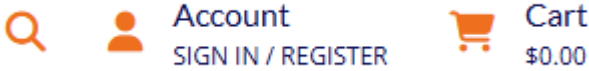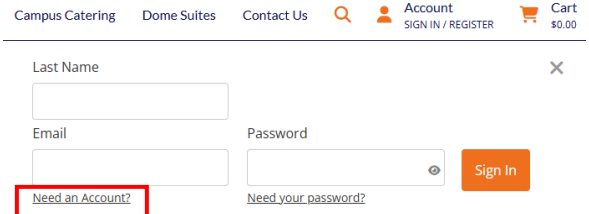![Syracuse University]

Create an Account in CaterTrax

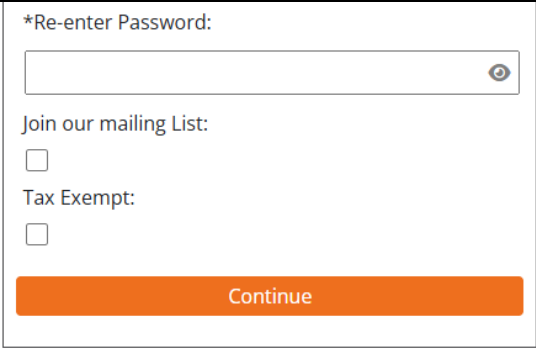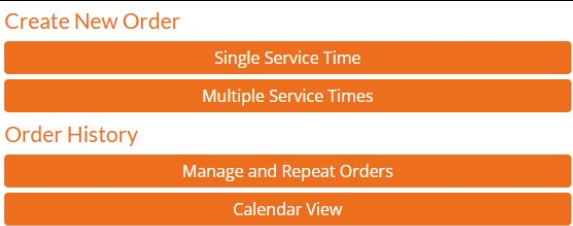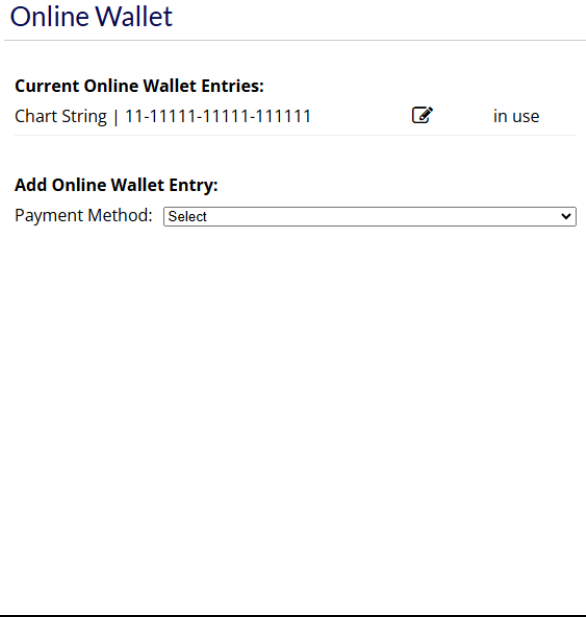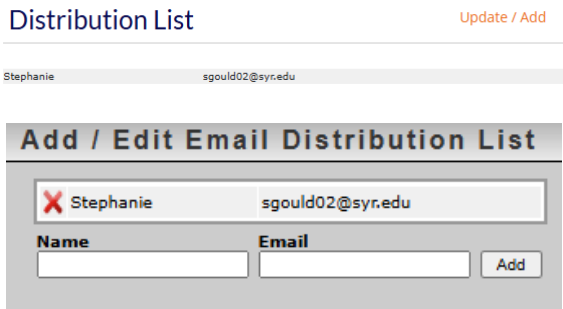## Campus Catering & Dome Suites

Purpose:
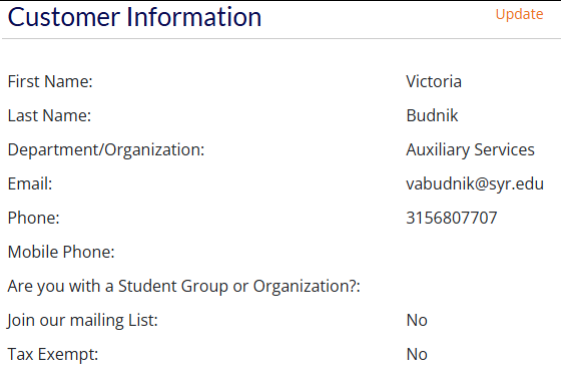
This document will provide guidance on how to create an account in CaterTrax, including:
- Creating a customer account
- Maintaining your Online Wallet
- Maintaining your Distribution List

Instructions:

Step	Screenshot
1. Navigate to the CaterTrax webpage. You can enter the URL directly or navigate via the Campus Catering website. https://syracuse.catertrax.com/ https://campusdining.syr.edu/catering/	
2. In the top right corner, click the **Account Sign In/Register** button.	
3. The first time you are logging into CaterTrax, click the **Need an Account?** button.	

Step	Screenshot
4. Complete the registration form, providing information for at minimum those fields marked as mandatory with an *****. Then, click the **Continue** button. Note: Please note the **Tax Exempt** checkbox at the bottom that can be used to indicate that all future orders placed with this account should be considered as Tax Exempt.	*Re-enter Password: [ ] 👁 Join our mailing List: ☐ Tax Exempt: ☐ Continue
5. You will automatically be brought to your user account page. In the top right, you can place a new order or review/manage existing orders. (These tasks are discussed further in other reference materials).	Create New Order Single Service Time Multiple Service Times Order History Manage and Repeat Orders Calendar View
6. You can add a Wallet Entry to save payment methods for orders. To add a new payment method, click the **Payment Method** dropdown, and select the appropriate option (i.e., Chart String, Credit Card, Business Check). Then, complete the prompted fields. When you place an order in the future, this payment method will be available for quick selection at checkout. You will also have the option to enter a payment manually if preferred. Note: The credit card information is managed by a gateway that is PCI compliant. No one from the Catering teams has access to your credit card information.	Online Wallet **Current Online Wallet Entries:** Chart String | 11-11111-11111-111111 ✏ in use **Add Online Wallet Entry:** Payment Method: [Select ▾]
7. You can add people to a Distribution List by clicking the **Update/Add** button and entering a **Name** and **Email**. You can remove an existing name by clicking the red X next to the person you wish to delete. When placing an order and checking out, you can select a name from your distribution list, and that person will receive a copy of the order invoice and be copied on and future communications related to that order.	Distribution List Update / Add Stephanie sgould02@syr.edu Add / Edit Email Distribution List ❌ Stephanie sgould02@syr.edu **Name** **Email** [ ] [ ] [Add]

Step	Screenshot
8. The last section on the page is a summary of your Customer Information. If you need to correct any of this, click the **Update** button.	**Customer Information** Update First Name: Victoria Last Name: Budnik Department/Organization: Auxiliary Services Email: vabudnik@syr.edu Phone: 3156807707 Mobile Phone: Are you with a Student Group or Organization?: Join our mailing List: No Tax Exempt: No