

Contact Support

Last Modified on 12/21/2022 11:37 am
CST

Current System Status

You can view the system status for Minute Menu HX and KidKare at <https://status.kidkare.com/index.html#>. You can also click the System Status link in the right column on this page. Subscribe on the KidKare Status page to receive notifications about important system status changes. For instructions, see [Subscribe to System Status Updates](#).

Contacting Support

If you cannot find an answer on this help site, or if you run into an issue that appear to be errors in the software, contact Minute Menu HX Support for assistance. There are multiple ways to do so:

- Click the [Submit a Ticket Here](#) link under Can't Find an Answer (to the right).
- Email hxsupport@minutemenu.com. For KidKare support, email support@kidkare.com.
- Call **972-671-5211**.

A ticket is created when you contact support through any of these methods. You can log in to the **Minute Menu Helpdesk** (click **Support** in the upper-right corner of this page) to view and track your tickets. Use the same log in information you use to access Minute Menu HX. Please limit each email/ticket to one issue per email/ticket.

Ensure that you provide as much detail as possible. It is also helpful to include screenshots, especially if you receive an error message. Screenshots allow Support team to better diagnose and troubleshoot issues that may arise.

Reporting Errors

If you encounter an error while using Minute Menu HX, please email hxsupport@minutemenu.com or log a ticket online. Include as much detail as you can about the error. The more information we have, the better we can resolve the issue.

Reporting Claims Processing Errors

If you encounter a claims processor error message, please include the following information in your support ticket:

- Provider Name and ID
- Claim Month
- Error Specifics
 - Meal Date(s)
 - Affected Meal(s)
 - Error Number/Description
 - Affected Child(ren)
- Background Information
 - Child File Information
 - Provider File Information

- Other Relevant Information
- Relevant Reports
 - Office Error Report
 - Claim Information Form
 - Claimed Foods & Attendance Report
 - Meal Totals Report

Note that processor errors typically require us to obtain remote access to your system to resolve the issue. Support personnel will guide you through this process.

Reporting Non-Processor Related Problems

If you encounter non-processor-related problems while using Minute Menu HX, please provide as much information as possible so we can resolve the issue. This includes the following:

- Error Priority
 - Is it crucial for it to be resolved immediately, so you can get your claim to the state?
 - Is it a minor error that does not greatly impact your day-to-day?
- Activity Before the Error
 - What were you doing immediately before you received the error?
- Identifying Information for the Error
 - Which user was logged in at the time?
 - Were you looking at a specific provider/child/etc?
- Specific Information or Specific Error Message
 - Did you receive a runtime error that then closed Minute Menu HX?
 - Was there a specific error code on-screen when the error occurred?
- Background Information
 - Were you able to repeat the error when following a specific behavior pattern?
- Screenshots

Note that software errors may require us to obtain remote access to your system. This is typically to repeat the behavior that caused the error.

Reporting KidKare Errors

If you or the Provider experience issues while using KidKare, email support@kidkare.com. Provide as much detail about the error, as possible. Providers can also submit tickets at that email address, or they can submit a ticket online. Include as much as the following information as possible:

- Provider First and Last Name
- Provider Login ID & Password
- Provider's Contact Information (Phone & Email)
- Date and Time the Issue Occurred
- Device and/or Browser Used
 - Computer

- Activity Before the Error
 - What were you doing immediately before you received the error?
- Specific Information
 - Day
 - Meal
 - Claim Month
 - Report
- Background Information
 - Were you able to repeat the error when following a specific behavior pattern?
- Screenshots