be editable. 
Why can I not look up patrons from other sites?	You will need to add the following permission to the role in question to allow lookup of other sites: *Allow serving patrons from other sites*
I am getting an error message when trying to set up my device that says: The device times is not correct. Please set the device time.	You will need to verify the following system setting to ensure that the District Time Zone is set correctly for your district. Visit Primeroedge.com and follow the steps below: <ol style="list-style-type: none"> 1. Go to System> Management> System Settings 2. Click on the System Tab 3. Locate the District Time Zone setting hyperlink below Category: Configuration 4. Select the correct Time Zone (Pacific, Central, Easter, etc....)