

# CX Mandatory Update & What Comes After

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While KidKare by Minute Menu does not typically put out mandatory updates for Minute Menu CX, the Single Sign-On (SSO) update is mandatory. This means that you will be prompted to update your software upon logging in once this update is released.

The login and password reset processes will change after this update. This article walks through the upgrade and initial login process, as well as provides answers to questions and scenarios you may encounter during this transition.

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## Running the Mandatory Upgrade & Logging In for the First Time

1. Open Minute Menu CX from the shortcut on your desktop or wherever you have it stored.
2. Enter your user name and password.
3. Click **Login**.
4. At the update prompt, click **OK**. The Installation Wizard opens.
5. Click **Next** and follow the on-screen prompts to complete installation. We strongly recommend that you install Minute Menu CX in the default location and that you do not change any of the options during installation.
6. Once installation completes, click **Finish**. The update is now complete and the new Login screen displays.
7. Enter your username and password.
8. Click **Login**.
9. You are prompted to reset your password.
10. Reset your password:
  - a. Click the **New Password** box and enter your new password. Passwords must be at least 8 characters and contain a combination of the following: uppercase letters, lowercase letters, at least one number, and at least one special character.
  - b. Click the **Confirm Password** box and re-enter your new password. This must match the password entered in the first box exactly.
  - c. Click **Reset**.

11. You are prompted to save your login information.

- a. Click **Yes** to save your username and password for the next time you log in. When you launch Minute Menu CX again, you will be given the choice to log in automatically with your credentials.
- b. Click **No** to log in without saving your credentials. When you launch Minute Menu CX again, you must re-renter your login information.

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## What if my software upgrade doesn't complete as expected?

If the software upgrade doesn't complete as expected, try re-installing it. Directions to manually download and install the new release can be found here: [Install Minute Menu CX](#).

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## What if I don't remember my username or password?

If you do not remember your login information:

1. Click **Forgot Your Password** on the login screen. KidKare opens in your default internet browser.
2. Enter your email address in the **Email** box.
3. Click **Send Email**. You will receive an email from [no-reply@kidkare.com](mailto:no-reply@kidkare.com) that contains your user name and a link to reset your password.

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## My staff and/or centers don't have email addresses/don't remember their login information! How do I help them?

This update does not remove the sponsor's ability to manually set and reset passwords for sponsor staff, center admins, and center staff.

## Sponsor Staff

1. Click the **Tools** menu and select **Manage Sponsor Staff**. The Manage Sponsor User window opens.
2. Click the **Staff Member** drop-down menu and select the staff member to update.
3. Review and update the staff member's login information in the **User Login Info** section. If you make any changes, click **Save** to apply them.

## Center Admins

1. Click the **Select Center** drop-down menu at the top of the window and select the center.
2. Click **Centers**. The Manage Center Information window opens.
3. Click the **Oversight** tab. The center admin's user name and password display in the Center Login Info section. If you make any changes, click **Save** to apply them.

## Center Staff

1. Click the **Select Center** drop-down menu at the top of the window and select the center.
2. Click the **Tools** menu and select **Center Staff**. The Center Staff window opens.

**Note:** You can also click **Centers** from the toolbar at the top of the window. Then, from the Manage Center Information window, click **Staff**.

3. Click **Staff Member** and select the staff member to update.
4. Review and update the staff member's login information in the **User Login Info** section. If you make any changes, click **Save** to apply them.

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## How do I log in as a center?

You can continue to log in to Minute Menu CX as a center the way you normally would:

1. Click the **Select Center** drop-down menu at the top of the window and select the center.
2. Click **Centers**. The Manage Center Information window opens.
3. Click the **Oversight** tab.
4. Click **Login as This Center**. Another instance of Minute Menu CX opens and logs you in as the center.

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## What about Observer Mode in KidKare?

Observer Mode is not affected by this update. To access Observer Mode as you usually would:

1. Log in to [app.kidkare.com](https://app.kidkare.com) with the same ID and password you use to access Minute Menu CX. A list of your centers displays.
2. Click a **center's name** to view that center's KidKare account as a center administrator. The account opens.  
A banner listing the center's name displays at the top of the page.

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