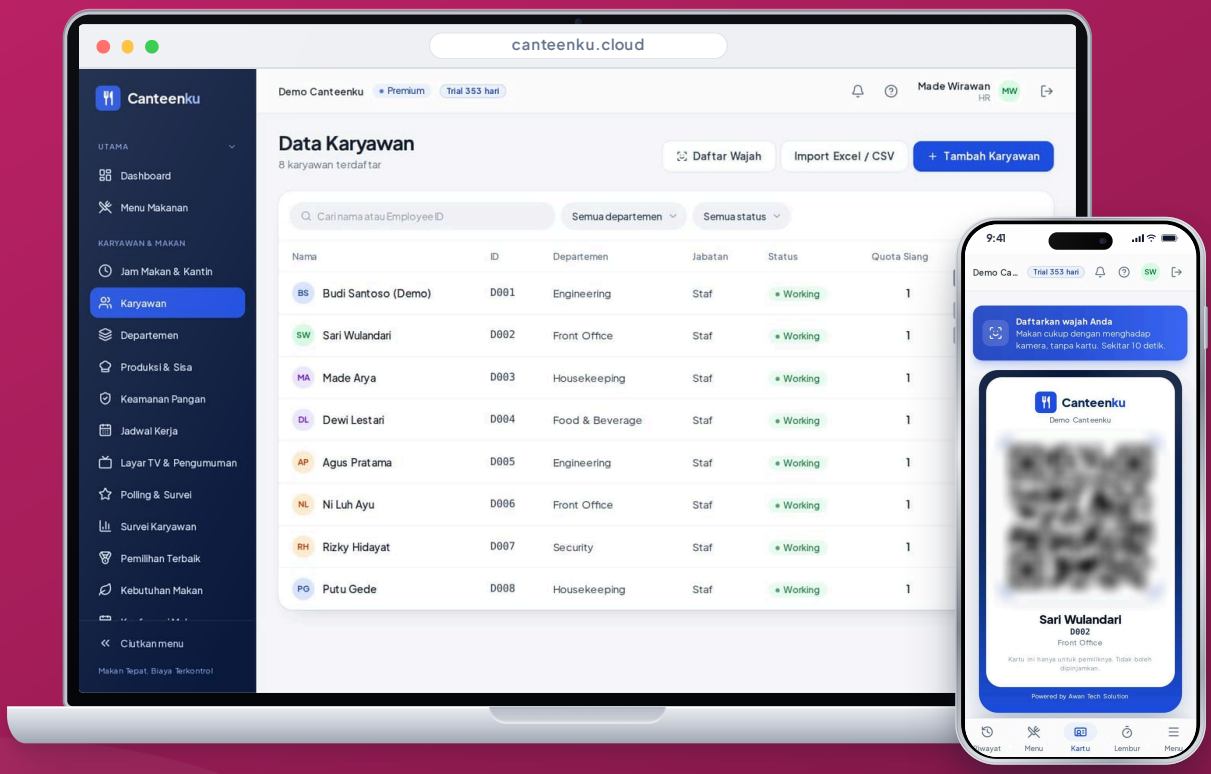
Canteenku | User Guide

USER GUIDE

HR (HC)

Manage employee data and duty rosters, then send announcements, polls, surveys, and best-of-the-month elections.



Scan for the web version

Version 1.0 · 29 October 2026
canteenku.cloud/panduan/en
WhatsApp +62 857-0779-9569

START HERE

HR (HC) guide contents

For the HR or Human Capital team that looks after employees and communication to all staff. The HR menu partly overlaps with Admin, without payment and subscription settings.

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

WHAT YOU CAN DO

- Add, import, and deactivate **employees**
- Fill in the **duty roster** for all departments
- Create **announcements**, **polls**, **surveys**, and **best-of-the-month elections**
- Manage tomorrow's **meal confirmation** and **events**
- Submit **corrections** to claims and approve **overtime meals**

OUTSIDE THIS ROLE

- Set up payments, the subscription, or the gateway
- Decide claim corrections (Finance or Admin approves)
- Change meal times and the price per portion (an Admin task)
- See survey answers person by person (combined results only)

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

2 **Employee data**
Add, import, set status, and manage face data.

3 **Duty roster and overtime meals**
Today's roster decides who may eat at the canteen.

4 **Announcements and TV screens**
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5 **Polls, surveys, and best-of-the-month elections**
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6 **Meal confirmation, events, and dietary needs**
Help the kitchen prepare the right number of portions.

7 **Frequently asked questions**
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.

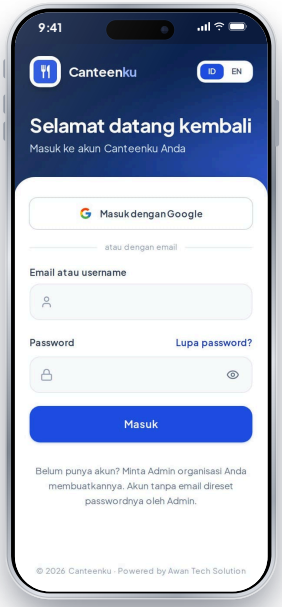
1. Open **canteenku.cloud** in Safari or Chrome, or open the **Canteenku** app if it is already installed.
2. Enter the **Email or username** and **Password** your admin gave you, then tap **Sign in**.
3. If your account uses a Google email, tap **Sign in with Google**.
4. After signing in, you land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

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.



The sign-in page on iPhone

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.

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.



The download page and install instructions

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.



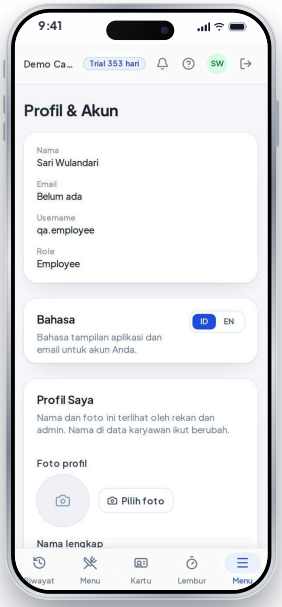
The Notifications menu

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

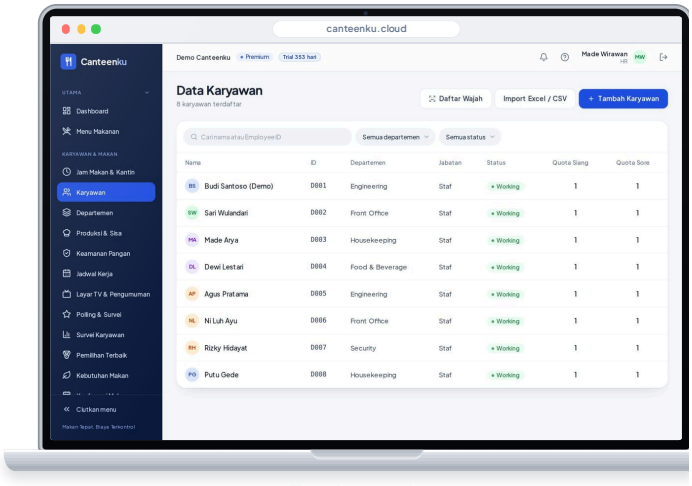
Employee data

Add, import, set status, and manage face data.

1 Adding employees one by one

Open **Employees**. The table shows name, ID, department, position, status, and the remaining **Lunch and Dinner allowance**. Use the search (name or Employee ID) and the filters.

1. Click **Add Employee**.
2. Fill in **Full Name**, **Employee ID**, **Department**, **Position**, and **Start Date**. **Email** is optional.
3. Set the **Status** and **Entitled to meals**. The daily allowance is given automatically according to the department and the organisation's meal times.
4. Tick **Face verification required** if that employee must always verify their face.
5. Save.



Employee data

2 Importing many employees from Excel

1. Click **Import Excel / CSV**, then download the **Excel template**.
2. Fill in the employee list following the template's columns, then upload it.
3. The result appears on the page. Rows that cannot be processed are **skipped** and shown with the reason, so you can fix them and upload again.
4. Departments that do not exist yet are created automatically, and you are told how many.

> **TIP**
> If sign-in accounts are created too, **download the account list before you close the page**. It contains temporary passwords and is not shown again.

3 An employee leaves or moves

1. Open the employee and change the **Status** to **Inactive**, or fill in the **End Date**.
2. After that, claims can no longer be made and their face data is **deleted automatically**. Meal history is kept for reports.
3. To delete face data only, click **Delete face data**. To delete permanently, click **Delete employee**.

> INFO
> Changing a username or deactivating a sign-in account is done under **Users & Roles**.

4 Registering an employee's face

Employees can register their own face under **My Face ID**. HR can also do it with the **Register Faces** button, for example when you are with the employee in person at the office.

> INFO
> The photo is not stored. Only the face print (128 numbers) is kept, encrypted, and it is deleted when the employee is deactivated.

CHAPTER 3

Duty roster and overtime meals

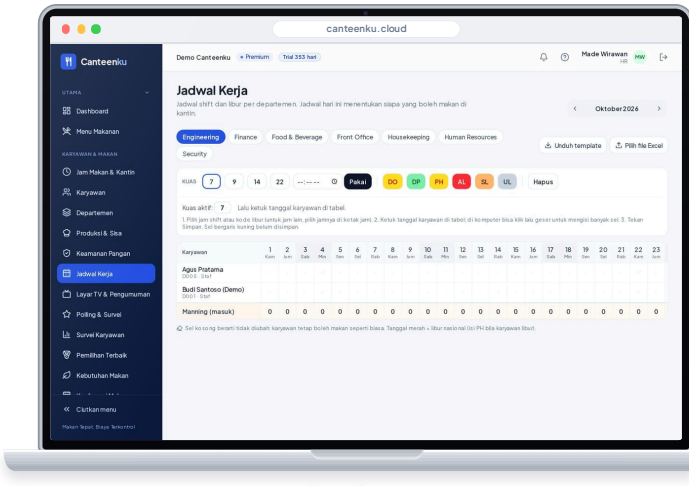
Today's roster decides who may eat at the canteen.

1 Filling in the roster for all departments

Open **Duty Roster**. Choose a department with the tabs above the table and the month with the arrows. HR can change the roster **including dates that are already past**.

1. Pick a **shift time** or a **day-off code** on the brush, or type another time (for example 7, 7.30, or 19:00).
2. Tap an employee's date in the table, or on a computer click and drag to fill many cells.
3. Press **Save**. Cells outlined in yellow are not saved yet.
4. For a whole month, use **Download template**, fill it in Excel, then **Choose an Excel file**.

> **TIP**
> An empty cell means unchanged: the employee may still eat as usual. Red dates are national holidays; enter **PH** if the employee is off.



Duty Roster

2 Overtime meal approval

Employees request overtime meals from the app. The Department Head or HR approves them under **Overtime Meals**. HR can also grant an overtime meal directly, which is approved straight away except for yourself.

CHAPTER 4

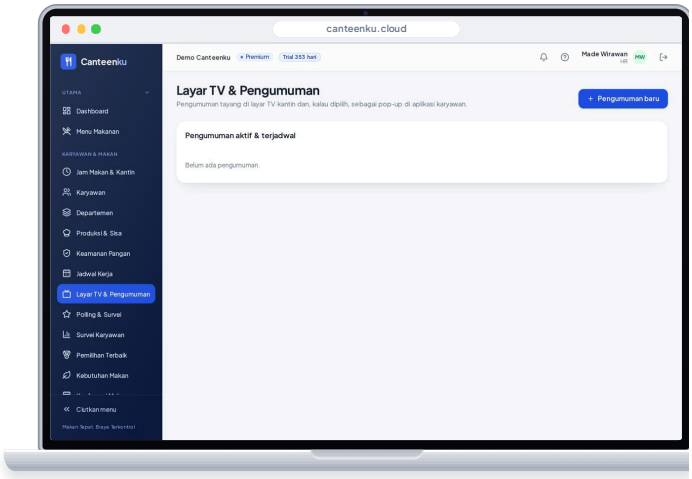
Announcements and TV screens

Share information on the canteen TV screens and in the employee app.

1 Creating an announcement

An announcement plays on the canteen TV screens and, if chosen, as a pop-up in the employee app.

1. Open **TV Screens & Notices**, then click **New announcement**.
2. Fill in the **title**, the **content** (optional), and an **Image** (optional). Tick **Picture only (poster)** to show just the image without a title.
3. Choose how it appears: a **pop-up** (shown when the employee opens the app) or an **image/video board** above today's menu that stays for its dates.
4. Tick **Send a notification to employees** so it goes into the notification list and is sent as a push.
5. Set the dates, then save. Active and scheduled announcements appear at the top of the page.



TV Screens & Notices

2 Turning on the canteen TV screen

1. In the **TV Screens** section, click **Add screen**.
2. Open the **screen link** in the canteen TV's browser and show it full screen. **No sign-in is needed**.
3. To remove access, **delete the screen**, and its link stops working immediately.

> **TIP**
> The TV screen plays content in turn, including announcements, live polls, and the ranking and winners of elections.

CHAPTER 5

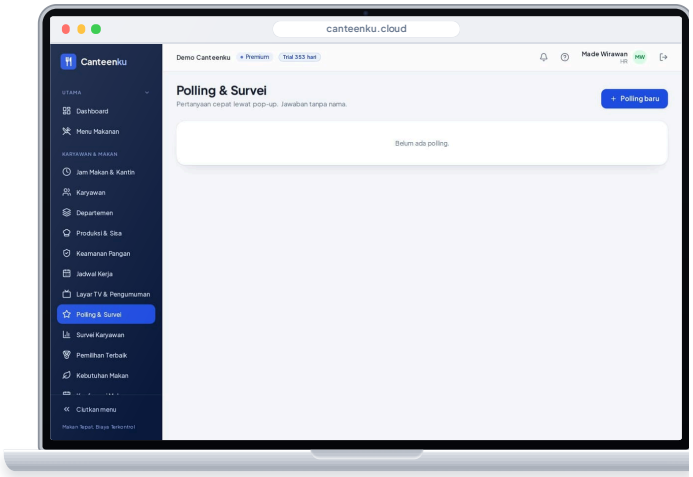
Polls, surveys, and best-of-the-month elections

Hear employees' voices with anonymous answers.

1 Quick polls

A quick question through a pop-up, with **anonymous** answers.

1. Open **Polls & Surveys**, then click **New poll**.
2. Write the question and the **answer options**. Tick **Allow comments** if needed.
3. Once there are answers, the results and the latest comments (anonymous) appear on this page.

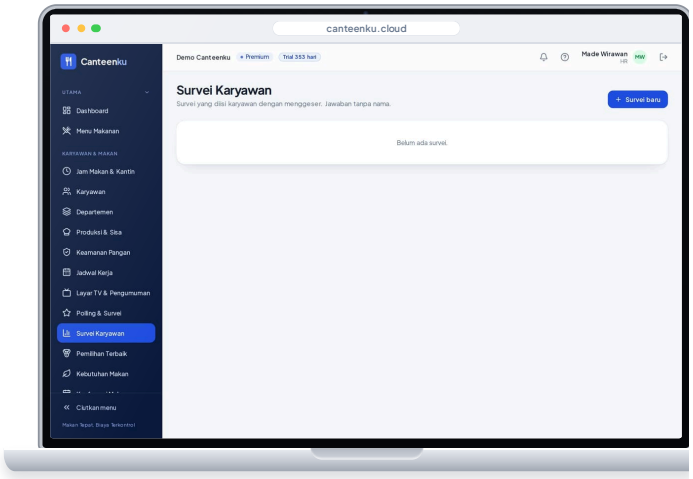


Polls & Surveys

2 Employee surveys

A survey that employees fill in by swiping. Answers are anonymous, and HR only sees the **combined results**.

1. Open **Employee Surveys**, then click **New survey**.
2. Build the sections and questions. You can add a **Cover photo** (optional).
3. Set the **Obligation to fill in**: the survey screen appears before the home page, but the meal card can still be opened. Also set how many times it **may be postponed at most**.
4. Turn on **Remind those who have not filled it in** so employees are reminded, and set when the **results appear**.



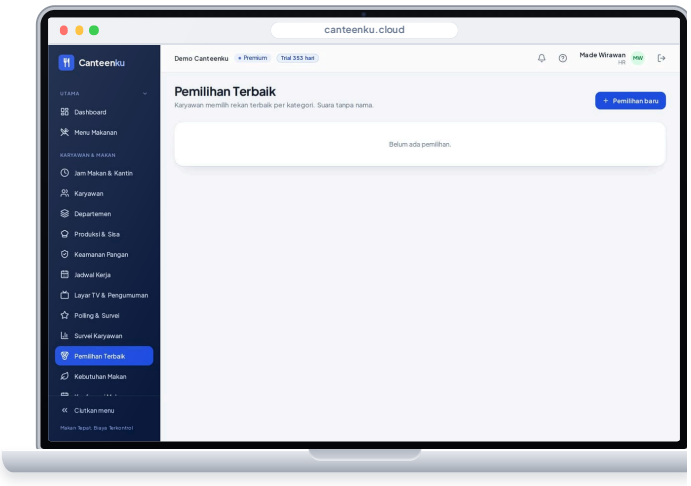
Employee Surveys

> **TIP**
> A survey can only be changed while it has no answers, so the results stay fair.

3 Best of the Month

Employees vote for the best colleague in each category. Votes are anonymous.

1. Open **Best of the Month**, then click **New election**.
2. Add the **categories**, then set **Candidates come from** (who can be voted for) and the **Department rule**.
3. Set the **Choices per person**, and tick **Ask why they chose it** if you want to.
4. Set **Employees see the results** (names and percentages shown while it runs, or after it ends) and **Remind those who have not voted**.



Best of the Month

CHAPTER 6

Meal confirmation, events, and dietary needs

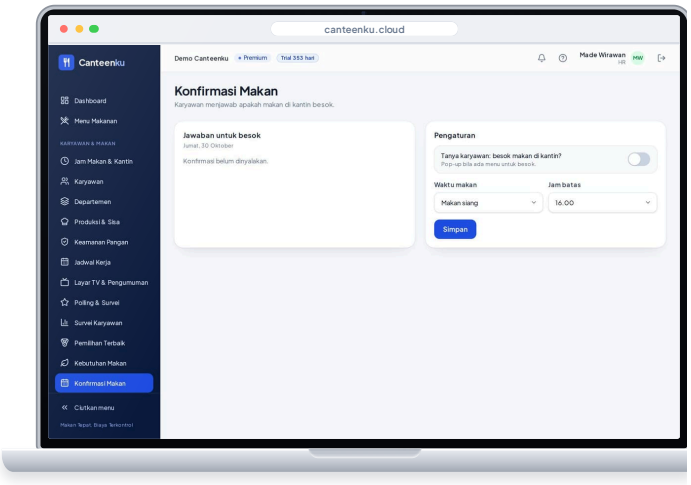
Help the kitchen prepare the right number of portions.

1 Tomorrow's meal confirmation

Employees answer whether they will eat at the canteen tomorrow, so the portion forecast for the vendor is more accurate.

1. Open **Meal Confirmation**.
2. Turn on **Ask employees: eating at the canteen tomorrow?** A pop-up appears when there is a menu for tomorrow.
3. Choose the **Meal** and the **Cut-off hour** for answering, then click **Save**. The **Answers for tomorrow** section shows the results.

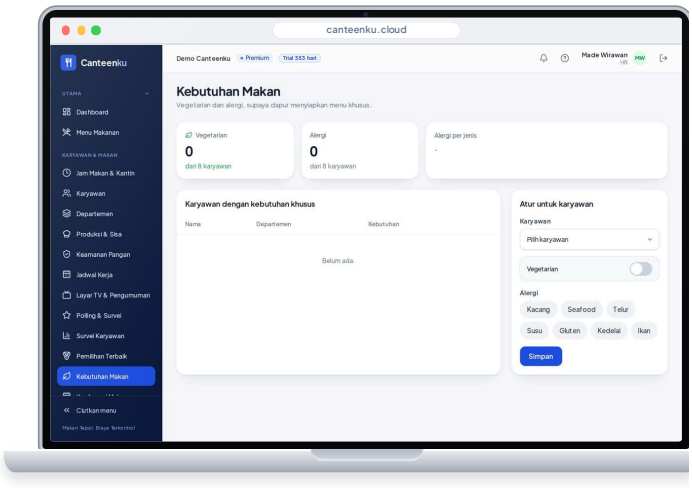
> **TIP**
> The setting can only be changed by Admin and HR.



Meal Confirmation

2 Events and dietary needs

1. **Events:** occasions with many food stands. Click **Create event**. Employees scan their card at each stand and the vendor bill is calculated automatically.
2. **Dietary Needs:** the number of vegetarians and allergies (without names for the kitchen). HR can set it for a specific employee in the **Set for an employee** box.



Dietary Needs

CHAPTER 7

Frequently asked questions

Short answers to the most common problems.

The Excel import refused some rows.

Rows that cannot be processed are skipped and shown with the reason (for example an invalid department or ID). Fix the rows in Excel and upload again.

A new employee cannot eat yet.

Make sure the **Status** is active and **Entitled to meals** is ticked. Also check the **Duty Roster**: a day-off code makes the allowance invalid.

How do I delete an employee's face data?

Open the employee and click **Delete face data**. The data is also deleted automatically when the status is set to inactive.

Can HR see who answered what in a survey?

No. Answers are anonymous, and HR only sees the combined results.

The TV screen is blank.

Make sure there is an active announcement, or a menu and poll for that day. Open the screen link again in the TV's browser, and make sure the screen has not been deleted.

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.