



# User Onboarding Guide

## Terabite CKMM Meal-Order System



For more information, please contact us:  
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**Your trusted Central Kitchen School Meal Provider**

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## Introduction

This CKMM User Onboarding Guide is specifically designed and tailored for the **Parents and Legal Guardians** of students who are currently enrolled in, and actively attending, a school participating in the CKMM program.

The content within this guide assumes that the user is the primary contact responsible for managing the student's CKMM account, overseeing their progress, and facilitating communication between the school and home regarding the program.

It provides step-by-step instructions, essential background information, and helpful tips necessary for these parents to successfully navigate the platform, understand the program's objectives, and actively support their child's educational journey within the CKMM framework.

This guide will walk you through the following essential steps:

- **Terabite System Access and Registration:**
  - Gaining access to the Terabite (CKMM PRE-ORDER System).
  - Completing your registration in Terabite.
- **Account Setup:**
  - Setting up the Main Account (for the first child).
  - Setting up a Sub-Account (for each subsequent child).
- **Wallet and Ordering:**
  - Topping up your Wallet.
  - Placing and checking out your pre-orders.

# 1. Accessing the Meal Pre-Ordering Portal


There are 2 ways to access the Pre-Ordering Portal

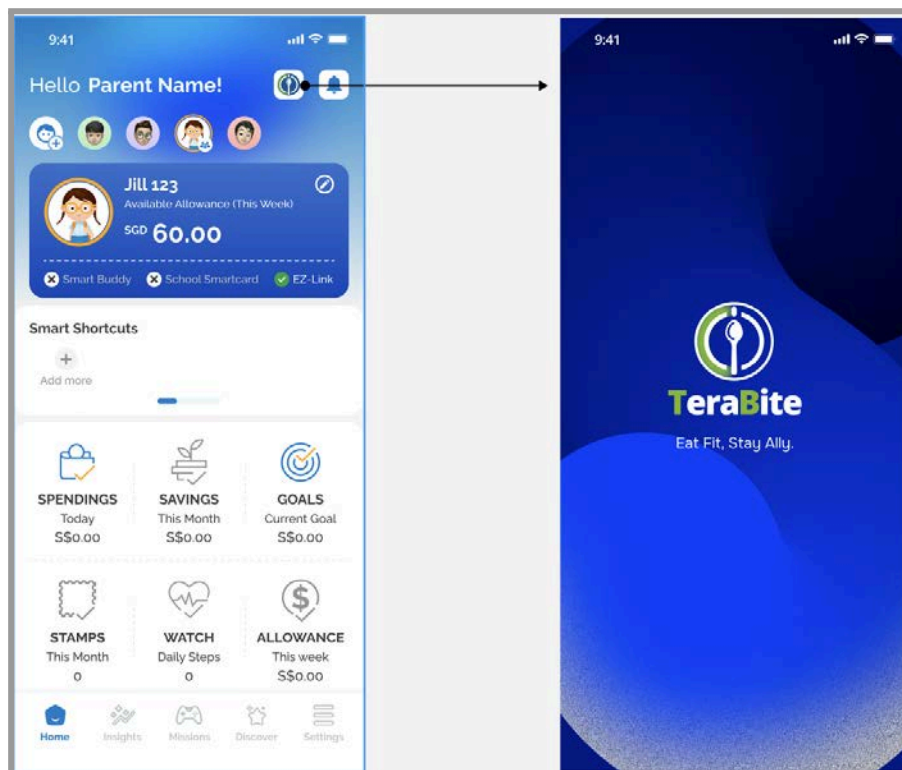
## Method 1 : Using the school's OFFICIAL PRE-ORDERING URL

Start by entering your school's **official pre-ordering URL** in your browser.

*Tip: You may bookmark the page for quicker future access.*

## Method 2 : Using the Smart Buddy Mobile Application

- Log-in to Smart Buddy mobile application
  - If you do not have an account or the app
    - Download the App from Apple App Store OR Google Play Store
    - Register an account with the Smart Buddy app.
- Create a new child profile OR use an existing child profile
  - This child should be **the one studying in the CKMM school**.
  - Enter the credentials correctly and the **school selected is the CKMM school which the child is studying in**.
- Click on the **CKMM Terabite icon**  to access the meal-ordering system.

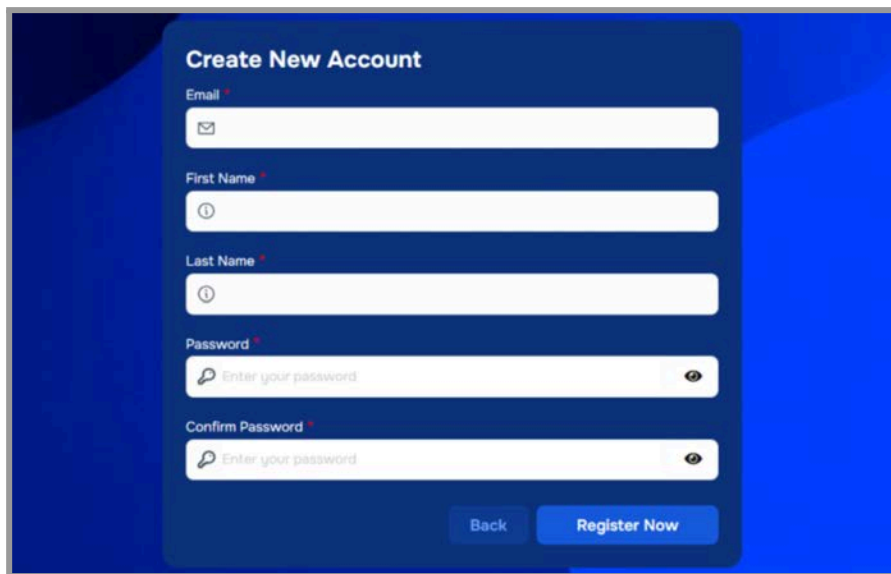


## 2. Create your Main Account on Terabite (CKMM Pre-Ordering)

During the first access to the portal you will need to REGISTER, please enter your credentials carefully and note them as it will be used for access.

When signing up, enter the following details a parent:

- **Email Address** (this will be used for login)
- **Child's First & Last Name** (as per ID)
- **Password** (for future logins)

A screenshot of a web registration form titled "Create New Account". The form is set against a dark blue background with a lighter blue abstract shape on the right. It contains five input fields: "Email" with an envelope icon, "First Name" with a person icon, "Last Name" with a person icon, "Password" with a key icon and placeholder text "Enter your password", and "Confirm Password" with a key icon and placeholder text "Enter your password". Each field has a red asterisk indicating it is required. At the bottom right, there are two buttons: a "Back" button and a "Register Now" button.

### **Account Activation (Important)**

After creating the account, an **activation link** will be sent to your registered email. Please click the link to **verify your email and complete account creation**. You will not be able to log in until this step is completed.

### 3. Log in to Meal Pre-Ordering Portal

Tip: Select **“Remember Me”** for quicker future access.

**Log in to your Account**

Email \*

Enter your email

Please input email.

Password \*

.....

Forgot Password?

☒ Remember me

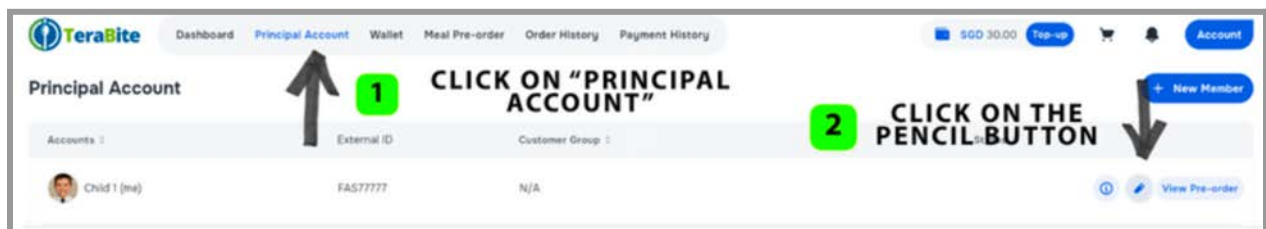
Login

Don't have account yet? [Create one](#)

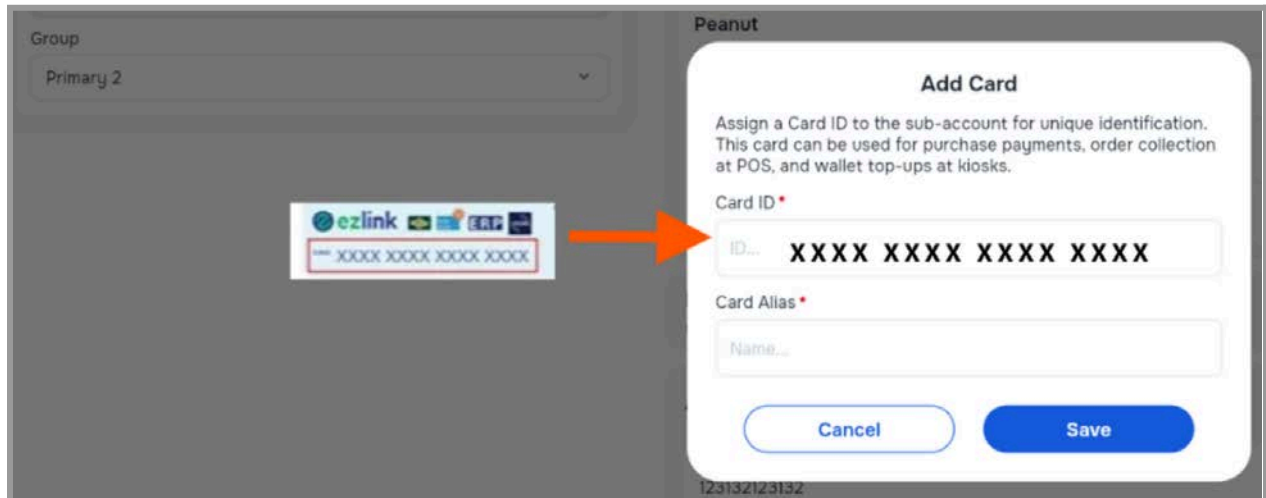
### 4. Add your child's accounts:

If you have one child in the school:

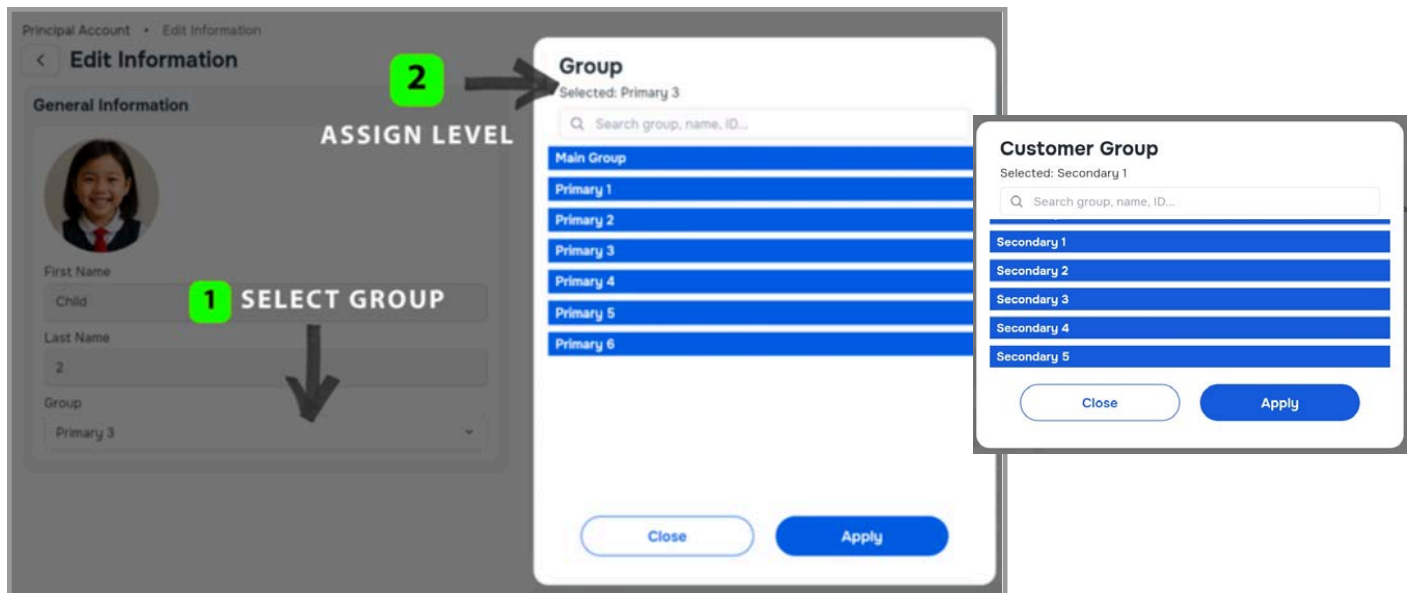
Step 1: At Homepage, click **“Principal Account”**, then click on the pencil button



Step 2: Add your child's **16-digit card number**

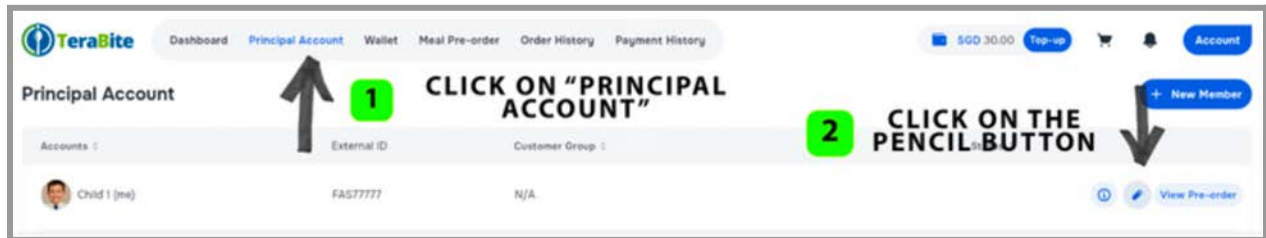


**Step 3: Assign level as of 2026 (P1–P6) and “Update Profile”**

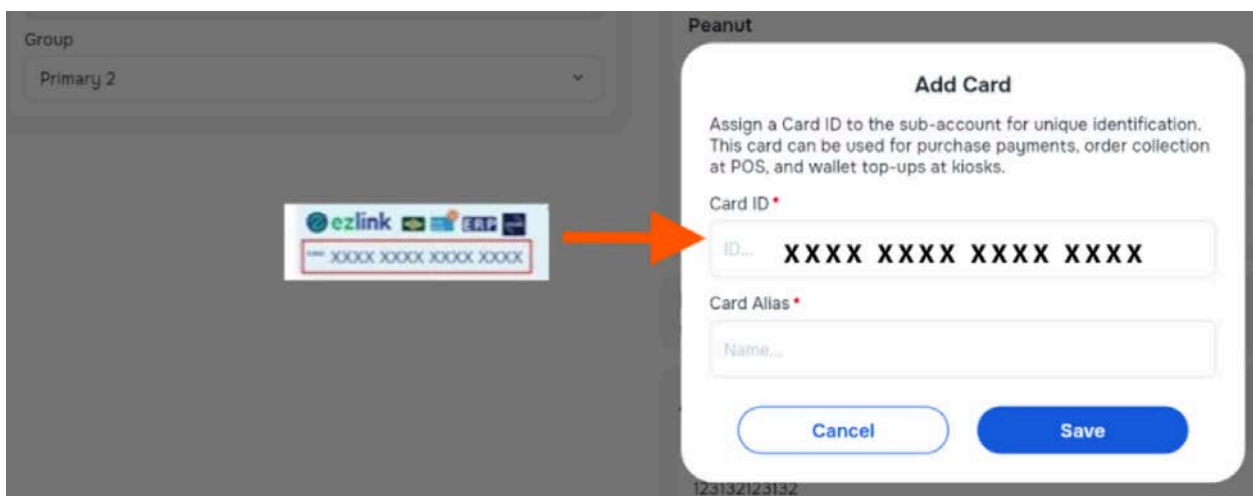


## If you have more than one child:

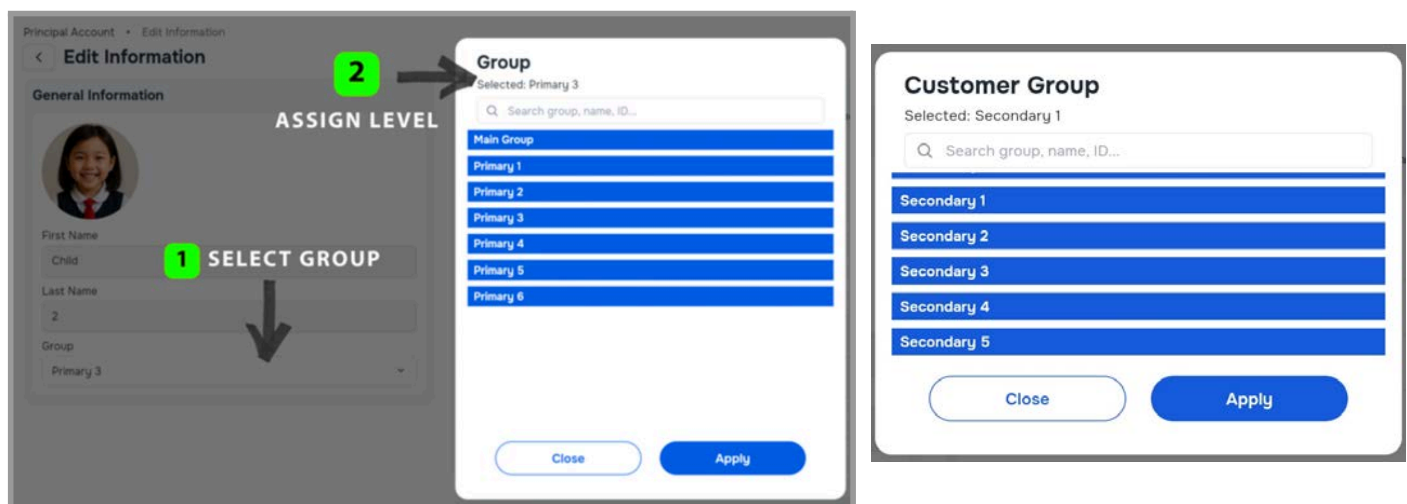
**Step 1:** At Homepage, click “Principal Account”, then click on the pencil button



**Step 2:** Add your first child's 16-digit card number (For School Smart Card) OR if you have a Smart Buddy card, enter the 16 digit card number that is printed behind the card.



**Step 3:** Assign level as of 2026 (P1–P6) and “Update Profile”

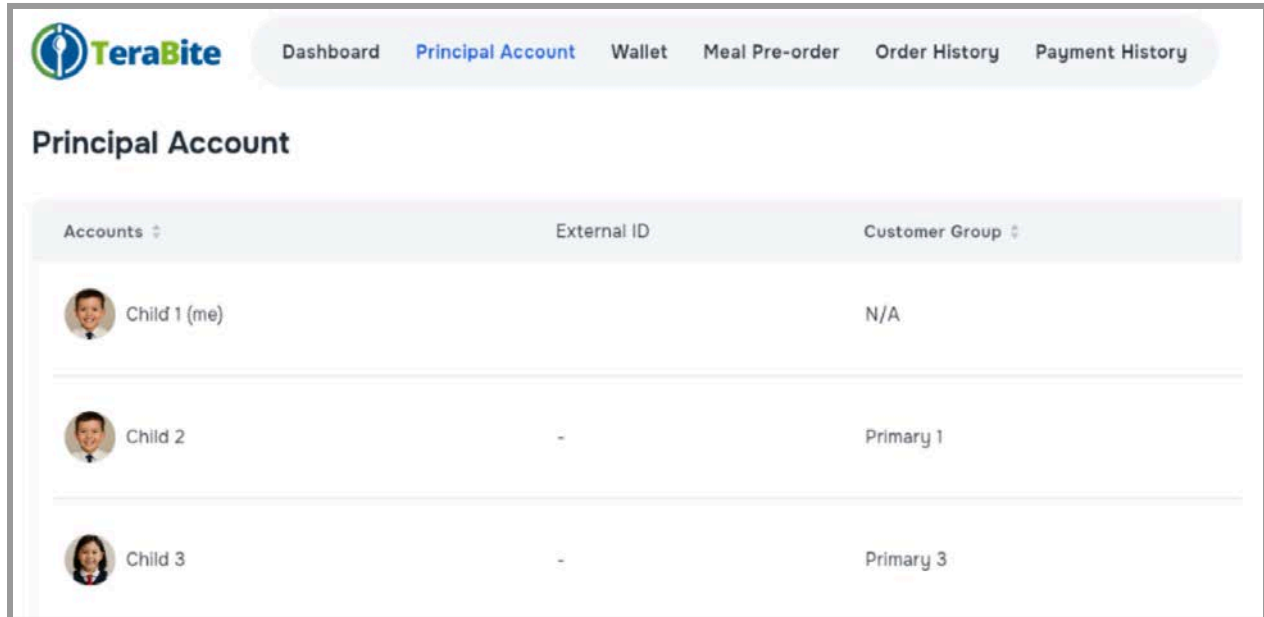







**Step 4:** Add your subsequent children under “**New Member**” and **repeat steps 2 and 3.**

For each child, you will:

- Enter their **16-digit card number** and select their **level as of 2026 (P1–P6)**



The screenshot shows the TeraBite website's 'Principal Account' dashboard. At the top, there's a navigation bar with links: Dashboard, Principal Account (active), Wallet, Meal Pre-order, Order History, and Payment History. Below the navigation bar, the title 'Principal Account' is displayed. A table lists the accounts for three children. The table has three columns: 'Accounts' (with a dropdown arrow), 'External ID', and 'Customer Group' (with a dropdown arrow). The first row shows 'Child 1 (me)' with an External ID of '-' and a Customer Group of 'N/A'. The second row shows 'Child 2' with an External ID of '-' and a Customer Group of 'Primary 1'. The third row shows 'Child 3' with an External ID of '-' and a Customer Group of 'Primary 3'.

Accounts ▾	External ID	Customer Group ▾
 Child 1 (me)	-	N/A
 Child 2	-	Primary 1
 Child 3	-	Primary 3

Your setup will look like this:


- **Main Account:** Child 1
  - **Sub Account:** Child 2
  - **Sub Account:** Child 3
- ... and so on.

**Note:** The E-Wallet functions as a main wallet and can be used to order meals for all accounts.

## 5. Payment Method (PayNow Only) and Wilmar Wallet

Parents may pay using either of the two options available:

### 1. Wilmar Wallet (Recommended Option)

- Top up via **PayNow** 
- Minimum top-up: **\$25**
- Works like prepaid credits
- Can be used for **all linked children provided provided the TOP-UP is performed to the Main Account (Child 1)**

### Note on Wallet Top-Up

It is strongly recommended that only the Main Account wallet (Child 1) be topped up, as this wallet can be utilized by all associated Sub-Accounts. While Sub-Accounts can be topped up, this is not recommended because the use of the Sub-Account wallet is restricted exclusively to that specific Sub-Account.

### 2. Payment using PayNow

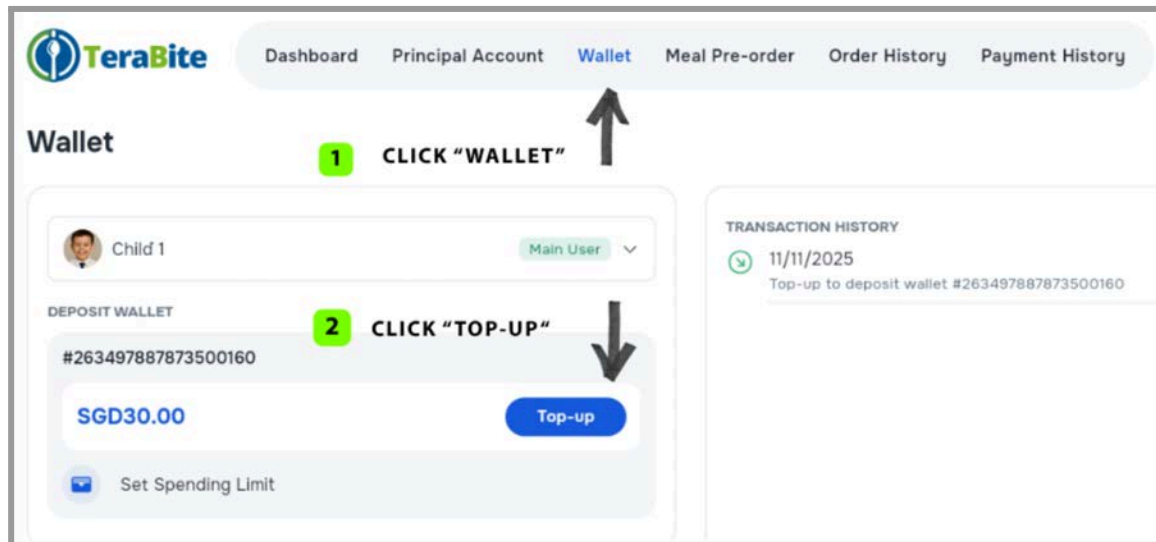
- You may also use Paynow as a method of payment per order.

### Important Note (No Refunds / No Cancellations for Paynow per Order)

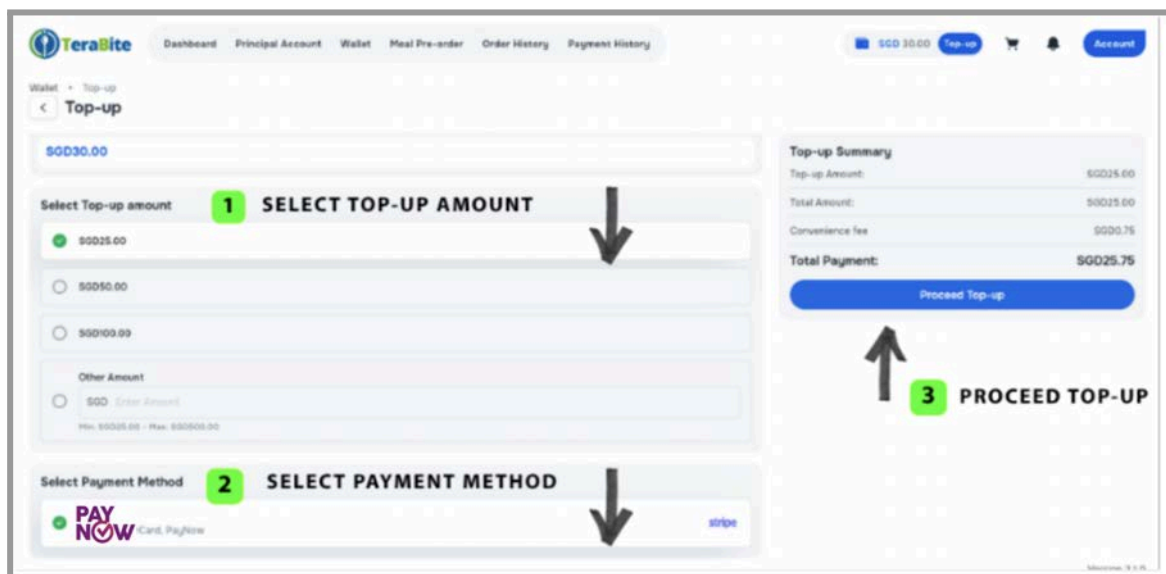
Payments completed via **PAYNOW (not Wilmar Wallet)** are **strictly non-refundable** and **cannot be cancelled**, even if made by mistake.

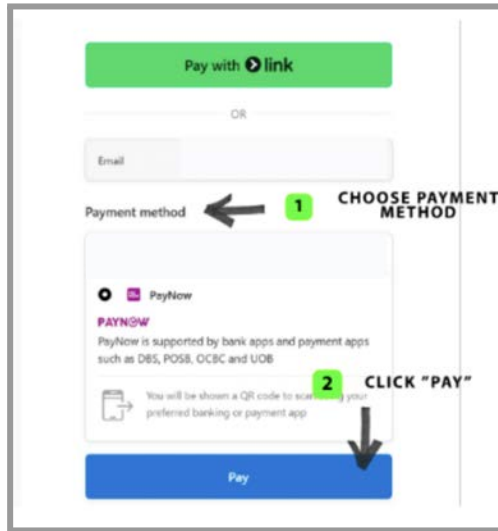
## Top-Up Wilmar Wallet

**Step 1:** Click on “**Wallet**”, then select “**Top-up**”



**Step 2:** Choose the “**Top-up amount**”, Select “**Payment Method**”, then “**Proceed Top-up**” **Step 3:** Choose **Payment Method**, then click “**Pay**”.





## 6. How to order Meals

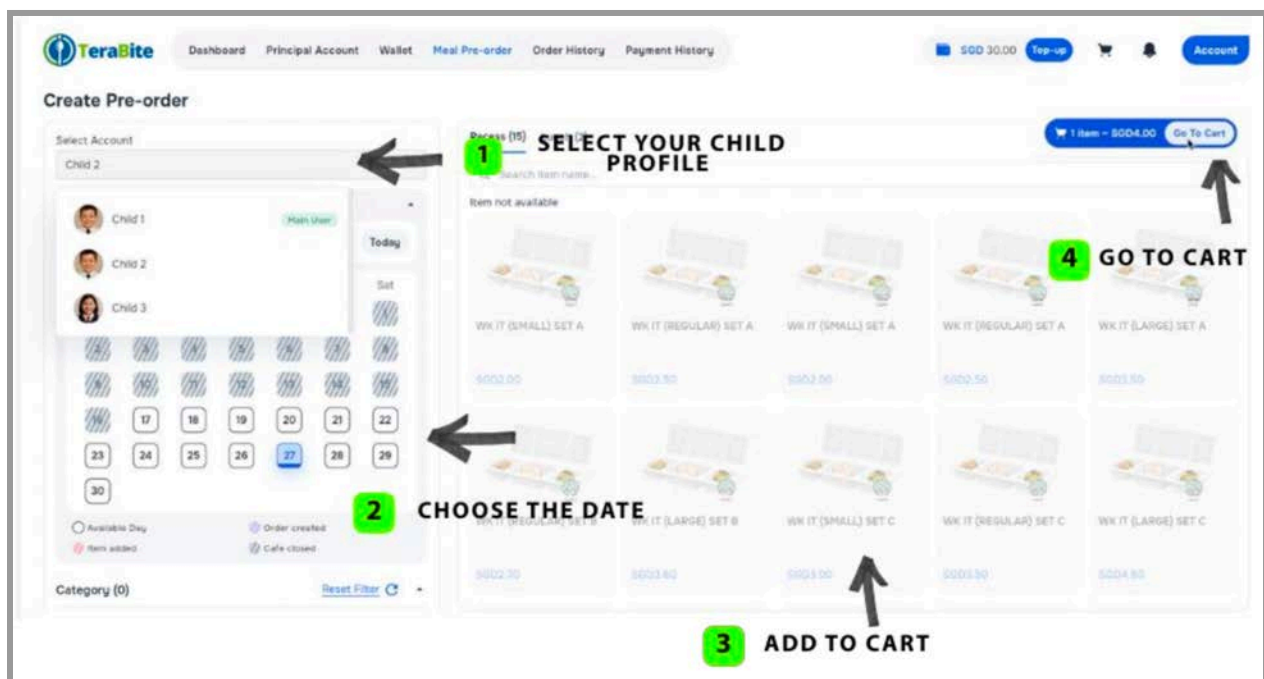
Click on **"Meal Pre-order"**

**Step 1:** Select **Account** (If you have multiple children)

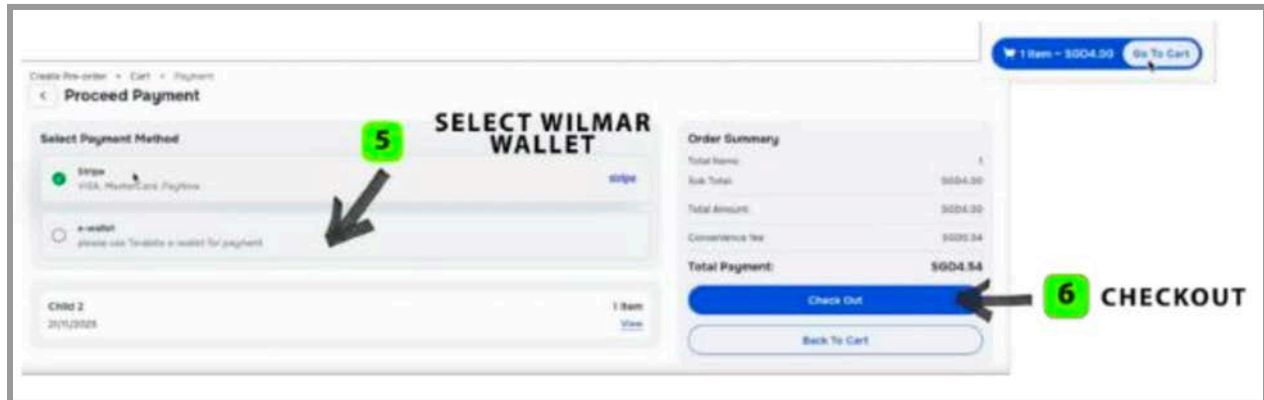
**Step 2:** Choose the **date**

**Step 3:** After selecting your preferred meal, **"Add to Cart"**

**Step 4:** Then, **"Go to Cart"**



**Step 5: Select Wilmar Wallet, then “Check Out”**

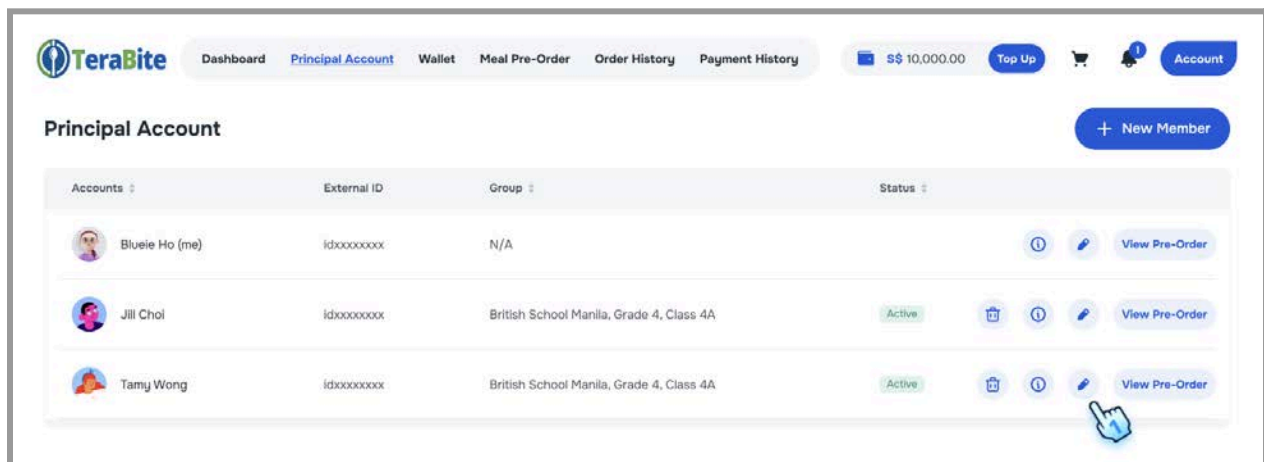


## 7. Managing Allergens

Terabite CKMM incorporates a safety feature for managing allergens. The CKMM uses this feature to set restrictions or generate warnings for menu items that contain specified allergens. This is designed to prevent your child from being exposed to allergens in your meal orders.

**The information you provide is essential and will serve as the primary source for the system to manage and block these items.**

**STEP 1 : Select the PENCIL icon in the Principal Account page to manage this profile.**



**STEP 2: Configure Allergen Settings**

For each allergen listed in the CKMM, select one of the following impact levels. This setting applies to **PRE-ORDER MEALS**.

Principal Account • Edit Information

< Edit Information

Update Profile

**Other Information**

Profile Picture Placeholder

Group  
British School Manila, Grade 4, Class 4A

**Allergens**  
Configure allergens to warn or restrict purchase of items containing allergens.

	Warn	Restrict
Crustaceans (C)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dairy (D)	<input type="checkbox"/>	<input type="checkbox"/>
Eggs (E)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fish (F)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gluten (G)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Soy (S)	<input type="checkbox"/>	<input type="checkbox"/>
Sulphite (Sp)	<input type="checkbox"/>	<input type="checkbox"/>

**Banned Item**  
Users are not allowed to purchase banned items.

The information you provide is essential and will serve as the primary source for the system to manage and block these items.


Setting	Description
<b>EMPTY (Default)</b>	This allergen will <b>not</b> be flagged or block the order.
<b>WARN</b>	If the menu item contains this allergen, a warning will appear. The purchaser has the option to override the warning and proceed with the order.
<b>RESTRICT</b>	If the menu item contains this allergen, the menu item will be completely <b>blocked</b> . Overriding the restriction is not possible.

**STEP 3 : Select UPDATE PROFILE to apply these settings (IMPT!)**

Principal Account • Edit Information

[<](#) **Edit Information** [Update Profile](#)

**Other Information**



Group

British School Manila, Grade 4, Class 4A

**Allergens**

Configure allergens to warn or restrict purchase of items containing allergens.

	Warn	Restrict
Crustaceans (C)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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Fish (F)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gluten (G)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Soy (S)	<input type="checkbox"/>	<input type="checkbox"/>
Sulphite (Sp)	<input type="checkbox"/>	<input type="checkbox"/>

**Banned Item**

Users are not allowed to purchase banned items.












## 8. Managing Banned Items

Terabite CKMM incorporates a feature for parents to restrict purchase of certain items (by item names or by item name keywords). By setting these items, purchases ONSITE made by this child will be blocked.

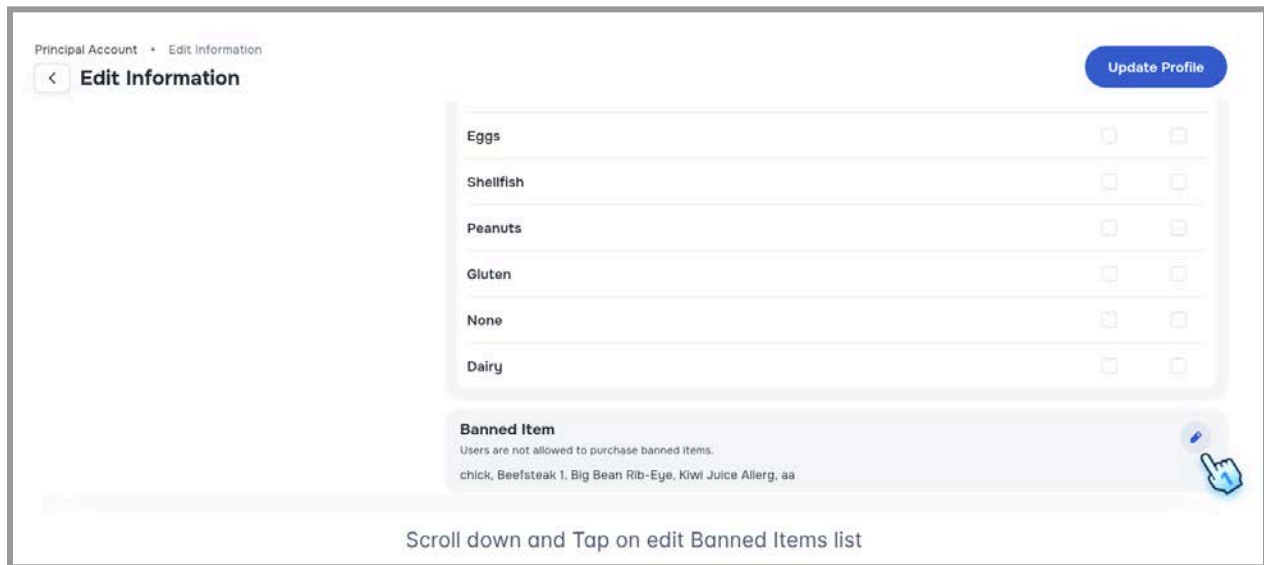
**STEP 1 : Select the PENCIL icon in the Principal Account page to manage this profile.**

TeraBite Dashboard **Principal Account** Wallet Meal Pre-Order Order History Payment History S\$ 10,000.00 Top Up Account

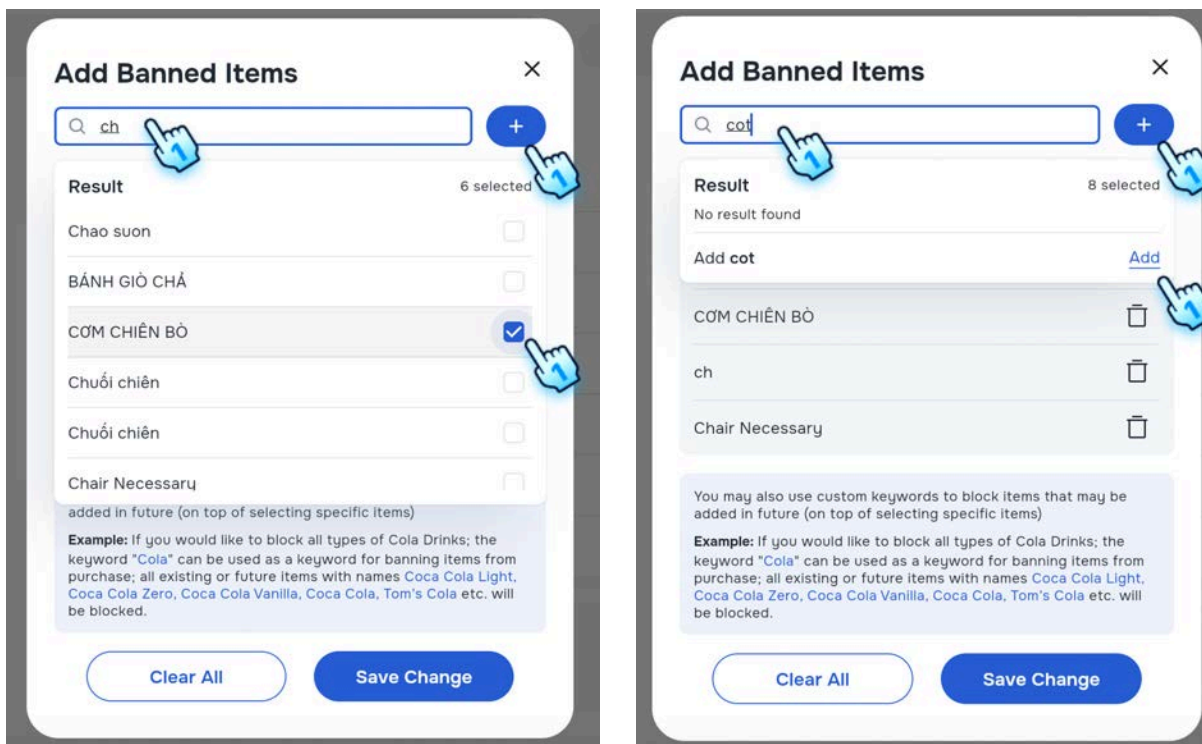
**Principal Account** [+ New Member](#)

Accounts	External ID	Group	Status	
 Blueie Ho (me)	idxxxxxxxx	N/A		  <a href="#">View Pre-Order</a>
 Jill Choi	idxxxxxxxx	British School Manila, Grade 4, Class 4A	Active	   <a href="#">View Pre-Order</a>
 Tamy Wong	idxxxxxxxx	British School Manila, Grade 4, Class 4A	Active	   <a href="#">View Pre-Order</a>

## STEP 2 : Scroll down and Tap on edit Banned Items list



## STEP 3 : Select the PENCIL icon in the Principal Account page to manage this profile.



## Adding Items to the Banned List



There are two methods to add items to the Banned Items list:

**1. Search and Select:**

- Search for an item by its name.
- Select the desired items from the search results to add them to the Banned Items list.

**2. Use a Custom Product Keyword:**

- Input a specific keyword (custom product keyword) you wish to ban.
- Tap the "Add" or "+" button to save the keyword.

**Note on Custom Keywords:**

Custom keywords are a powerful tool for blocking existing items and proactively blocking items that may be added in the future.

- **Example:** To block all types of Cola drinks, use the keyword "Cola." This will block all purchases of items whose names contain the word "Cola," such as Coca Cola Light, Coca Cola Zero, Coca Cola Vanilla, Coca Cola, Tom's Cola, etc.

## **9. Summary**

- You always start by creating a **Main Account** using **Child 1's details**.
- **Additional children** must be added under **"New Member"**, where you **link their 16-digit student card** → These become Sub-accounts.
- All children's meal orders are managed under the **same main login**, and the Wilmar Wallet serves as one shared wallet for all accounts.
- **Parents are responsible for Allergens and Banned Items management** if applicable to their child.