



Fast Start – September 2025 Updates


Welcome to Jacinthe Traiteur, your culinary happiness creator! Here's everything you need to know to get started quickly and smoothly this school year:

High Email Volume

We receive over 2,000 emails per week, making it impossible to respond individually. To improve service, an AI system will be implemented this year.




No More Manual Reservations

Reservations are no longer accepted via voicemail, written messages, or text.  Form submission only is allowed.



Order Tracking

Your orders are now visible in your account under the “Mes commandes” menu. A confirmation email is sent upon dispatch — this serves as proof of payment and confirms your child’s registration.  Automated lists for preparing meal and school list — you must use the form.



Meal Responsibility

Parents are responsible for verifying their child’s meal dates. We cannot modify dates once a lunch has been provided.



Mandatory Registration

Registration is required this year to place an order. Please visit “My Account” (main menu, top right) to get started.



Date Confirmation

For optimal management, please double-check your meal dates. Your orders are listed in your account under the “Orders” section.



Phone Unavailable (10:00 AM – 2:30 PM)

During this time, we are actively preparing meals and making deliveries. Please contact us outside these hours or via email.



Thank You for Your Support!

Your kind messages and feedback mean the world to us. Feel free to LIKE our social media pages or leave a message — we often share the comments that truly touch us!

Jacinthe Traiteur
Créatrice de bonheur culinaire
For inquiries: info@jacinthe.pro

Scan the QR
code to explore
our online
menu and
services.






Need-to-Know Info

Jacinthe – School Catering Walkthrough (2025-2026)

Welcome to Jacinthe, your trusted school catering partner in Granby and across Montérégie. Here's how to place your meal orders step by step:

Step 1 – Create Your Account at : institution.jacinte.pro/mon-compte/

Click on “My Account” in the top-right menu and register.  Note: An account is now required to place any orders. You will be automatically redirected to your school.

Step 2 – Choose Your Menu

Once logged in, go to “Your School” to access your school’s weekly menu. Select meals for the next 8 weeks — day by day, child by child. Each child’s menu can be customized independently.

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Step 3 – Confirm Your Order

Review your selections and submit your order. You’ll receive a confirmation email that serves as proof of payment and confirms your child’s registration.



Step 4 – Make Your Payment via Interac

Payment must be made by Interac only. On the final page, enter the full name of the person making the payment. No password or extra info is required — our system will automatically verify and match the details. Once confirmed all will turn green.



Important Notes

- All fields must be completed for each child. If any information is missing, the entire row must be restarted.
- Disable your VPN (virtual Private Network) before starting to ensure proper access. If you don't know what it is, you don't have one!
- The website is currently displayed in French. Use your browser's translation feature to view it in English. This will be resolved shortly.
- We do not accept orders via voicemail, email, or text. All reservations must be submitted through the form.

Need Help?

If you experience any issues, please message us via the Jacinthe Facebook page. We'd also love your feedback — how was your ordering experience? Your input helps us grow and serve you better.

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<https://institution.jacinte.pro/home>
<https://jacinte.pro/en-cas-de-problemes/>

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