

Nutrislice Preorder FAQ

CREATE AN ACCOUNT:

To create a Nutrislice Account, just follow these steps:

- Download the Nutrislice App or go to mjsd.nutrislice.com
- Click the menu icon on the top right corner of your screen.
- From the menu, select 'Log In'.
- Click the option on the menu that says 'Create Account'.
- Select the user type that best describes your account (parent or student) and click 'Next'.
- Fill in your account details in the form on the page and click 'Next'.
- Create a password for your new account. You will need to enter the same password twice to ensure they match. Click 'Finish'.
- School Name – Type school name.
- You have successfully created a Nutrislice account and will be logged in to the system.

UPDATE NAME, PIN#, SCHOOL NAME

Please change the profile on each child to update the 'school name' field to indicate what school they attend. If they are homeschooled with an academy, please put that name. Follow the instructions below:

When you are on the MJSd.NUTRISLICE.COM menu page, click on top right (area that has 3 lines). Click on LOG IN and enter your log in information.

Click on YOUR INFORMATION.

Click on the pencil to edit any of the following information:

First Name

Last Name

Student PIN#

School Name

Make your changes and click SAVE.

CANCEL AN ORDER

If you need to cancel an order you have submitted, follow these steps:

NOTE: Orders that are already in progress or completed cannot be cancelled.

1. Log in to your account:
 - Click the menu icon on the top right corner of your screen.
 - From the menu, select 'Log In' and log in to your account.
2. Once you've logged in, select 'Your Account' from the top menu > 'Order History'.
3. Find the order you wish to cancel and expand it by clicking the chevron icon.
4. Click the 'Cancel Order' link. Confirm you want to cancel your order.

RESET A PASSWORD

Forgotten or need to reset your Nutrislice account password? Just follow these steps to reset it:

- Click the menu icon on the top right corner of your screen.
- Select 'Log In'.

- Click the last option, 'Forgot Password'.
- Enter the email address associated with your Nutrislice account and click 'Reset Password'.
- You will see a message that says "Password reset instructions have been sent. Please check your email and follow the instructions to reset your password."
- Check your email and open the email with the subject 'Reset Your Password' that was sent from support@nutrislice.com. Click the 'Reset Password' button in the email.
- Enter a new password for your Nutrislice account. You will need to enter the same password twice to ensure they match. Once complete, click the 'Reset Password' button at the bottom of the menu.
- Check your spam, if you don't receive an email.

Your password has now been successfully reset. Return to the log in page to log in to your account.

HOW TO VIEW ORDER HISTORY

To view a history of your account's orders, follow these steps:

1. Log in to your account
 - Click the menu icon on the top right corner of your screen.
 - From the menu, select 'Log In' and log in to your account.
2. Select 'Your Account' from the top menu
3. Finally, select 'Order History'