

CIVICA Eats Guide

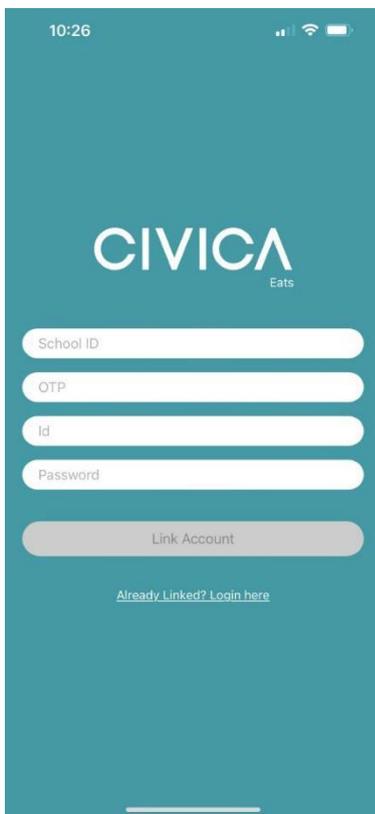
1: Download the CivicaEats App from either the Google Play Store on Android or the App Store on iOS.



CivicaEats
Civica UK Ltd



2: When the app is loaded up for the first time it will prompt for School ID, OTP, ID and Password.



The screenshot shows the login screen of the CivicaEats app. At the top, the time is 10:26 and there are icons for signal, Wi-Fi, and battery. The app logo 'CIVICA Eats' is centered. Below it are four input fields: 'School ID', 'OTP', 'Id', and 'Password'. A 'Link Account' button is at the bottom, and a link 'Already Linked? Login here' is below it.

School ID: 8555402

OTP: The 12-digit code displayed in your separate letter (distributed on inset days in September)

ID: This is your school computer username. E.g. JBloggs

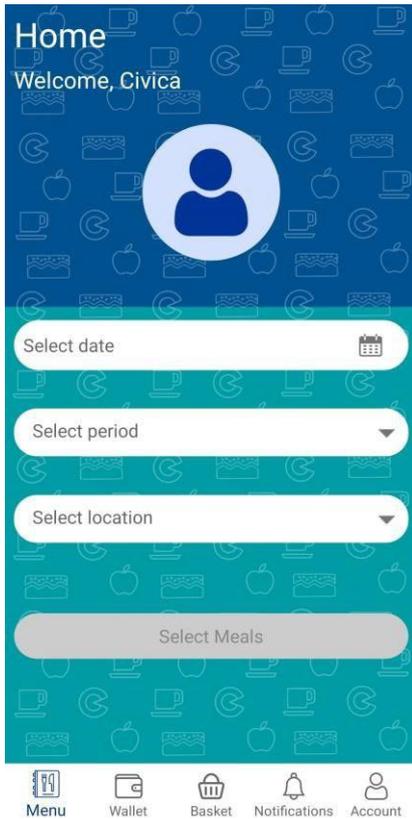
Password: This is your password you use for signing into the computers at school/school email

Please note, that even though an option may be presented to save the login details, these **will not** work for future use. Login details must be entered manually each time the app is to be used.

Also note, if you are using Dark Mode on your phone text may appear white in the boxes and be unreadable.

For future logins please choose the already linked option found at the bottom of the page and login with the same information just without the OTP.

3: Ordering a Meal



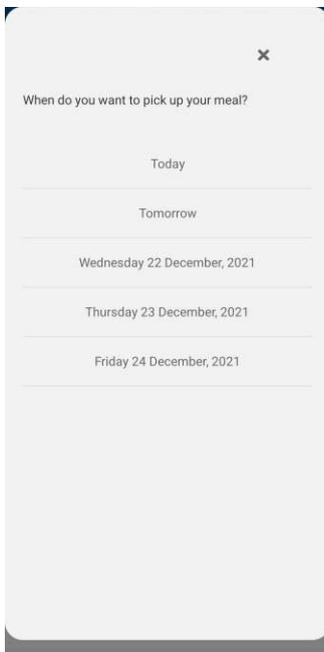
When ordering a meal, it will ask for Date, Period of Day and Location. Until these options have been filled out the Select Meals button at the bottom of the screen will not become active.

The 3 images below give a visual representation of what each section will look like. Orders can be placed for several days in advance.

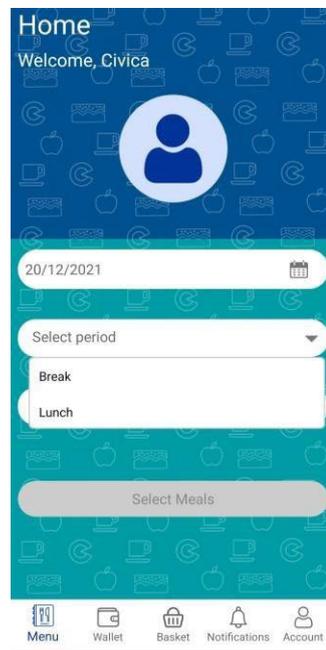
Select Date: This is a rolling calendar where each day applicable for Pre Order will be visible.

Select Period: This is the Periods of Day in which the school have setup for Pre Order to be applicable. i.e., Break, Lunch

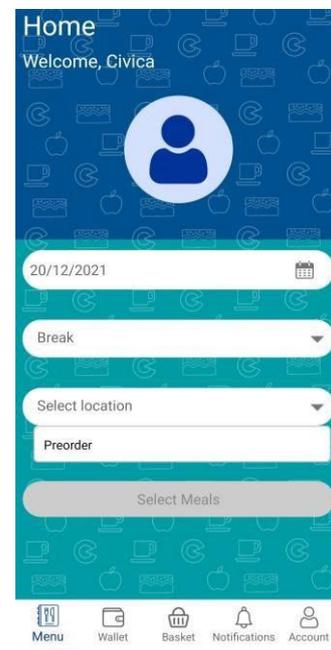
Select Location: This usually says PreOrder and is the only option in the list.



Select Date

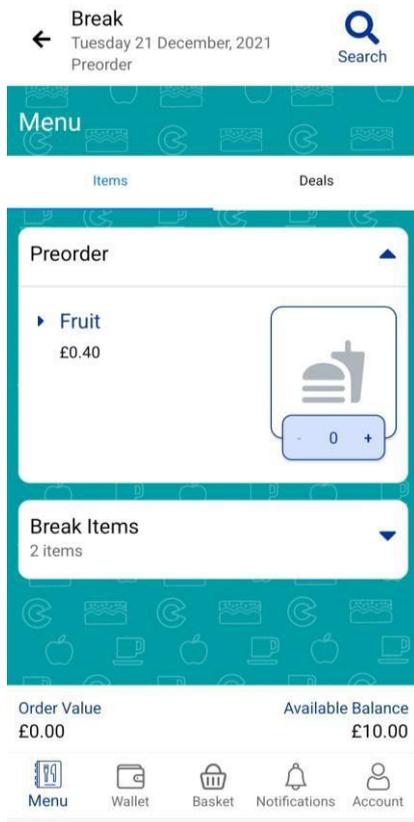


Select Period



Select Location

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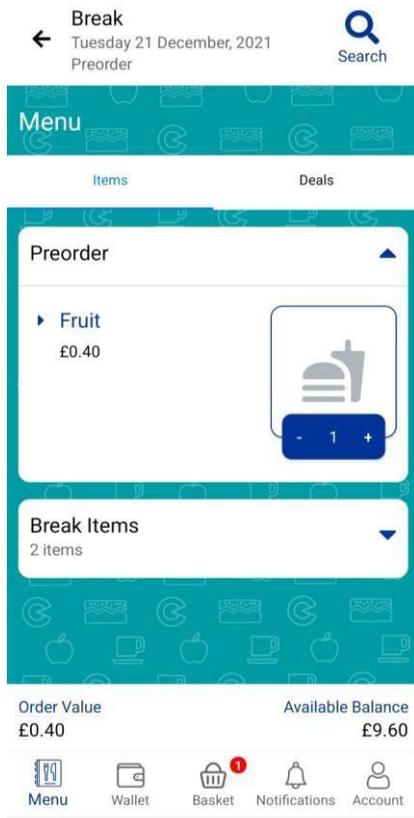


Depending on what Period of Day is selected from the Menu screen, will determine what is applicable for order.

If there are multiple courses, then it will display as separate dropdown options giving a total of how many products are in each. Selecting one of these options will display the products and associated prices within.

As items are selected, the Order Value at the bottom of the screen will increase and the Available Balance will decrease. This shows how much is still available to spend should more products be required to order.

To add an item to the basket, press on the plus icon next to the Quantity number and this will add to the basket. Likewise, should an item need to be removed or quantity reduced, press the minus icon and this will remove it.



The number next to the Basket icon will display how many products for that period have been selected for order.

Break
Tuesday 21 December, 2021
Preorder



Once all applicable items have been selected, go to the basket to place the order.

In here the items selected can be reviewed and should they no longer be required; the red trash icon can be selected to remove them. This will reduce the Order Value and add the funds back to Available Balance.

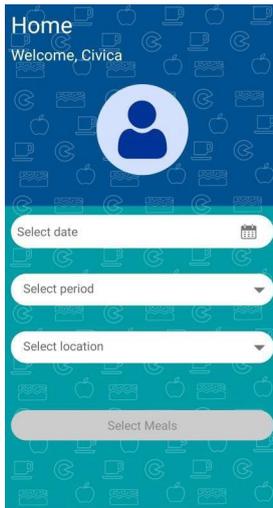
Should all items want to be ordered, press Place Order at the bottom of the screen and a message will appear showing the order has successfully been placed with the school's kitchen.



Order placed!

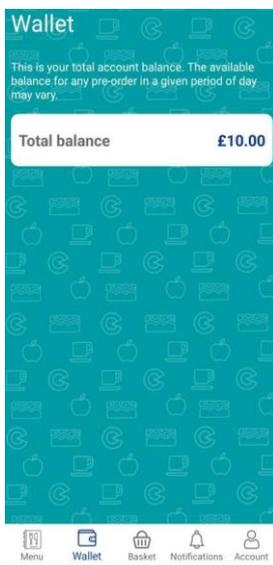


4: Inside the app



Menu Screen

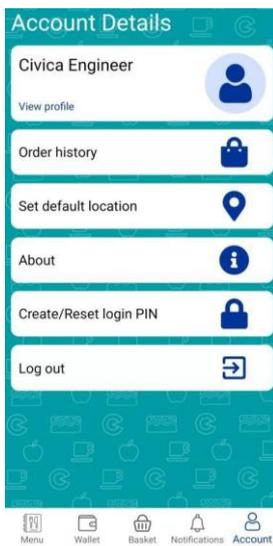
On first log in this screen will be visible. It displays the Account Details for the user in the banner at the top and using the dropdown lists in the bottom window will allow for the various options to be given for Pre Order.



Wallet

This screen shows the balance of the account which is available to pre order meals.

There must be sufficient funds for a pre order to be allowed. If the transaction total is higher than the available balance, it will not allow an order to be placed.



Account

This screen shows the account details for the currently logged in user.

Clicking on View Profile will allow basic information to be shown such as Forename, Surname, Class and any Allergen information that may already be in the system.

Order History displays any orders that have been placed via the app. It also allows orders to be cancelled should they no longer be required and the cut off time for that day hasn't passed.