

Creating an Account

Logging in

- 1) Open your browser and navigate to <https://foodservices.algonquincollege.com>
- 2) Enter your email and AC Food+ password

FIRST TIME SIGN IN/ACTIVATION INSTRUCTIONS



If you already have login credentials for the Meal Plan Online Portal, follow these steps

You already have a web account - generate a new password for the AC Food+ Ordering portal

- On the AC Food+ login screen, click 'Forgot Password?'
- Enter your Student ID, Email Address, and your last name.
- You will receive an email with a link to activate your AC Food+ account and set a new password

If you do not have credentials for the Meal Plan Online Portal, follow these steps

- On the AC Food+ login screen, click 'Register an Account'
- Enter in all of the information needed, then click 'Submit'.



Account Activation Information
Password must contain at least one lowercase, uppercase,
number, symbol (!@#\$\$%^&*), and between 12-14 characters.

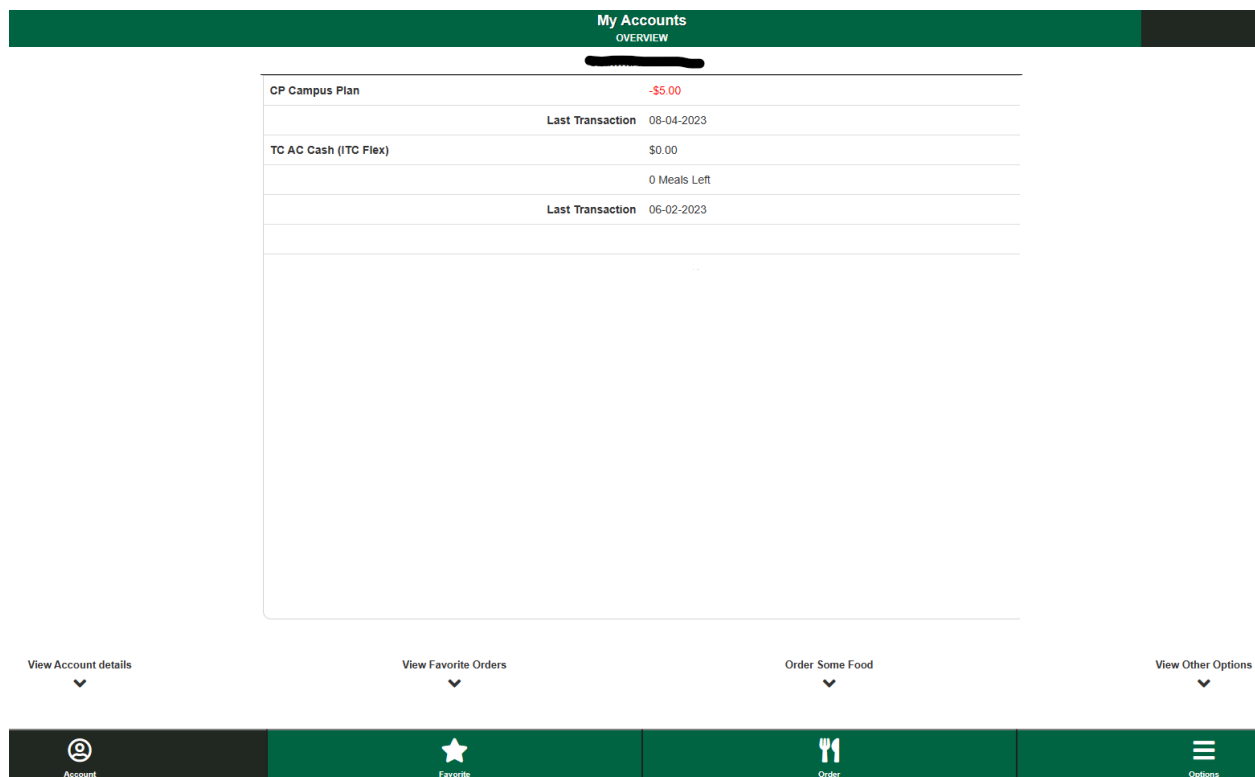
- The text at the top disappears, click 'Submit' again. You should see 'An activation email has been sent'.
- Check your email and click the link in the activation email to finish registering your account.

Navigating the Page

LANDING SCREEN ONCE YOUR ACCOUNT IS ACTIVE

The first screen is an overview of your meal plan account(s), the navigation menu along the bottom.

Note: You will see negative dollar amounts beside your accounts. This does not mean that something is wrong or that you owe money. This is how the software displays the amount you have available to spend.

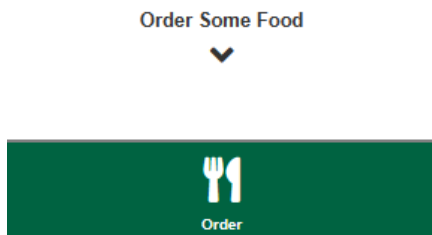


- Click on each tab to navigate to that page. ACCOUNT-FAVOURITE-ORDER-OPTIONS
- After you have placed an order, you can save it as a Favorite so that you can quickly access it again in the future via the 'Favorite Orders' tab
- Under 'Other Options' you will find the options to reset your password, log out, and view current or past orders

Placing an Order

1. Click Order
2. Choose Location
3. Select the time of pickup reflective of available times offered
4. Select your items
5. Add to Cart, repeat process to add additional items if necessary
6. Click on “View Cart”
7. Review cart to confirm items and “Proceed to Checkout”
8. Choose “Meal Plan” for payment
9. Email will be sent to your account email to confirm order as well as a reminder email at 30 minutes prior to your pick up.

- 1) **Click** on the tab at the bottom of the screen that shows the knife and fork



- 2) **Choose** the location you wish to order from. This also determines the location you will pickup your order from. **Currently only 35th Street offers this service.**



- 3) **Select** the time you want to **pickup** your order. Orders must be placed and picked up on the same day. No delivery available, time availability may not be reflective of image below.

35th St Market
SELECT SERVICE OPTIONS

Today
3

All Day

Pick Up

Pick Up Fee: Free
Restaurant Closes @ 10:00PM

10:00AM - 10:20AM

Earliest Pick Up at 09:30AM
Latest Pick Up at 09:30PM
Time has been selected

- 4) **Select** your food, and preparation options if applicable. Scroll down to find more options and add-ons such as drinks. Take note of any extra charges that will be added to your total.

Turkey Sub 6"
\$6.29
Smoked turkey

Customize Your Order

Choose your Bread or Wrap : 1 REQUIRED

Italian Bread

Whole Wheat Bread

Sundried Tomato and Basil Wrap

Spinach Wrap

White Wrap

6" Gluten Aware Bun \$1.00

Would you like it toasted : 1 REQUIRED

Yes

No

Choose Cheese

White Cheddar

Swiss Cheese

Mozzarella Cheese

- 5) **Add** any Special Instructions to the bottom of the item page, including any allergy alerts the kitchen should be aware of.
- 6) Once you have selected all your options and entered any special instructions, click **'Add to Cart'**.
- 7) Repeat the process to add any additional items to your cart. To view your cart, click the **'View Cart'** banner at the bottom of the page, or the cart icon in the top right corner.



- 8) **Confirm** the items in your cart are correct and make any adjustments as needed. Once you are ready, click **'Proceed to Checkout'**.
- 9) **Select "MEAL PLAN"** for payment. You will receive a confirmation email when your order is successfully placed, when your order begins preparation, and when it is ready for pickup.

Pickup

- 1) You will receive an email when your order begins preparation. Take note of the Pickup time listed.

Mobile Order Reminder

Hello Shawna McAllister,

Your Order #13 is now being prepared
in our kitchen for Pick Up @ 03:00PM today.
Your Order Total is \$.92

The details of your Order are as follows:

Order #13
Order Date: Feb. 27 2023
Transaction #40700007
Transaction Date: Feb. 27 2023
Posting Account: CP
Charge: \$0.92
Invoice #:
Reference Code:
Auth Code:
Application Label:
Fees for Pick Up: \$0

Items ordered:
Add Tom or Lett \$.81

You are receiving this email today about 30 minute(s) prior to your Pick Up time.

- 2) Arrive at the pickup location as close to your pickup time as possible. If you are unsure where to go, ask any of the staff
- 3) Present your student ID as proof of your identity to pickup your order at the Cash area. If you would like to purchase additional items you may do so through the normal POS transaction process.

Modifying an Order

- 1) Once an order has been confirmed and paid for, it cannot be modified through the webpage
- 2) Confirm that all items in the order are correct before you place it
- 3) To modify your order, you will need to go to 35th Street Market Café prior to your pickup time. This is not guaranteed and may result in additional charges to your account at the time of pickup.
- 4) You can view the details of your order by navigating to the 'My Orders' page in the Options menu and selecting 'View Order' on the order you wish to see.

Canceling an Order

- 1) Within **30 minutes of placing your order**, you can cancel it by navigating to 'My Orders' in the Options menu and selecting 'Cancel Order'.

