SECOND HARVEST FOOD BANK EST. 1982 OF NORTH CENTRAL OHIO

PANTRY OTRAK

Is your guest not yielding a search?

They may be a new client. Before entering new clients into the system always search for them. We would rather update old information rather than creating a new profile for someone.

Start by clicking the red section that says "add new family & visit"

Capture & Enter the required information:

- First & last Name
- Address   // If someone is homeless check the box (this will set distribution site as default address)
- Zip Code

- Phone Number // if someone does not have a phone check the box
- DOB or use a place holder
- Gender
- Number of people in the household. You must have a place value in all 3 boxes (ex. If there are no seniors in the home please put a 0)

Once you're done entering the information click on the yellow "Next" Button to proceed.

Then click the yellow add button (You do not have to enter any information on this screen)

After opening the client profile, review new information entered & income eligibility guidelines with guest. Click on the blue button that says serve this customer. Once electronic signature is captured select the yellow close window button at the top of your screen & reload your search page.