

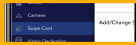
US How To: App Canteen

1. Assign your swipe card to yourself
2. Top-up Canteen Wallet
3. Place Click-&-Collect Order
4. Cancel an order
5. Collect an order
6. Scan QR Code at Scanning Station

1. Assign your swipe card to yourself

- 1.1 If a student has not already received their Swipe Card they will need to collect one from the school office and register that card in the App through their own student profile. (See in-App Help Guide.)

- 1.2 Tap on Manage Swipe Card



- 1.3 Scan or enter in the code manually and Submit



2. Top-up Canteen Wallet

- 2.1 Open Student App

- 2.2 Select Canteen from Home Menu



- 2.3 Select Wallet from bottom of screen



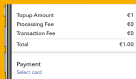
- 2.4 Select Add Money to Wallet



- 2.5 Select top-up amount



- 2.6 Select card for payment and proceed to checkout



Payment completed successfully.

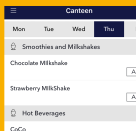


Please note that there is a €3 admin charge once a year

- Once the wallet is topped-up, students can place orders for food directly through their own App account.
- City student accounts can place orders and access the wallet.
- Parent accounts can view menus and order history.

3. Place Click-&-Collect Order

- 3.1 Select day of week to view canteen menu for that day



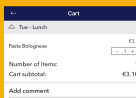
- 3.2 Click Add button beside food item(s) you wish to add to cart

- 3.3 Select another day of week to view canteen menu to pre-order for another day

- 3.4 Select Cart from bottom right hand corner

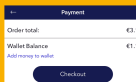


- 3.5 Review payment details and select Proceed to Checkout



- 3.6 Payment - taken automatically from card added when pre-ordering - select the card when adding money to wallet

- 3.7 Select Checkout



Order Complete

Payment completed successfully.

Order Summary:

Order no. 15073

Order date: Tue, 9 Aug 2022

Order total: €3.1

Transaction id: 73117

4. Cancel an order

Only unpaid orders can be cancelled

- 4.1 Select Order History from Canteen Menu
- 4.2 Select unpaid order you wish to cancel
- 4.3 Select Cancel Full Order from bottom-right hand corner to cancel full order
- 4.4 Select Cancel button on item you wish to cancel from order

5. Collect an order

- 5.1 Select Order History from Canteen Menu
- 5.2 Select order you wish to collect
- 5.3 Select Scan Code
- 5.4 Receive notice and scan your QR code at canteen counter tablet

6. Scan QR Code at Scanning Station

- 6.1 Select Swipe Card and scan QR Code



OR

- 6.2 Scan Key Fob



- 6.3 Collect your order

Help & Support

Email: support@us.sussex.ac.uk

(A member of the team will respond within the same working day.)