

CIVICA



CivicaEats User Guide

Daniel Day

Thursday, 09 June 2022

Document Owner:	
Name:	Business Unit (BU):
Daniel Day	LG Cashless

Approved Author(s) / Editor(s):	
Name/Group:	Business Unit (BU):
Daniel Day	LG Cashless

Approved Distribution:	
Name/Group:	Business Unit (BU):

Contents

Downloading the App	4
Registering an Account	4
User Interface.....	5
Menu.....	5
Wallet	6
Basket	6
Account	7
Ordering a Meal	8

Downloading the App

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



CivicaEats
Civica UK Ltd



Registering an Account

When the app is loaded up for the first time it will prompt for School ID, One Time Password (OTP), ID and Password. Once this is entered and Link Account has been pressed, it will ask if you want to create a 4 digit PIN Number. You don't have to but this can also be used to sign in to the app if it asks for it.

School ID: This is the DFE Number of the school.

OTP: This is a unique 12-digit code which will be provided to you by the school.

ID: This is the Active Directory (AD) Username for the person wanting to use the App.

Password: This is the AD Password for the person wanting to use the App.

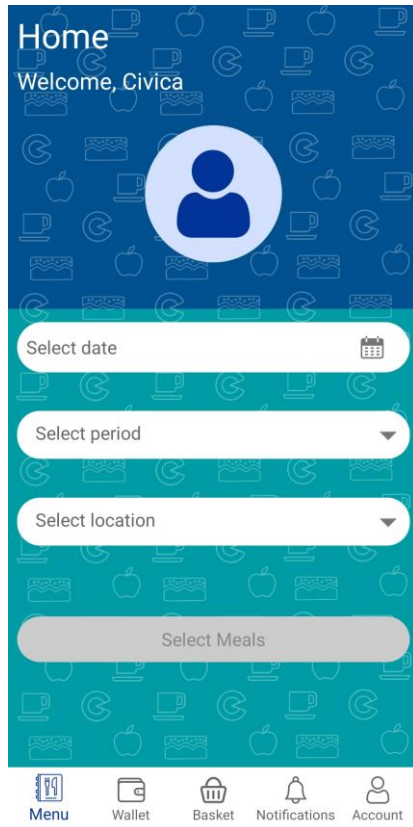
Please note, that even though an option may be presented to save the login details, these **will not** work for future use. Login details must be entered manually each time the app is to be used.

Also, if your device is in Dark Mode, the text may appear to not display within the fields. Set your device back to Light Mode and the text will then appear.

User Interface

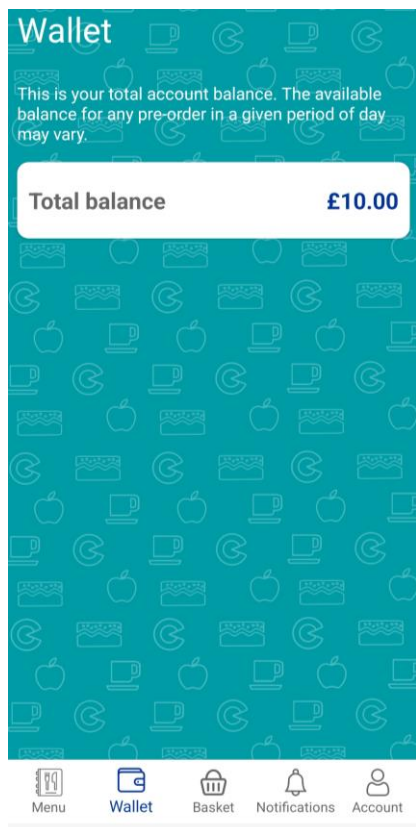
There are 4 main sections to the User Interface once logged in. These are:

Menu



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 drop-down lists in the bottom window will allow for the various options to be given for Pre Order.

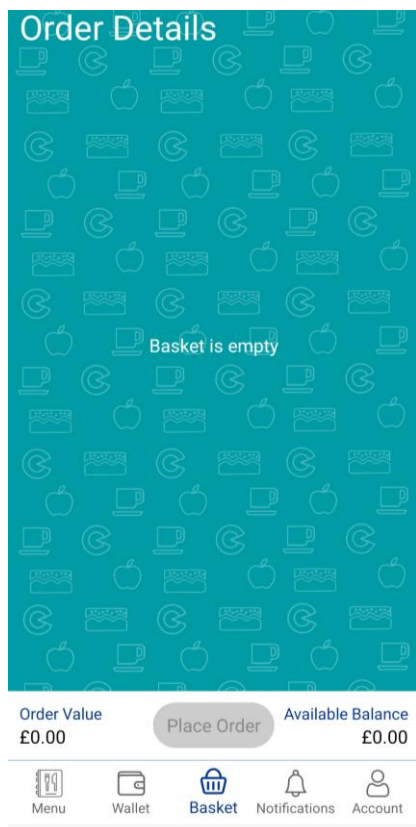
Wallet



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

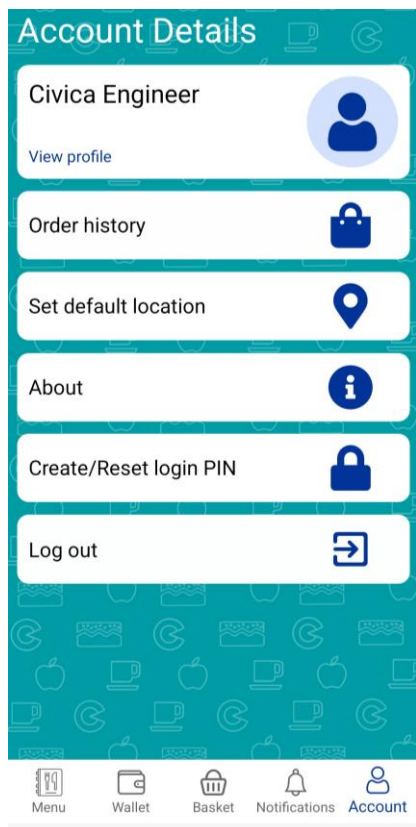
There must be sufficient funds for a pre order to be allowed. If the transaction total is higher than the available balance, it will not allow an order to be placed.

Basket



The basket is where the selected products from the menu will be displayed. It will then allow the order to be placed or items to be removed should they not be required.

Account

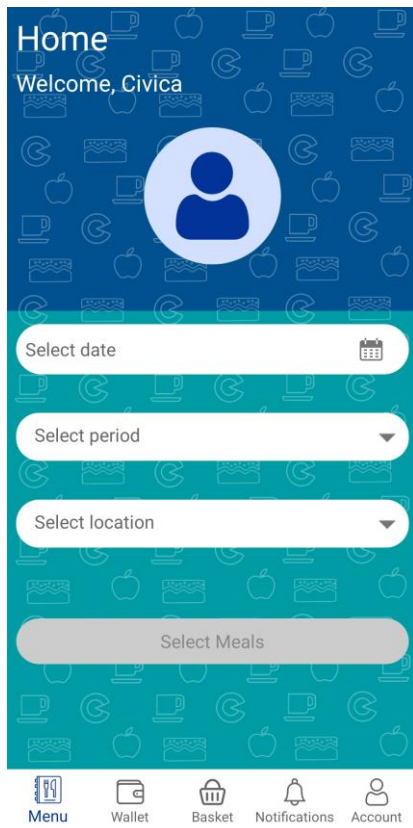


This screen shows the account details for the currently logged in user.

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.

Ordering a Meal



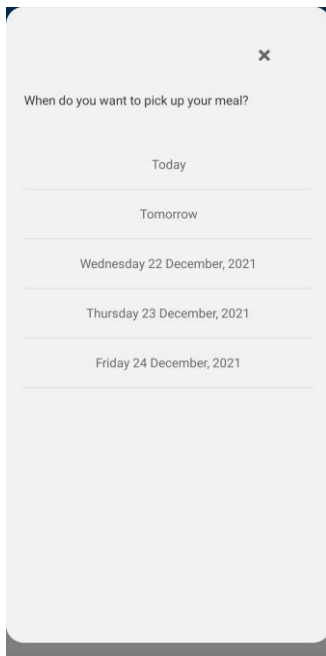
When ordering a meal, it will ask for Date, Period of Day and Location. Until these options have been filled out the Select Meals button at the bottom of the screen will not become active.

The 3 images below give a visual representation of what each section will look like. Orders can be placed for several days in advance. How far in advance is dependant on how the school asked for this to be set up.

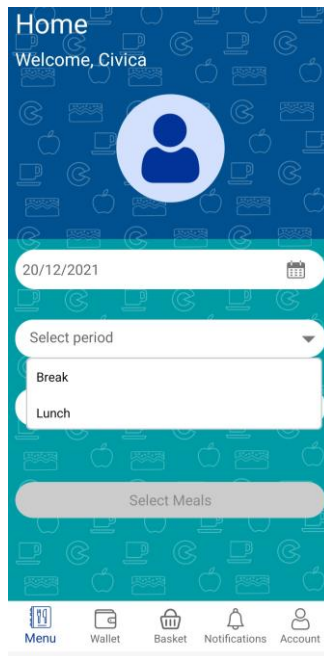
Select Date: This is a rolling calendar where each day applicable for Pre Order will be visible.

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

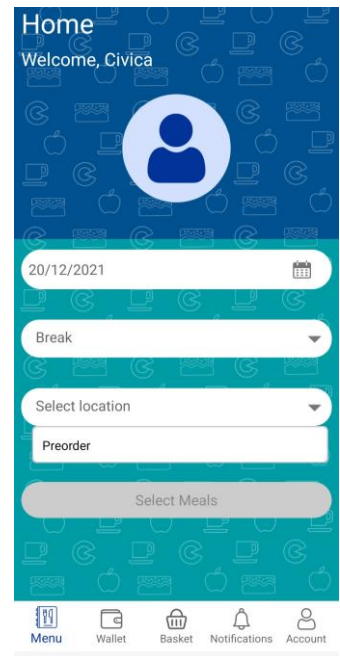
Select Location: This usually says Pre Order and is the only option in the list.



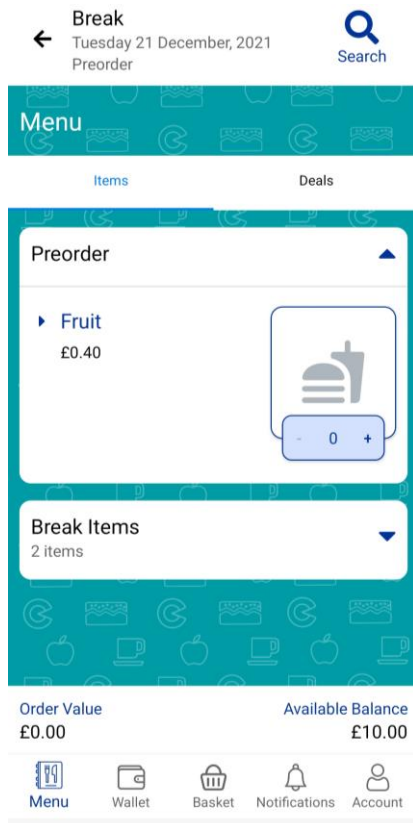
Select Date



Select Period



Select Location



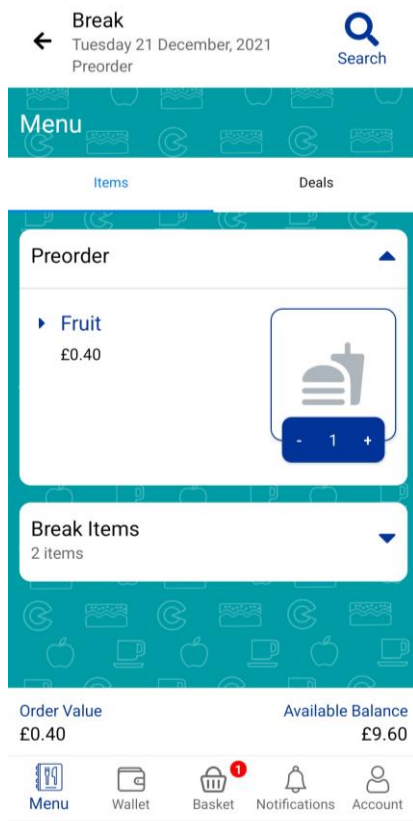
Depending on what Period of Day is selected from the Menu screen, will determine what is applicable for order.

If there are multiple courses, then it will display as separate drop-down 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



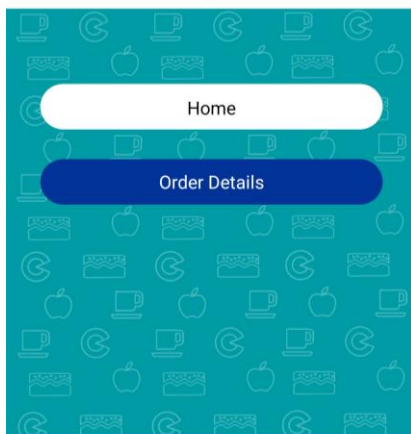
Once all applicable items have been selected, go to the basket to place the order.

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!



Document Control:				
Version:	Author:	Date:	Comments:	Status:
1.0	Daniel Day	20/12/2021		
1.1	Daniel Day	09/06/2022		

Copyright Notice:

The content of this document is protected by copyright © Civica UK Limited 2022. All rights reserved.

You may not copy or replicate including extracts of it without Civica's written consent. You must not sell, share, copy or republish this document.

Copying of this document in any form is prohibited.

If you want further copies of this document, please make a request to the author shown on the front page.