

## Café Online Ordering FAQ's



### How do I get started?

Scan the QR code for your location or enter the URL into the web browser on your device. Café Online Ordering is currently available at the following locations:



GO Tower Café  
[preordercafe.com/GOTowerCafe](http://preordercafe.com/GOTowerCafe)



GO Café 1837  
[preordercafe.com/GOCafe1837](http://preordercafe.com/GOCafe1837)



F&HCIC  
[preordercafe.com/FHCICl IvorydaleCafe](http://preordercafe.com/FHCICl IvorydaleCafe)



MBC Lakeside Cafe  
[preordercafe.com/MBCLakesideCafe](http://preordercafe.com/MBCLakesideCafe)



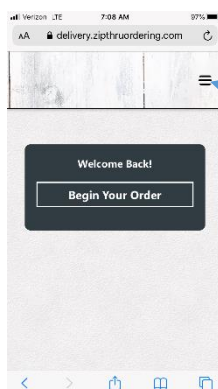
WHBC Mainstreet Cafe  
[preordercafe.com/WHBCMainstreetCafe](http://preordercafe.com/WHBCMainstreetCafe)



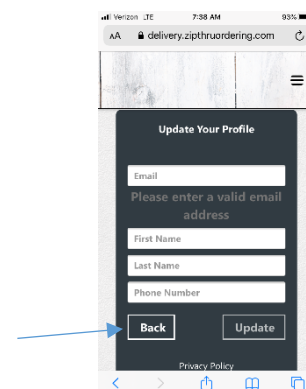
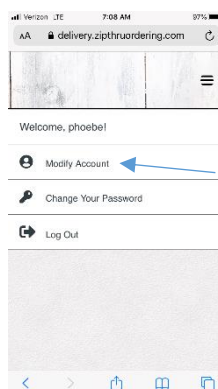
WHBC Pals Cafe  
[preordercafe.com/WHBCPalsCafe](http://preordercafe.com/WHBCPalsCafe)

### How do I modify my account?

You can modify your account before or after you place an order. Click on the profile icon in the top right corner. You can then click back if no changes needed. Once you click update, you will be redirected to login screen to place order. You can also check your badge pay balance during checkout process.



tap here to  
modify account



**I forgot something on my order. Can I modify the order once it is final?**

Once the order is placed, you cannot add to it. To make a change contact the dining manager for assistance. If you forgot to add something you can place another order. If you forgot to add an ingredient, the station attendant will be happy to help you in the café.

**I placed an order, but am now unable to pick it up or forgot. Can I cancel the order?**

Orders are final once processed. If you are unable to pick up the order, please contact the dining manager for reimbursement.

**I added my credit card information, but my account is not updating.**

Please be sure to enter the credit card number without spaces or dashes. Please add your 3 or 4-digit security code before placing your order. Otherwise, there will be a 2-minute waiting period for credit card authorization.

**I don't see my favorite beverage listed as an option.**

Beverages included are based on guest favorites. If you would like a different beverage, please note that in the special instructions prior to completing your order.

**I would like to customize my sandwich.**

Items listed first in gray boxes are specials and cannot be customized. If you want to customize your sandwich, scroll down to see artisan sandwich buttons. From here, you can order "as-is" or customize toppings, cheeses, etc. On your next order, you will be able to reorder your customized sandwich.

**I often order the same thing. Can I repeat an order?**

Yes! You will see previous orders once you login and select your pickup time. Please note quantities will default to 1 serving for previous orders, but you can adjust those once you click on the item to reorder.

**Can I order coffee with café online ordering?**

Yes, you can order coffee for pickup at GO Café 1837. No other locations are scheduled for coffee orders at this time.

**Why do some items have 0 calories listed?**

We have provided calorie and nutrition information for our regularly served items, packaged snacks and beverages. Many of these items are truly 0 calories for the serving size. Others may have a 0 value to maintain the nutrition calculator feature on the screen. If you have questions regarding the nutrition information on the kiosk, please contact our Registered Dietitian, [Phoebe.Wallace@compass-usa.com](mailto:Phoebe.Wallace@compass-usa.com).

I am having difficulty setting up Google Pay.

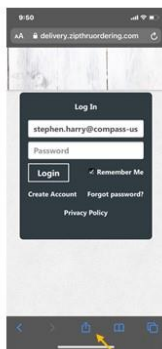
There is a known issue with setting up Google Pay on a mobile device. It is recommended to set up Google Pay in the Café Online Order program from your PC. All functions after the initial account set-up work well on your mobile device.

Saving a Café Online Order site to your device.

## P&G CAFÉ ONLINE ORDERING (IOS)

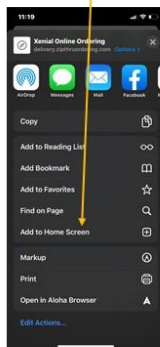
Saving a Café Online Order site to your iOS device:

**Step 1:**  
Enter URL (or scan QR code)  
for the café you would like  
to order from

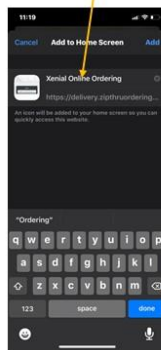


**Step 2:**  
Click on the box with  
the arrow

**Step 3:**  
Click on "Add to  
Home Screen"



**Step 4:**  
Touch name to edit and  
customize



**Step 5:**  
Click on "Add" to  
place icon on  
home screen



**Step 6:**  
Click on icon to take you  
directly to your Café Online  
Ordering site



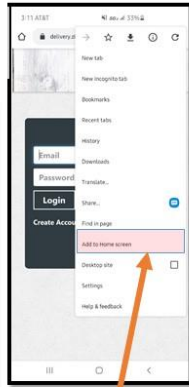
# P&G CAFÉ ONLINE ORDERING (ANDROID)

Saving a Café Online Order site to your android device:

**Step 1:**  
Enter URL (or scan QR code)  
for the café you would like to  
order from)

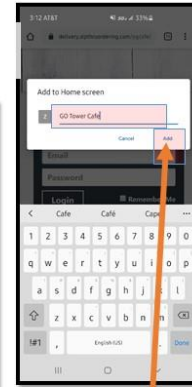
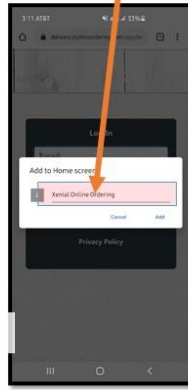


**Step 2:**  
Click on the 3 dots in the top  
right corner of the webpage



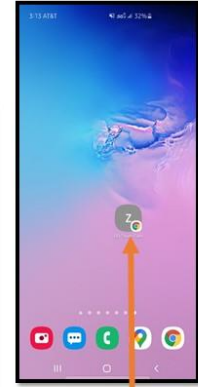
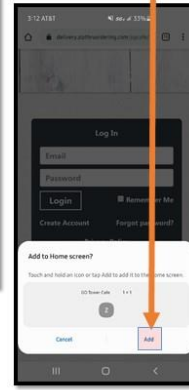
**Step 3:**  
Click on "Add to Home screen"

**Step 4:**  
Touch name to edit and  
customize



**Step 5:**  
Change the name (if you  
prefer) and click "Add"

**Step 6:**  
Click "Add"

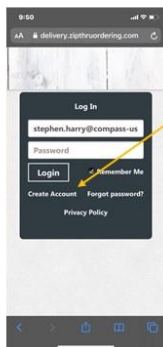


**Step 7:**  
Icon should now appear on you  
home screen

## CAFÉ ONLINE ORDERING

Setting up an account with Café Online Ordering:

**Step 1:**  
Enter URL (or scan QR code)  
for the café you would like to  
order from



**Step 2:**  
Click "Create Account"

**Step 3:**  
Enter personal data



**Step 4:**  
Click "Create"

