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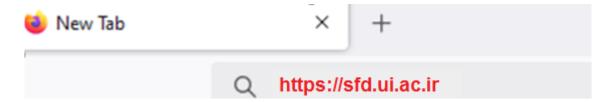
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### A. Requirements for Logging into the Meal Reservation System (Cullinan)

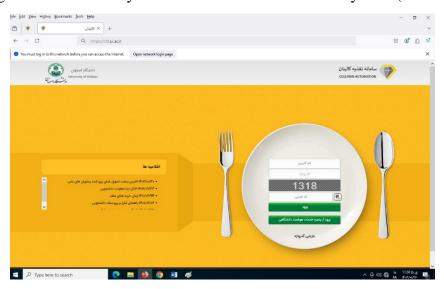
1. Install the **Firefox** browser.



- 2. Connect your device (mobile phone, laptop, or computer) to the Internet.
- 3. Enter the University of Isfahan Meal Reservation System address (https://sfd.ui.ac.ir) in the Firefox address bar.



4. The homepage of the University of Isfahan Meal Reservation System (Cullinan) will appear.



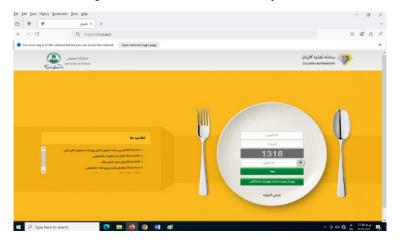
**Note**: For all newly admitted students (Iranian and International), the **username** is the **student ID number**, which is printed on your student card. The default password for international students is their <u>student ID number</u> again. If you have any problem logging into the Meal Reservation System (Cullinan), please contact the Dining Services Office of the University of Isfahan.

#### The contact numbers are:

- > 031-37932220
- > 031-37935810

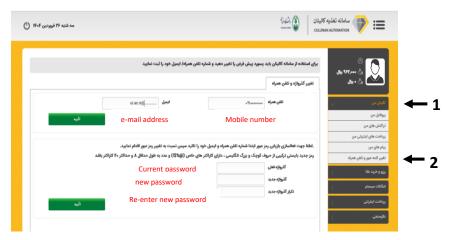
### B. How to Change Your Password Upon First Login to the Meal Reservation System?

1. Login to the homepage of the University of Isfahan Meal Reservation System (https://sfd.ui.ac.ir). Enter your username, current password, and the security code.

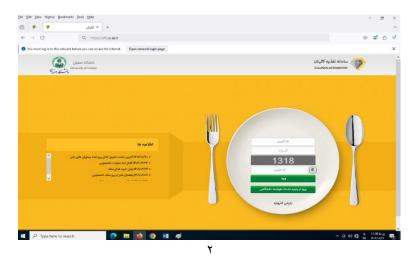


2. Click on the "کالینان من (step 1 – My Cullinan) menu on the right side of the page and then select "تغییر کلمه عبور و تلفن همراه" (step 2 – Change Password and Mobile Number). Enter your mobile number and email address, then confirm them all. At the bottom of the section, enter your current password in the first box, then type your new password in the second box, and finally re-enter the new password in the last box for confirmation.

To enhance your account security, it is strongly recommended to use <u>uppercase</u> and <u>lowercase</u> <u>English letters</u> as well as <u>special characters</u>.



3. After confirming your mobile number, email, and new password, the system will **automatically log you out**. Therefore, you must log back in, using your **username** and the **new password**.



- C. How to Increase Your Online Credit for the Dining Halls? (Only for meal reservation and purchase at "Akhtaran-e-Bi-Neshan" Dining Hall and Dormitory Dining Halls)
  - 1. Click on "پرداخت اینترنتی" (step 1 Online Payment) menu on the right side of the page and then select "افزایش اعتبار اینترنتی" (step 2 Increase Online Credit)
  - 2. Enter the amount you wish to add to your credit in the box. (step 3)
  - 3. Choose a bank payment gateway. (step 4)



4. Click on "پرداخت" (on the left – Pay Button) to proceed to the Bank Card Information page, or click on "انصراف" (on the right – Cancel Button) to return to the previous step.



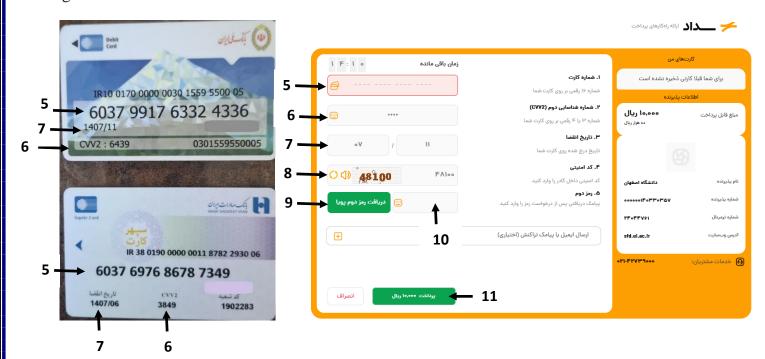
- 5. Enter your bank card information (which is affiliated with the Shetab network), including:
  - Step 5 Card Number (must be 16 digits) (شماره کارت)
  - Step 6 CVV2 Code (شماره شناسایی دوم)
  - > Step 7 Expiration Date (تاریخ انقضا)
  - Step 8 Security Code (captcha) (کد امنیتی)
  - Step 9 Click on دریافت رمز دوم یویا (One-time Password or OTP).

If your card's dynamic second password service is activated, the bank will send a one-time password (OTP) via SMS to the mobile phone registered with your card.

You must enter the received OTP in the designated box (Step 10) and then click on پرداخت to complete the transaction (Step 11).

In case of a payment failure, any amount deducted from the bank card <u>will be automatically</u> refunded to the student's bank account.

**Note**: For all online payments, you must have **a bank card**, **an active one-time password** (OTP), and **an Iranian mobile phone number**. The OTP is issued by the bank and linked to your registered mobile number.



6. If all the steps are completed successfully, the following page will be displayed showing details such as your pervious balance and your current balance.



7. You can review your credit top-up transactions by clicking on "كالينان من (number 1 – My Cullinan) menu on the right side of the page and selecting "تراكنش هاى من (number 2 – My Transactions).



# D. How to Reserve and Purchase Meals in Student Dining Halls? (Akhtaran-e-Bi-

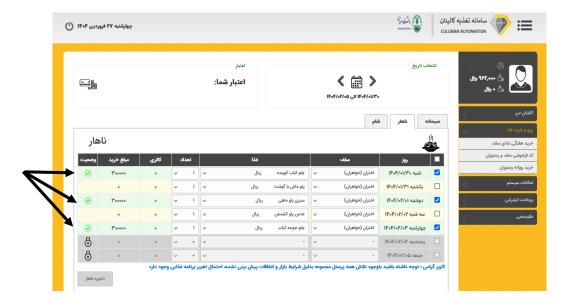
Neshan" Dining Hall and Dormitory Dining Halls)

The process of meal reservation and purchase in the university's student dining halls (Akhtaran-e-Bi-Neshan Dining Hall and Dormitory Dining Halls) is as follows:

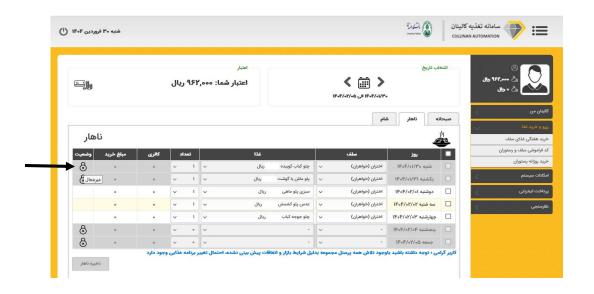
- 1. If your credit balance is insufficient, please make sure to top it up before proceeding as explained in the section C;
- 2.Click on "رزرو و خرید غذا" (step 1 **Meal Reservation and Purchase**) on the right side of the page and select "خرید هفتگی غذای سلف" (step 2 **Weekly Dining Hall Meal Purchase**)
- 3.Choose your meal type (step 3) whether it is صبحانه (Breakfast), ناهار (Lunch), or شام (Dinner)
- 4.In the appropriate columns, select سلف (Day), سلف (Dining Hall: Akhtaran-e-Bi-Neshan or Dormitory Dining Halls), and غذا (Meal) you wish to make a reservation for. (step 4)
- 5.Click on "ذخيره'' (step 5 Save) according to the type of meal you have chosen.



6. Once completed, a green checkmark will appear in "وضعيت" (Status) column, indicating that the reservation was successful.



**Note 1**: Meal reservations must be completed **at least 48 hours** (2 days) prior to the scheduled meal time. Reservations attempted after this deadline will **be automatically disabled**, and the system will display a icon to indicated that the meal is no longer available for reservation.



**Note 2**: Breakfast and dinner reservations at the dormitory dining halls are exclusively available to students residing in university dormitories

Note 3: Students who reside in dormitories must choose the **specific dormitory dining hall** assigned to their residence from the drop-down menu in سلف (Dining Hall) column when making their reservations for شام (**breakfast**) or شام (**dinner**). If you select a dining hall other than the assigned dormitory hall, your meal will not be delivered.

#### Note 4: Breakfast will be distributed at the same time as dinner if reserved.

**Note 5**: Student must pick up their meals **during the scheduled meal pick-up time**. Failure to pick up a reserved meal will result in **a no-show penalty**, which includes deduction from the student's online meal credit balance, in accordance with university regulations.

Please note that no-show penalties are applied on a weekly-basis for all missed meals.

**Note 6:** Student Dining Halls are closed on **Thursdays**, **Fridays** and **Public Holidays**. However, during final exams, **dormitory dining halls** remain open, and lunch reservations are available.

# E. How to Cancel Meal Reservations in Student Dining Halls? (Akhtaran-e-Bi-

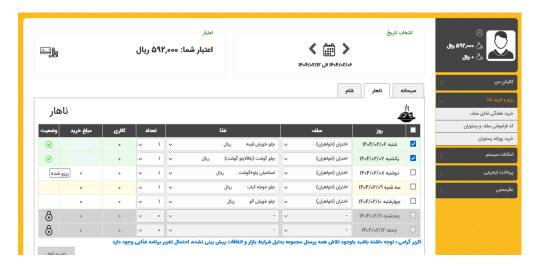
Neshan" Dining Hall and Dormitory Dining Halls)

Students who wish to cancel a previously reserved meal at any of the student dining halls (Akhtaran-e-Bi-Neshan or Dormitory Dining Halls) must do so **before the cancellation deadline**. To cancel a reservation:

- 1.Click on ''رزرو و خرید غذا'' (step 1 **Meal Reservation and Purchase**) on the right side of the page and select ''خرید هفتگی غذای سلف'' (step 2 **Weekly Dining Hall Meal Purchase**)
- (Lunch), or شام (Dinner) ناهار (Breakfast) ناهار (Breakfast) ناهار (Dinner)
- 3.Deselect the checkbox corresponding to the intended day (step 4).
  - ۱۴۰۴/۰۲/۰۸ دوشنبه ۸۰/۲۰۴۱ ✓ دوشنبه ۱۴۰۴/۰۲/۰۸
- 4.Click on "ذخيره'' (Save) button at the bottom of the page (step 5).

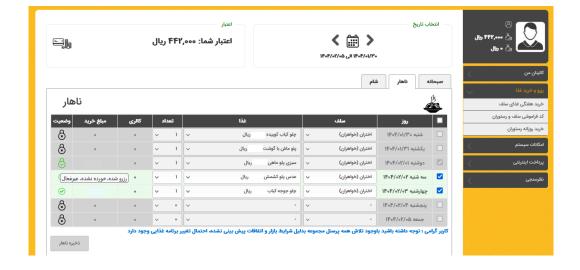
Once the cancellation is completed, the meal charge will be **refunded to the student's credit** balance. Cancellations cannot be submitted **after the deadline**.





**Note**: Meal cancellation is only allowed when the reservation status in the "وضعيت" (Status) column is indicated by a green check mark  $\bigcirc$ .

Cancellations will no longer be accepted if the status is indicated by a [6] icon.

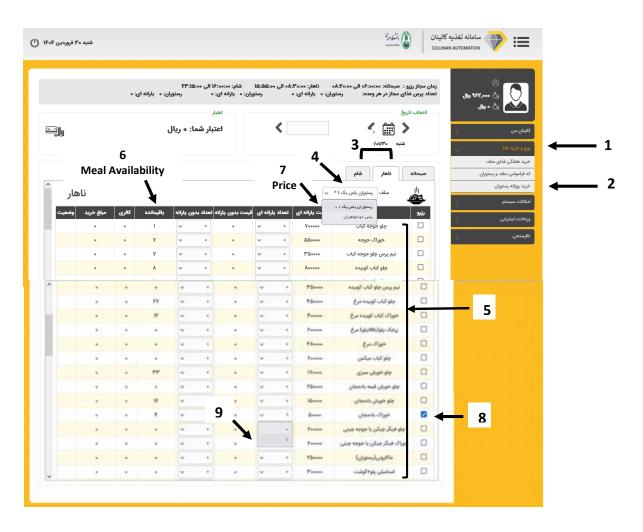


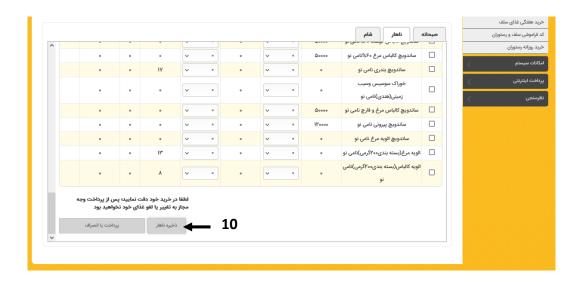
# F. How to Reserve and Purchase Meals at Yas 1 and Yas 2 Campus Restaurants?

At the University of Isfahan, students may purchase meals from Akhtaran-e-Bi-Neshan Dining Hall (lunch) and Dormitory Dining Halls (breakfast and dinner). Additionally, **same-day meal reservations and purchases** are available at the Yas 1 Campus Restaurant (lunch) and the Yas 2 Campus Restaurant (lunch and dinner).

To make reservations and purchase meals at same-day Yas 1 and Yas 2 Campus Restaurants:

- 1. Click on "رزرو و خرید غذا" (step 1 Meal Reservation and Purchase) menu on the right side of the page, then select "خرید روزانه رستوران" (step 2 Daily Restaurant Purchase) option.
- 2. Choose meal type (step 3 ناهار (Lunch), or شام (Dinner))
- 3. Select your preferred restaurant (step 4 Yas 1 for lunch or Yas 2 for lunch and dinner)
- 4. Choose a meal (Step 5) you wish to have based on "باقیمانده" (step 6 Availability) and "قیمت یارانه ای" (step 7 Price) columns and Check the box next to your selected meal. (Step 8)
- 5. Choose the number of subsidized meals in the "تعداد يارانه اى" (step 9 –Eligible Quantity) column.
- 6. Click on "ذخيره ناهار" (Save lunch) or "ذخيره شام" (Save dinner) button on the bottom-left corner of the page (step 10)





7. Click on "پرداخت اینترنتی" (Online Payment) to proceed to the Bank Card Information page.



- 8. Enter your bank card information (which is affiliated with the Shetab network), including:
  - Step 11 Card Number (must be 16 digits) (شماره کارت)
  - Step 12 CVV2 Code (شماره شناسایی دوم)
  - > Step 13 Expiration Date (تاریخ انقضا)
  - Step 14 Security Code (captcha) (کد امنیتی)
  - > Step 15 Click on دریافت رمز دوم پویا (One-time Password or OTP).

If your card's dynamic second password service is activated, the bank will send a one-time password (OTP) via SMS to the mobile phone registered with your card.

You must enter the received OTP in the designated box (Step 16) and then click on "پرداخت" to complete the transaction (Step 17).

In case of a payment failure, any amount deducted from the bank card <u>will be automatically</u> refunded to the student's bank account.



9. If the payment is successfully completed, a confirmation page will appear, displaying the purchased meal details.



10. Once all steps are taken, your meal reservation status will be displayed in the Meal Reservation System with a icon, indicating a successful reservation.



**Note 1**: Once a meal purchase is completed at Yas 1 or Yas 2, it is not possible to switch and change the selected restaurant. Therefore, students are advised to **carefully choose their preferred restaurant** before finalizing their reservation.

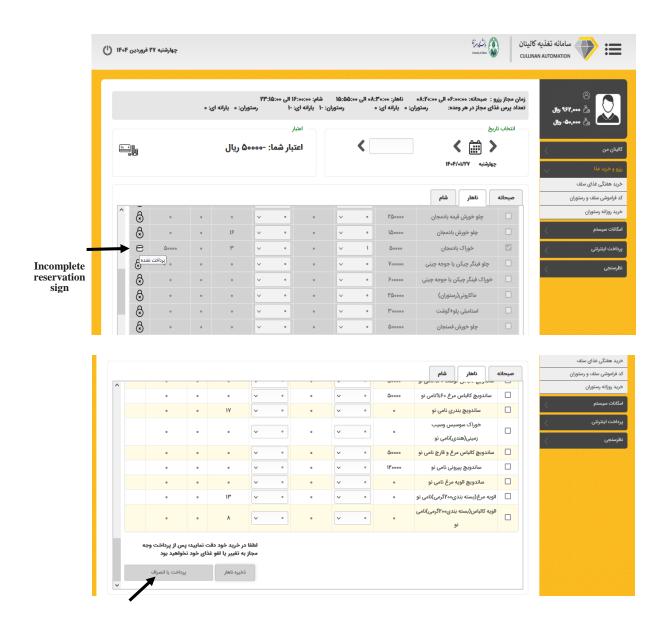
**Note 2**: If students fail to collect their meal during the scheduled pick-up window at Yas 1 or Yas 2 Campus Restaurants, **the payment will not be refunded**.

**Note 3:** Campus restaurants are closed on **Thursdays**, **Fridays** and **Public Holidays**. However, during final exams, the Yas 2 Campus Restaurant remain open, and lunch reservations are available.

# G. Possible Errors During Meal Reservation and Purchase at Yas 1 and Yas 2 Campus Restaurants

If, due to any reason – such as a bank gateway error or incomplete reservation steps – the reservation process at Yas 1 and Yas 2 Campus Restaurants is not successfully completed, or the payment fails, the reservation status will be displayed with a cion in the system.

In such cases, the student must click on "پرداخت یا انصراف" (Pay or Cancel) button at the bottom-left corner of the page to either complete the payment or cancel the reservation.



On the newly opened page"توجه (Attention), the student will be prompted to select one of the 2 options:

- > "يرداخت" (the blue box Proceed to Payment)
- > "انصراف از رزرو" (the yellow box Cancel Reservation)



> If ''انصراف از رزرو (Cancel Reservation) is selected, the page will refresh (displaying a white screen), allowing the student to restart the meal selection and reservation process from the beginning by following the previous steps.



Froceed to Payment) is selected, the student will be redirected to the bank gateway and then to the card information entry page.





If the payment is successfully completed, a confirmation page will appear, displaying the purchased meal details.



The meal reservation status will then appear in the system with a loon, indicating a successful reservation.



# H. How to Receive a Meal Pick-Up Code?

At the University of Isfahan, lunch meals are served exclusively via **facial recognition devices**. Dormitory residents, however, must present both **facial recognition at the dormitory entrance** and their **student ID card** to receive breakfast and dinner.

If a student's ID card is lost or unavailable, meals are picked up only by receiving a Meal Pick-Up Code through the Meal Reservation System (Cullinan). This code can only be issued during the designated meal pick-up time.

The Meal Pick-Up Code for <u>lunch</u> can be obtained from the beginning of lunch service until a few minutes before it closes. <u>Breakfast</u> and <u>dinner</u> are served simultaneously. Therefore, the Meal Pick-Up Code for breakfast is obtained during dinner service hours as well. Students are only allowed to use the Meal Pick-Up Code service **a maximum of 4 times within a calendar month** for each meal.

**Note**: **The University's Dining Services Office** is responsible for registering students' facial images in the Cullinan System and activating their student cards to ensure a seamless meal pick-up process. Students must get a <u>Meal Pick-Up Code</u> to receive their meal:

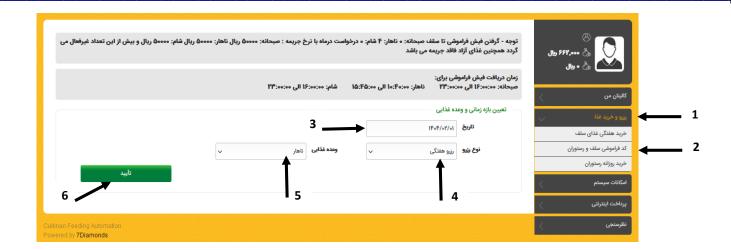
- ➤ If they fail to register their facial image at the Dining Services Office,
- > If the registered image is not recognized by the facial recognition devices at the dining facilities,
- > or if the student's card is lost or otherwise unavailable.

To receive a Meal Pick-Up Code through the Meal Reservation System:

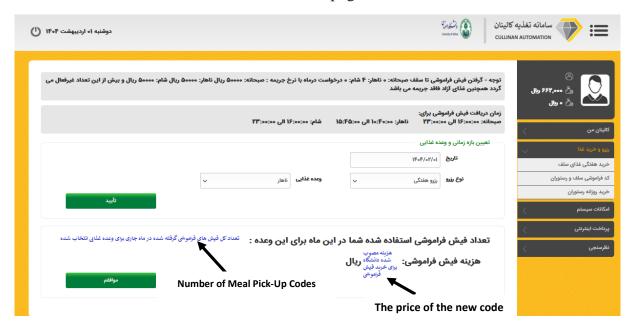
- 1. Click on "رزرو و خرید غذا" (step 1 Meal Reservation and Purchase) menu on the right side of the page and then select "كد فراموشي سلف و رستوران (step 2 Meal Pick-Up Code)
- 2. Select the date you wish to get a code for. (step 3 Date)

**Note**: Dormitory residents must note that to receive a pick-up code for breakfast, the following day's date must be selected.

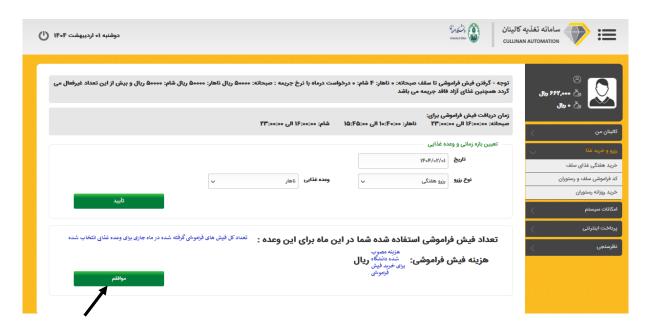
- 3. Click on "نوع رزرو" (step 4 Type of Reservation) from the drop-down menu:
  - ''رزرو هفتگی'' (Weekly Reservation) | For meals reserved at Student Dining Halls
     (Akhtaran-e-Bi-Neshan or Dormitory Dining Halls)
  - ''رزرو رستوران'' (Restaurant Reservation) | For meals reserved at Campus Restaurants (Yas
     1 or Yas 2)
- 4. Choose "وعده غذایی" (step 5 Meal Type) from the drop-down menu whether it is صبحانه (Breakfast), ناهار (Lunch), or شام (Dinner)
- 5. Click on "تائيد" (step 6 Confirm) to proceed.



6. Once the previous steps are confirmed, the system will display the number of Meal Pick-Up Codes already used for the selected meal during the current month as well as the price of the new code shown at the bottom of the same page.



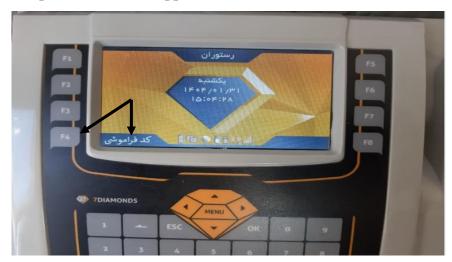
7. Click on "موافقم" (I agree) button to receive the Meal Pick-Up Code. It will be displayed at the bottom of the page. The price will be paid through your credit balance.





8. Enter the received Meal Pick-Up Code into the meal service terminal located next to the facial recognition device as you arrive at the student dining hall or campus restaurant.

Press F4 key on the left side of the terminal or select "كد فراموشى" (Meal Pick-Up Code) option. The input window will appear.

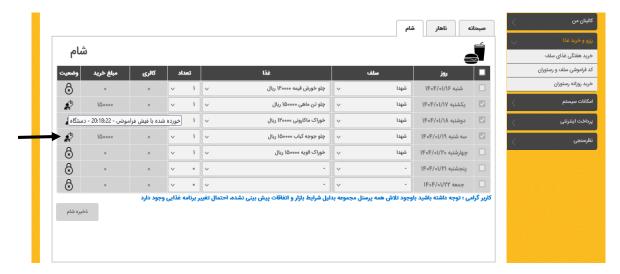


9. Enter the code into the designated box at the top of the screen. Then, press F8 key on the right side of the terminal or select "تأييد" (Confirm) or "ok" option to submit and validate the code. Once confirmed, you will be able to pick up your meal.



10. Once all steps are completed, the status of the reserved meal picked up via a Meal Pick-Up Code will be updated in the Meal Reservation System and marked with a icon.

#### In Student Dining Halls (Akhtaran-e-Bi-Neshan or Dormitory Dining Halls)



#### In Campus Restaurants (Yas 1/Yas 2)



**Note**: If the reservation status of a student's meal is shown with either or icons, it indicates that the student has not picked up their reserved meal.

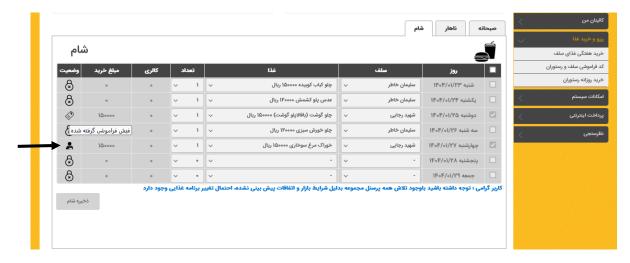
The student must visit Akhtaran-e-Bi-Neshan Dining Hall or the Dormitory Dining Hall during the scheduled meal pick-up time to collect their reserved meal.

As previously noted, if a student reserves a meal at any Student Dining Hall (Akhtaran-e-Bi-Nesham or Dormitory) but does not collect it within the scheduled pick-up time, a no-show penalty will be applied in accordance with university regulations, and the corresponding amount will be deducted from the student's credit balance.

However, in case of Yas 1 or Yas 2, no no-show penalty will be applied for missed meals.

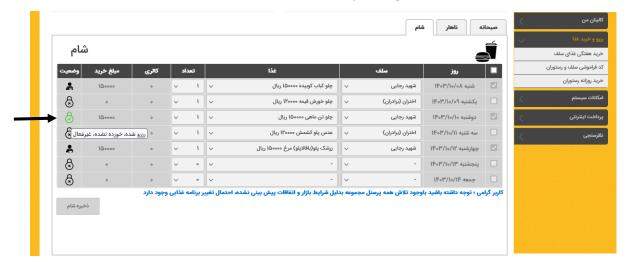
#### **Status of Uncollected Meals in Student Dining Halls**

(Akhtaran-e-Bi-Neshan and Dormitory Dining Halls)



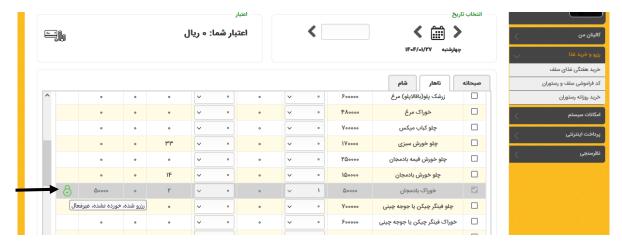
#### **Status of Uncollected Meals in Student Dining Halls**

(Akhtaran-e-Bi-Neshan and Dormitory Dining Halls)



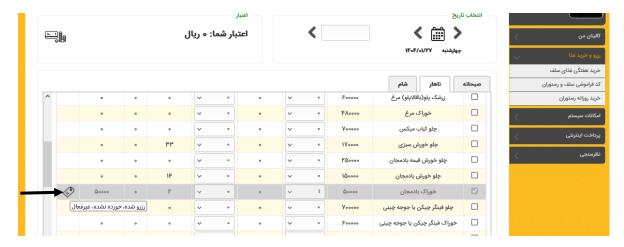
#### **Status of Uncollected Meals in Campus Restaurants**

(Yas 1 and Yas 2)

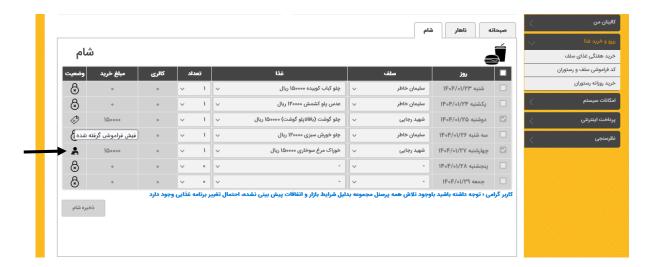


#### **Status of Uncollected Meals in Campus Restaurants**

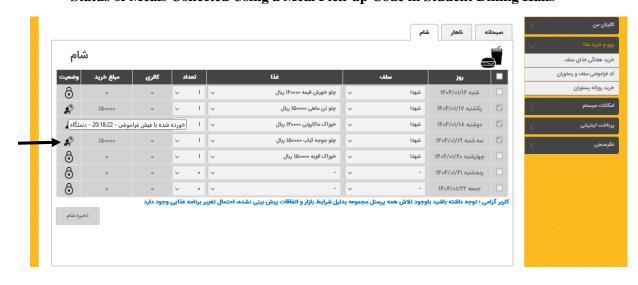
(Yas 1 and Yas 2)



#### Status of Meals Collected via Facial Recognition in Student Dining Halls



#### Status of Meals Collected Using a Meal Pick-up Code in Student Dining Halls



# Status of Meals Collected via Facial Recognition in Campus Restaurants, Yas 1 and Yas 2



# Status of Meals Collected Using a Meal Pick-up Code in Campus Restaurants, Yas 1 and Yas 2



# I. How to Transfer Credit?

If a student wants to transfer credit from their account to another student, the process is completed through the Meal Reservation System as follows:

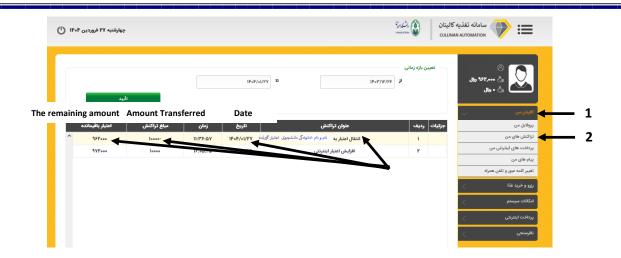
- 1. Click on "انتقال اعتبار" (step 1 System Tools) and select ''انتقال اعتبار" (step 2 Credit Transfer)
- 2. Enter the amount you wish to transfer. (step 3)
- 3. Enter the recipient's student ID number in the box labeled as "شماره شناسایی گیرنده" (step 4 Recipient ID Number)
- 4. Click on "بررسى!" (step 5 Review)



5. A window titled "توجه" (Attention) will appear as you click on the Review, displaying the transfer amount and recipient's information. If the information is correct, click on "انتقال وجه" (the blue box – Transfer Funds). If not, click "انصراف" (the yellow box – Cancel) to return to the previous page and make changes.



6. As the transfer is completed, a message will appear in the bottom-right corner of the screen, confirming that the transfer was successful. Additionally, you can view your transfer history by clicking on "کالینان من (My Cullinan) menu on the right side of the page and selecting "تراکنش های من" (My Transactions)



# J. How to Activate the Menus in the Meal Reservation System?

Sometimes, the main menus on the right side of the Meal Reservation System page may not appear for the students. It happens when there are unread messages from the administrator that need to be reviewed and confirmed. To resolve this:

1. Click on the 🗐 in ''متن پيام'' (Message Text) column.

M

M

۰۹:۰۲:۲۸

10:FA:IF

1507/09/0F

1504/09/04

- 2. After reading the message content, click on "تأييد" (Confirm) to acknowledge it.
- 3. Once confirmed, the message status in ''وضعيت' (Status) column will change from 🖂 to After reading and confirming all the received messages, the menus on the right side of the page will be activated and displayed.





ثبت چهره

اضافه شدن غذای جدید به لیست رستوران های پاس

1

# **K.Student Dining Halls and Campus Restaurants: A Comparative Overview**

	Dining Halls		Campus Restaurants	
Name	Akhtaran-e-Bi-Neshan	Dormitory Dining Halls	Yas 1	Yas 2
Meal Type	Lunch	Dinner & Breakfast	Lunch	Lunch & Dinner;
Credit Top-up	Required		Not Required	
Meal Service Days	Daily, except Thursdays, Fridays and Public Holidays.	Daily, except Thursdays, Fridays and Public Holidays.  Exception: Lunch reservations are available daily during final exams	Daily, except Thursdays, Fridays and Public Holidays.	Daily, except Thursdays, Fridays and Public Holidays.  Exception: Lunch reservations are available daily during final exams
Meal Reservation Window	at least 48 hours (2 days) prior to the scheduled meal time		Same-day	
Meal Price	Fully subsidized. Lower Price (Cheap)		Fully subsidized. Lower Price (Cheap)  Partially subsidized. Moderate Price (slight more expensive than the Student Dining Halls)	
Menu Options	No		Yes	
Location	Behind the Faculty of Engineering (short walk)	Inside student dormitories	North side of the Campus, across from Women's Study Park	

We hope this guide assists you in smoothly using the University of Isfahan's Meal Reservation System (Cullinan). For any inquiries, please contact the Dining Services Office.

We appreciate your cooperation and wish you a productive and successful academic year.