



Service Insights on MealConnect

Searching For A Neighbor

Service Insights on MealConnect stores information about neighbors so they can easily be served on returning visits. Each time a neighbor visits, search for their profile. From the home screen, begin by searching the system for a neighbor's profile. The search bar is located at the top of the screen. The search function allows you to identify whether a neighbor already exists in the system before you begin intake. **Note: Children under 18 and household members without an age will not appear in the search results.**

Search Options

Neighbor profiles can be found through a number of search options including: neighbor name, neighbor address, neighbor phone number, neighbor birthdate or neighbor Alternative Id (Alt. Id). An Alt. Id is a unique identifier given to each household. The system will generate an Alt. Id for each household, but other external ids/barcodes can be added to the household such as loyalty cards created by the food bank/agency.

Search by Neighbor Name

You can search by:

- last name only (e.g., Doe)
- first SPACE last name (e.g., John Doe)
- last COMMA first name (e.g., Doe, John)

You can use a partial name search. **It is recommended to use the first 3-4 letters of the last name and the first 3-4 letters of the first name to account for spelling errors.** If only one name is used the system will only search on last name.

Searching with only first name, wildcards or the end of last names only will not return results.

Search by Neighbor Address

Search for a neighbor's street address (e.g., 5 Test Dr.). However, you cannot search by only city, state, or ZIP code.

Search by Neighbor Phone Number

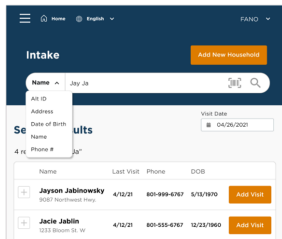
Search by phone number in multiple formats:

- 123-123-4444
- 1231234444
- the last 4 digits (e.g., 4444)

Search by Neighbor Birthdate

Search by birthdate in in multiple formats:

- MM-DD-YYYY
- MM/DD/YYYY
- MM.DD.YYYY
- MMDDYYYY



Search by Neighbor Alt. Id

Use this for quick check-in if the returning neighbor has a barcode card or Alt. Id number. When the Alt. Id search type is selected, the barcode icon will appear on the right-hand side of the search bar. Click on the barcode icon to activate your device's camera or external barcode scanner. Scanning a barcode card will pull up the neighbor's household profile. You can also type an Alt. Id number directly into the search bar if the neighbor knows their Alt. Id number but doesn't have their card.

