



What should I do if...

My login isn't working

- 1) Usernames and passwords are assigned by the MCI team. Check with your agency leader if you need access to the login information.
 - **Example Username:** intake000
- 2) Click "Show Password" to review the password.
- 3) If it appears correct and still isn't working, contact the MCI team.

The website isn't working

- 1) Check your internet connection.
- 2) Check the website address:
network.neighborintake.org.
- 3) Check the MCI website status at
<https://sites.google.com/view/manafoodbank/mci-mci-agencies>.
- 4) If MCI is offline, use paper forms (also found on the MCI website) which can be used to back date entries later. For instructions on backdating, visit:
<https://tinyurl.com/2hn2cz4k>. The MCI team will keep you updated on the online status.

The internet is down

- 1) You can use a smartphone connected to data to complete intake. Open your browser and enter the website: network.neighborintake.org. You will need your agency's MCI login info.
- 2) Use paper forms as back up and enter in MCI once internet is restored. If you do not have paper forms, to collect this information:

For TEFAP food

- First and Last Name
- County/State
- # of Household Members
- Proxy information (First and Last Name)
- SNAP Benefits (Yes/No)
- If not receiving SNAP, Weekly/Monthly or Yearly Income
- DOB

For food pantry food

- First and Last Name
- County/State
- # of Household Members
- DOB

A neighbor isn't coming up, but you're sure they're in the system

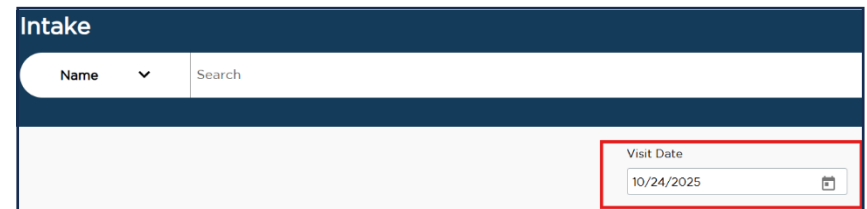
- 1) If a neighbor doesn't come up with First and Last Name, try a unique identifier like DOB or Phone #. You can also try a partial name. For example, instead of "John Mellencamp," try searching "John Mel".
- 2) If you still can't find them, email the MCI team with the neighbor's full name and zip code so we can look into it.

The MCI trained intake volunteer(s) are absent

Use paper forms and enter into MCI later. You can also reach out to the MCI team for additional training or training materials – we are happy to help!

The "Add Visit" button isn't there

- 1) Check the Visit Date on the MCI homepage to ensure it reflects the correct distribution event as shown below:

A screenshot of the MCI Intake form. The form has a dark blue header with the word "Intake" in white. Below the header is a search bar with a "Name" dropdown menu and a "Search" button. The main body of the form is white. In the bottom right corner, there is a "Visit Date" field with a calendar icon. The date "10/24/2025" is entered in the field, and the entire field is highlighted with a red rectangular border.

- 2) If that doesn't work, restart your browser.
- 3) If it still doesn't appear, contact the MCI team.

Still have questions? If you can't find the answer here, email us at mci@mannafoodbank.org or text/call:

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