

## Downloading the App

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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

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

**CIVICA**  
Eats

School ID

OTP

Id

Password

Link Account

[Already Linked? Login here](#)

Most of these details can be found on the email.

**School ID:** This is the DFE Number of the school inputted as one whole number.

**OTP:** This is a unique 12-digit code, which the school will provide.

**ID:** This is your Network Username for the person wanting to use the App.

**Password:** This is your Network Password for the person wanting to use the App.

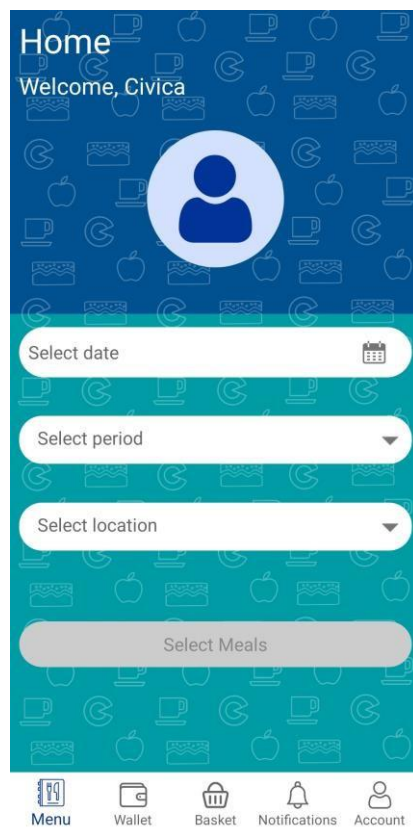
Once all information has been entered, the Link Account button will light up. Press this and it will ask for 4-digit pin number to be created. This doesn't have to be done; however, it can make it easier to login in the future.

# User Interface

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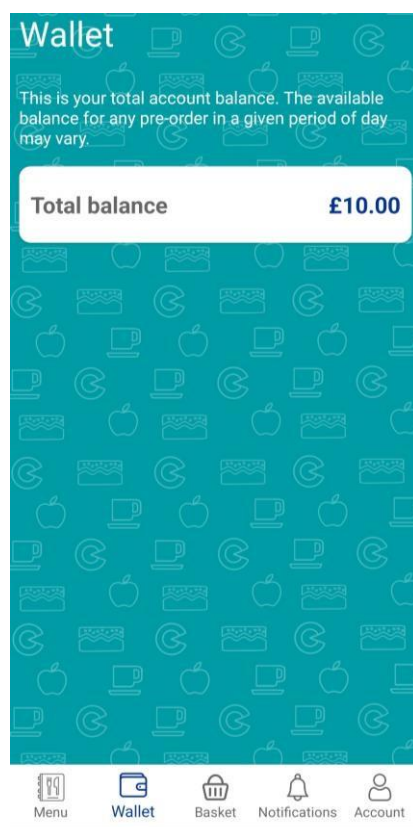
There are 4 main sections to the User Interface once logged in. These are:

## 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 dropdown lists in the bottom window will allow for the various.

## Wallet



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

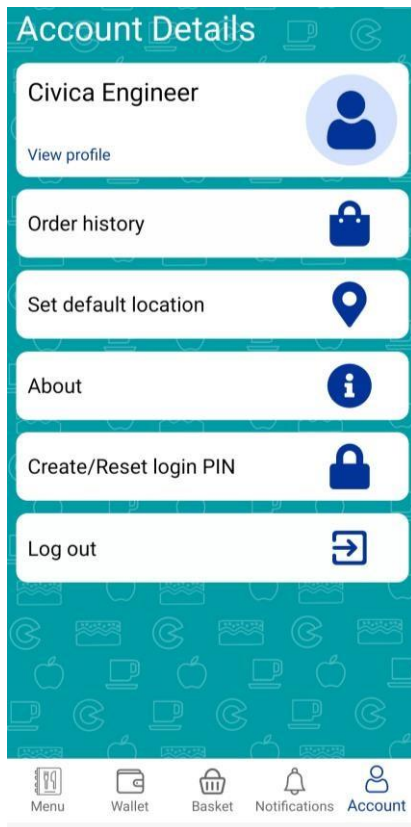
There must be sufficient funds for a pre order to be allowed. If the transaction total is higher than the available balance, it will not allow an order to be placed.

## 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

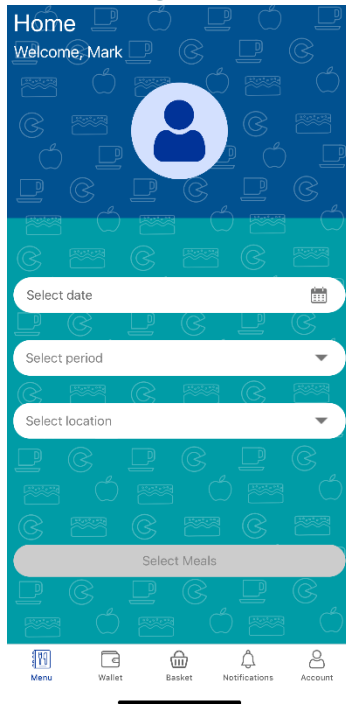


This screen shows the account details for the currently logged in user.

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.

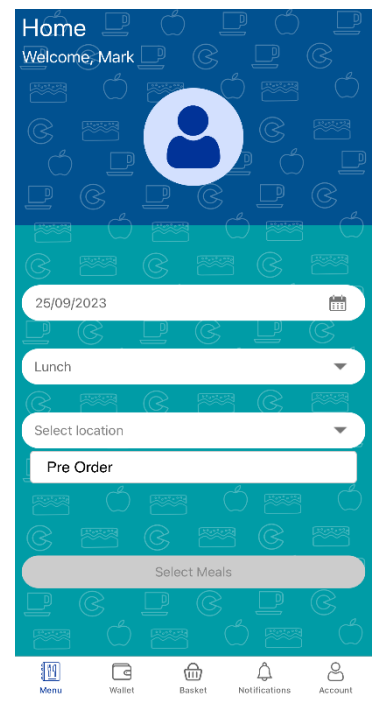
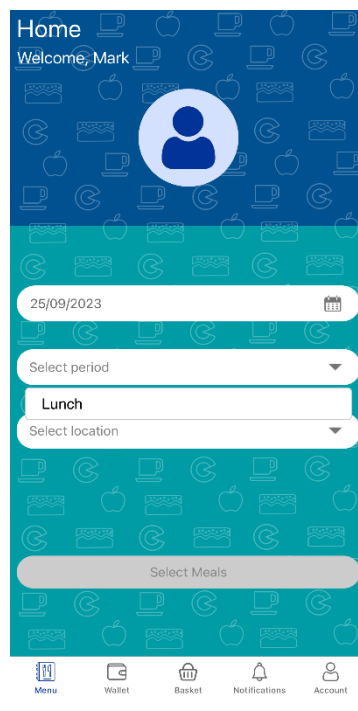
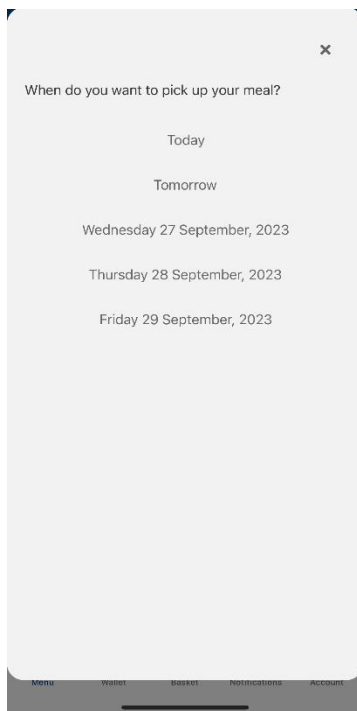
The 3 images below give a visual representation of what each section will look like. Orders can be placed for several days in advance. How far in advance is dependent on how the school asked for this to be set up.

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

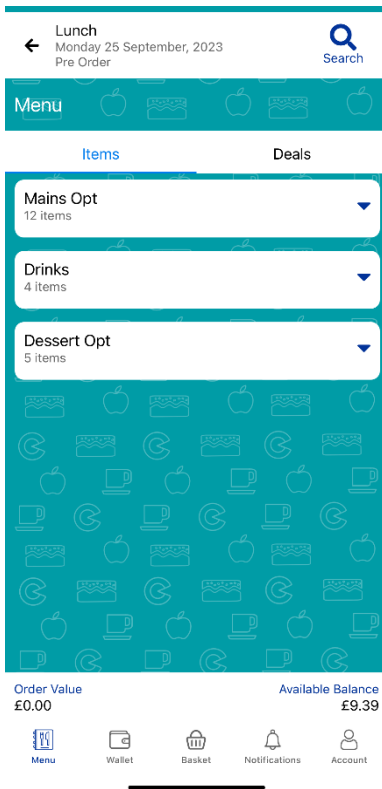
**Select Period:** This is the Periods of Day in which the school have set up for Pre Order to be available. Currently Lunch is the only option available.

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

***There is a cut off time of 10am when ordering food on the day,***



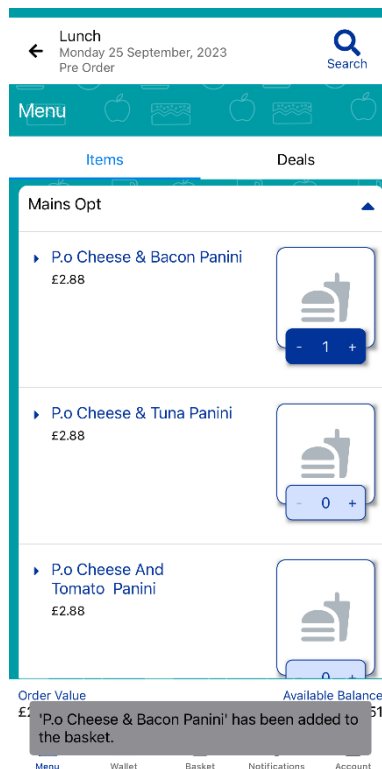
# Items



The Pre-order menu has been separated into Food, Drink and Deserts, and 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.

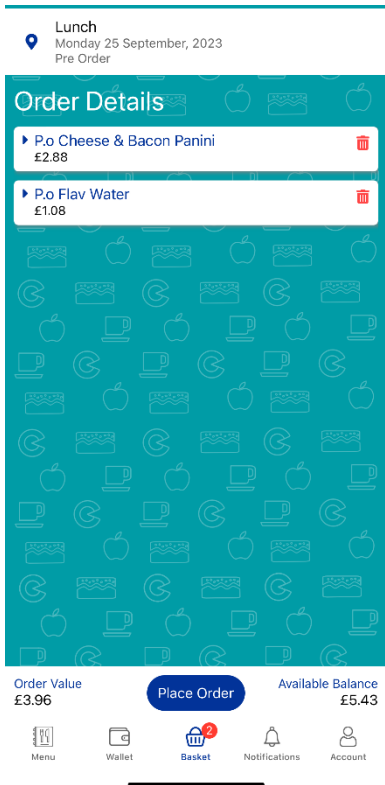
As items are selected, the Order Value at the bottom of the screen will increase and the Available Balance will decrease. This shows how much is still available to spend should more products be required to order.

**(Please note, the available balance in this screen may differ from the one you see in the wallet. This is because this screen only shows what you have available to spend at the specific period of day selected, not your overall balance).**



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.



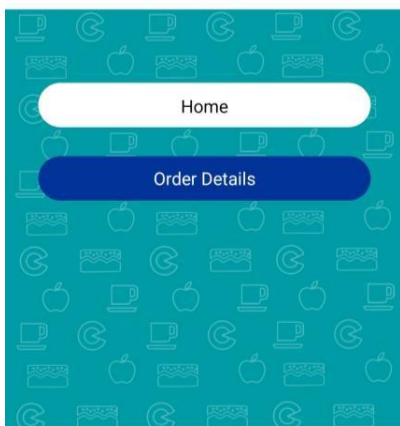
Once all items have been selected, go to the basket to place the order.

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!



## Collecting Pre-Ordered Food

Your food will be ready to collect at the start of lunchtime from the pre-order area which will be located on the cloister corridor next to the theatre doors.

You will need to make sure you have your order details showing on your mobile device when collecting your food.

← Order Summary

**L** Lunch | 09 Oct 2023 (Mon)  
Pre Order

**Order Items**

P.O Cheese & Bacon Panini	1 x £2.88	£2.88
<b>Grand Total</b>		<b>£2.88</b>

**Order Details**

Order Number  
1581148

Order Date  
09 Oct 2023 (Mon)

Order Status  
Order Accepted.

Refund Amount: **£2.88**

Cancel Order