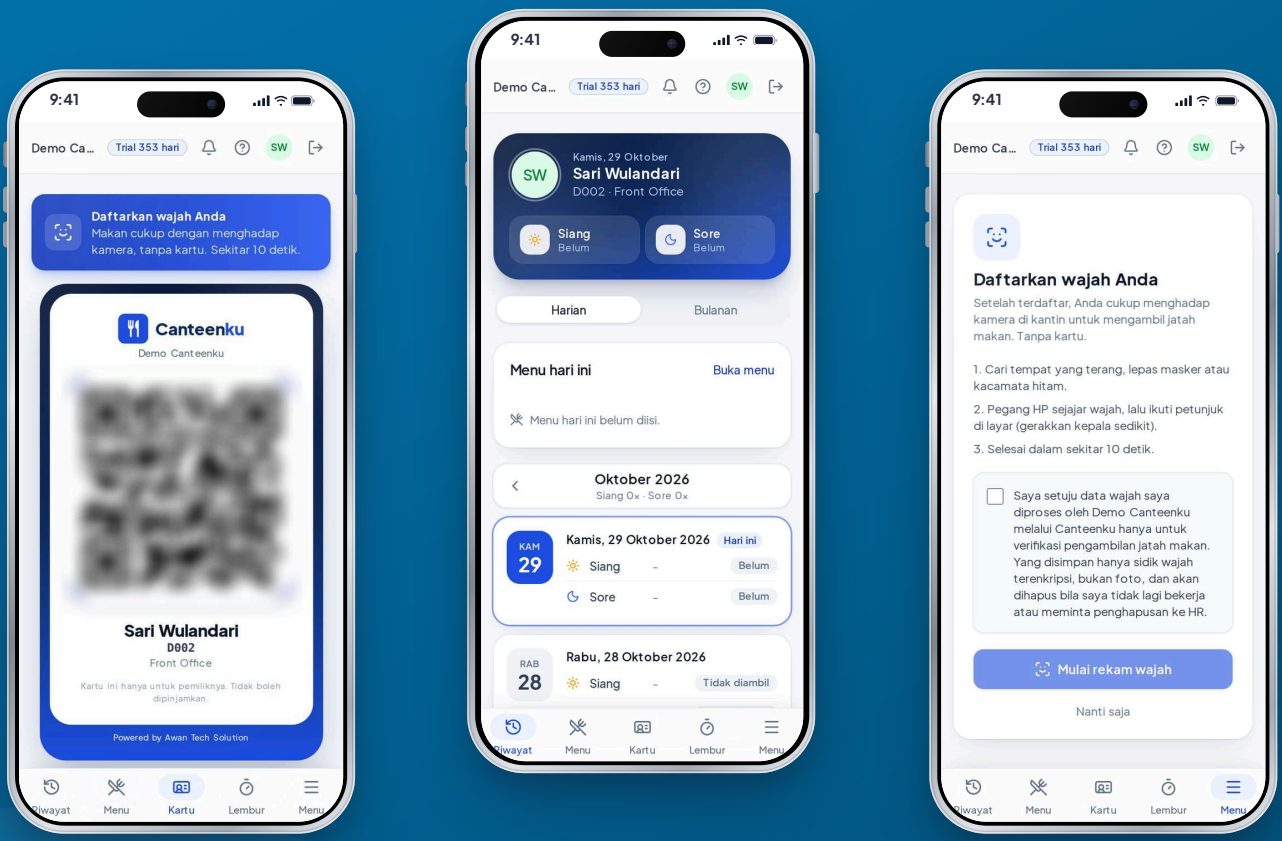
Canteenku | User Guide

USER GUIDE

Employee

Collect your meal with a QR card or your face, check your history, and rate the menu.



Scan for the web version

Version 1.0 · 29 October 2026

canteenku.cloud/panduan/en

WhatsApp +62 857-0779-9569

START HERE

Employee guide contents

For every employee who receives a company meal allowance. Everything is done from your phone.

The screenshots show the app in Indonesian. In the app, open Profile & Account and choose EN to switch the language.

WHAT YOU CAN DO

- Collect your meal with a **QR card** or **face scan**
- See your **meal history**, daily and monthly
- Give **ratings and comments** on the menu
- Request an **overtime meal**
- Set your **dietary needs** (vegetarian, allergies)

OUTSIDE THIS ROLE

- Change or delete your meal history
- Lend your allowance or card to someone else
- See other employees' data
- Change meal times or the menu

1 **Get started: sign in and install**
Sign in, install on your phone, turn on notifications, and set up your account.

2 **Collecting your meal**
Show your QR card to the staff, or simply face the camera.

3 **Meal history**
See all your claims, day by day and month by month.

4 **Menu and ratings**
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An extra meal for overtime, plus allergies and vegetarian.

6 **Help and the assistant**
Ask how to use Canteenku at any time.

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Short answers to the most common problems.

CHAPTER 1

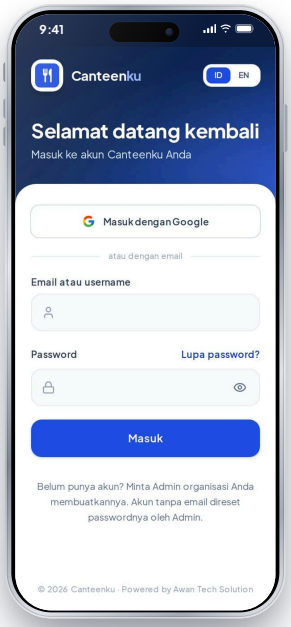
Get started: sign in and install

Sign in, install on your phone, turn on notifications, and set up your account.

1 Sign in to Canteenku

Your account is created by the admin or HR of your organisation. You do not need to register yourself.

1. Open **canteenku.cloud** in Safari or Chrome, or open the **Canteenku** app if it is already installed.
2. Enter the **Email or username** and **Password** your admin gave you, then tap **Sign in**.
3. If your account uses a Google email, tap **Sign in with Google**.
4. After signing in, you land on the home page for your role.



The sign-in page on iPhone

> **INFO**
>
> Forgot your password? Tap **Forgot password?** on the sign-in page, enter your email, and follow the button in the email. Accounts without an email: ask your admin to reset the password.

> **TIP**
>
> After your first sign-in, change your password in **Profile & Account** so only you know it.

2 Install it on your phone

Canteenku works in a browser, but it is more convenient installed like an app. Choose your phone.

1. **Android:** open **canteenku.cloud/unduh**, tap the download button, open the **Canteenku.apk** file from the notification or the Files app, allow **install from this source** if asked, then tap **Install**.
2. **iPhone:** open **canteenku.cloud** in **Safari**, tap the **Share** button (a box with an arrow pointing up) at the bottom of the screen, choose **Add to Home Screen**, then tap **Add**.
3. Open Canteenku from the icon on your home screen and sign in with your account.



The download page and install instructions

> **CAUTION**
>
> On iPhone, notifications only work when Canteenku is opened from the **icon on the home screen** (iOS 16.4 or later), not from regular Safari.

3 Turn on notifications

Notifications tell you what matters right on your phone or computer, with the Canteenku logo.

1. Open **Notifications** (from the main menu or the bell icon).
2. Under **This device**, tap **Turn on notifications**, then choose **Allow** when your phone asks.
3. Under **Notification type**, tick the notifications you want to receive.

> **TIP**
> Turn this on for every phone or computer you use. The setting applies per device.



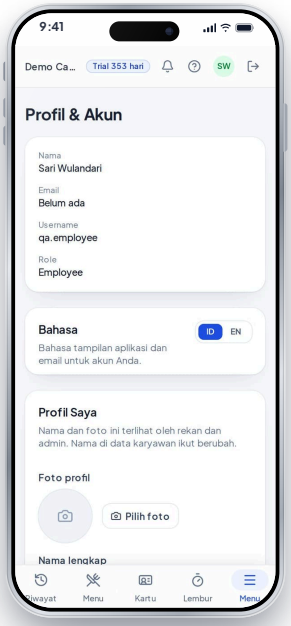
The Notifications menu

4 Profile, password, and language

It is all in the **Profile & Account** menu.

1. Open **Profile & Account** from the main menu.
2. **Language:** choose **ID** (Indonesian) or **EN** (English) for the app and email.
3. **Profile photo:** tap **Choose photo**. Colleagues and admins can see your photo.
4. **Change password:** tap **Change password**, enter a new password, then save.
5. **Two-step verification (2FA):** turn it on for extra protection. Some organisations require it for certain roles.

> **CAUTION**
> Never share your password or QR card. Every claim is recorded in the account owner's name.



Profile & Account

CHAPTER 2

Collecting your meal

Show your QR card to the staff, or simply face the camera.

1 With your QR card

Your QR card lives on your phone, so there is no physical card to carry.

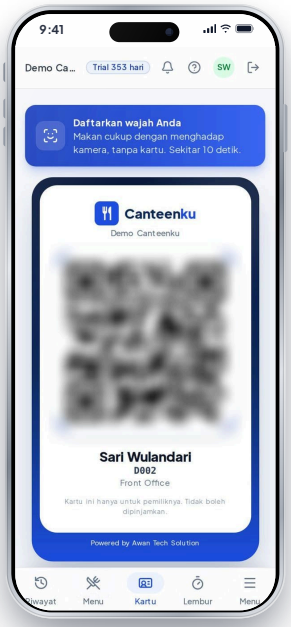
1. Open **My Card** from the bottom menu bar.
2. Show the QR code to the canteen staff, or point it at the scanning camera.
3. The result appears on the staff's screen: **success** or **refused** with the reason.

TIP

Turn up your screen brightness and keep your finger off the QR code so it scans easily.

CAUTION

This card is for its owner only and **must not be lent**. Every claim is recorded in your name.



My Card

2 With a face scan

If your canteen uses face scanning, just face the camera. Register your face once, about 10 seconds.

1. Open **My Face ID** (or tap the blue **Register your face** box in My Card).
2. Find a bright spot, take off your mask or dark glasses, and look straight at the camera.
3. Read the explanation, **tick the consent**, then tap **Start recording face**. The button only becomes active once the consent is ticked.
4. Follow the on-screen instructions until it finishes. Want to wait? Tap **Maybe later**, and you can still use your QR card.

INFO

Your face photo is **not stored**. The camera turns your face into a string of numbers on your phone; only those numbers are sent and stored, encrypted, and they cannot be turned back into a photo. The data is deleted automatically when your status is deactivated.



Face registration

3 The meal allowance rules

1. Each meal time (for example Lunch or Dinner) can be claimed **once**.
2. You can only claim during the **meal time** that applies to you.
3. A work status of **Off, Leave, or Inactive** in the roster gets no allowance.

> **TIP**
> Allowances cannot be transferred or lent.

CHAPTER 3

Meal history

See all your claims, day by day and month by month.

1 Reading your history

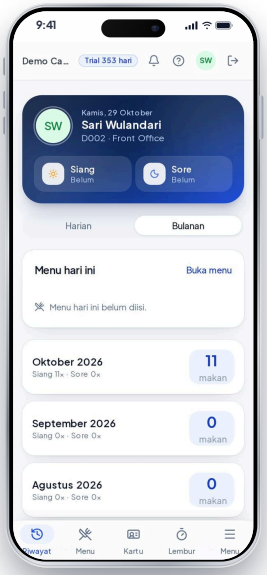
What the statuses mean: **Eaten** (claim succeeded), **Not yet** (meal time not collected), **Not taken**, **Voided**, and **Reported**.

1. Open **Meal History** from the bottom menu bar (the first page after signing in).
2. The **Daily** tab shows each day with the status of each meal time. The arrows at the top change the month.
3. The **Monthly** tab shows how many meals per month.

> **TIP**
> History can be viewed but not changed, so reports stay honest.



Daily history



Monthly history

2 A claim that is not mine

If your history shows a claim at a time you did not eat, report it.

1. Open that day's history and tap **Not me** on the claim.
2. Write a short **Note** (at least 5 characters), then tap **Send report**.
3. The admin checks your report. If it is confirmed, your allowance is returned.

> **CAUTION**
> Claims **older than 14 days** can no longer be reported in the app. Contact HR.

CHAPTER 4

Menu and ratings

See today's menu and rate it so the food keeps improving.

1 Viewing today's menu

1. Open **Menu** from the bottom menu bar, or tap **Open menu** on the **Today's menu** card on the Meal History page.
2. The arrows at the top change the day. The menu appears once the kitchen or HR has filled it in.
3. Tap **Suggest a dish** to suggest food you would like.



Menu

2 Giving a rating

1. Open your history or that day's menu, then tap **Rate**.
2. Choose **1 to 5 stars**. You can add a comment.
3. Tap **Send rating**.

> **TIP**
> Your comment is **anonymous** to the vendor. Ratings help the canteen keep the food at a good standard.

CHAPTER 5

Overtime meals and dietary needs

An extra meal for overtime, plus allergies and vegetarian.

1 Requesting an overtime meal

For an extra meal beyond your daily allowance, for example a double shift. The cost goes to your department.

1. Open **Overtime** in the bottom menu bar.
2. Choose the **Date** and **Meal**, then write the **Reason**.
3. Tap **Submit**. Your Department Head or HR approves it, and you receive the result as a notification.

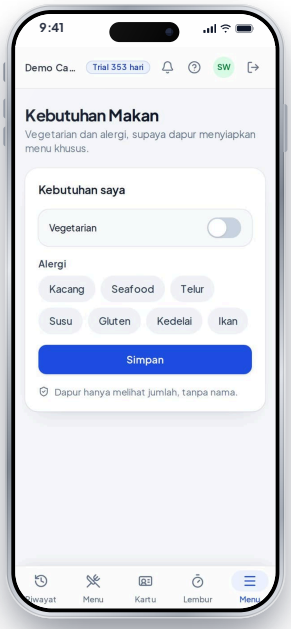


Overtime Meals

2 Dietary needs: vegetarian and allergies

1. Open **Dietary Needs** from the menu.
2. Switch on **Vegetarian** if needed, and tap your allergies (Peanuts, Seafood, Eggs, Milk, Gluten, Soy, Fish).
3. Tap **Save**.

> **INFO**
> The kitchen only sees **counts**, never your name, so it can prepare special meals.



Dietary Needs

3 My Wallet

If your company turns on the employee wallet, the balance can be used to shop at the canteen till and vendors, paid with your card or your face. If it is not on yet, the page says the company has not activated the employee wallet.



My Wallet

CHAPTER 6

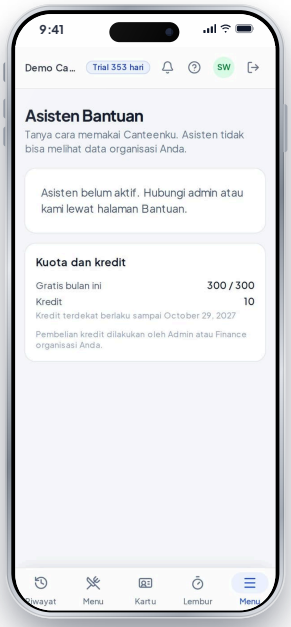
Help and the assistant

Ask how to use Canteenku at any time.

1 Help Assistant

The assistant answers how to use Canteenku. It cannot see your organisation's data. The free quota and credit are shown on its page, and the assistant is active when your organisation turns it on.

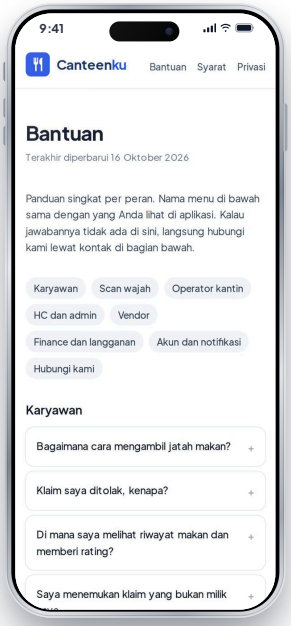
1. Open **Help Assistant** from the menu.
2. Type your question and send it.



Help Assistant

2 The Help page

Tap the **?** icon at the top to open the **Help** page with questions and answers for each role.



The Help page

CHAPTER 7

Frequently asked questions

Short answers to the most common problems.

Why was my claim refused?

The most common reasons: that meal time was already collected (the screen shows the time and place of the earlier claim), it is outside your meal time, your work status is Off, Leave, or Inactive, or your face does not match the registered data. If you think it is a mistake, tell HR.

My face often does not match.

Face the camera straight on, take off a mask or dark glasses, and make sure there is enough light. If it still fails, ask HR to register your face again. In the meantime, use your QR card.

My QR card will not scan.

Turn up the screen brightness, clean the screen, and hold it closer to the scanner. If it still fails, ask the staff to type your Employee ID.

Notifications do not arrive on iPhone.

Make sure Canteenku is opened from the **icon on the home screen** (not from Safari), on iOS 16.4 or later, then turn them on in the **Notifications** menu.

Where is my face photo?

There is no photo. Only an encrypted string of numbers that cannot be turned back into a photo. You can ask HR to delete your face registration at any time.

I forgot my password.

Tap **Forgot password?** on the sign-in page and follow the button in the email. Accounts without an email: ask your admin to reset it.

Still have questions?

Contact us on WhatsApp +62 857-0779-9569 or by email at awantechsolution.bali@gmail.com. Tell us your role and the name of the menu you opened.