# Dormdash Guide for Students

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# Preface

We are Dormdash, a food delivery service that connects students with restaurants in their city. Dormdash started as a side project for some hungry students - we always studied late into the night and had no food to eat. We created Dormdash as a solution to those late nights. No more missing meals!

**Sustainability:** At Dormdash, all deliveries are made by bicycle. Bicycles are an excellent way to provide quick, efficient, and eco-friendly delivery service. Deliveries account for a major portion of greenhouse gas emissions, and we want to do our part to reduce it, while providing an excellent food delivery service.

**Empathy:** We know how big of a struggle it can be to have food delivered to college campuses. That is why our mission at Dormdash is to bridge that gap. We believe in feeding communities by connecting local restaurants with the students in their area, while providing quality customer service.

**Transparency:** At Dormdash we believe that every student, restaurant owner, and deliverer has a right to know where their money is going, and the quality of service we provide. That is why we value transparency in every step of the process so that you can feel confident in us.

## Acknowledgements

Dormdash Documentation team would not have been able to do this without the Dormdash Development team, Jamie-Lee Hart and Sybren De Boever. We would also like to show our appreciation for Amy Briggs and Alessandra Di Simone. It was a pleasure working with you all!

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# Chapter 1: Getting Started

In this chapter you will learn:

- What Dormdash is
- How to edit your profile settings
- How to set up your account

# How Dormdash Works

We designed Dormdash with users in mind. That's why you can order food with us in three easy steps:

**Enter your location**

Enter your location to find available restaurants in your area.

**Choose your meal**

Select a meal from the menu and choose your preferences.

**Pay & get delivered**

Checkout and have your meal delivered in minutes.

Our deliverers use bicycles so that we can to ensure your food arrives on time and hot - even in hard to reach areas. Once you've ordered, you can see the estimated delivery time, leave a review, and rate the restaurant based on your experience. Reviews and ratings will help other Dormdash users in the community decide on their meals in the future.

In short: you tell us what you want to eat and where you want to eat it — we'll take care of the rest.

# Creating an Account

To use Dormdash, you will need to sign up for an account. Your account lets restaurants and deliverers know who you are and where to send your meal. To create an account:

1. Go to the Dormdash webpage.
2. Click the red menu icon in the top right corner of the screen (see **Figure 1.1: Location of Menu Icon**).

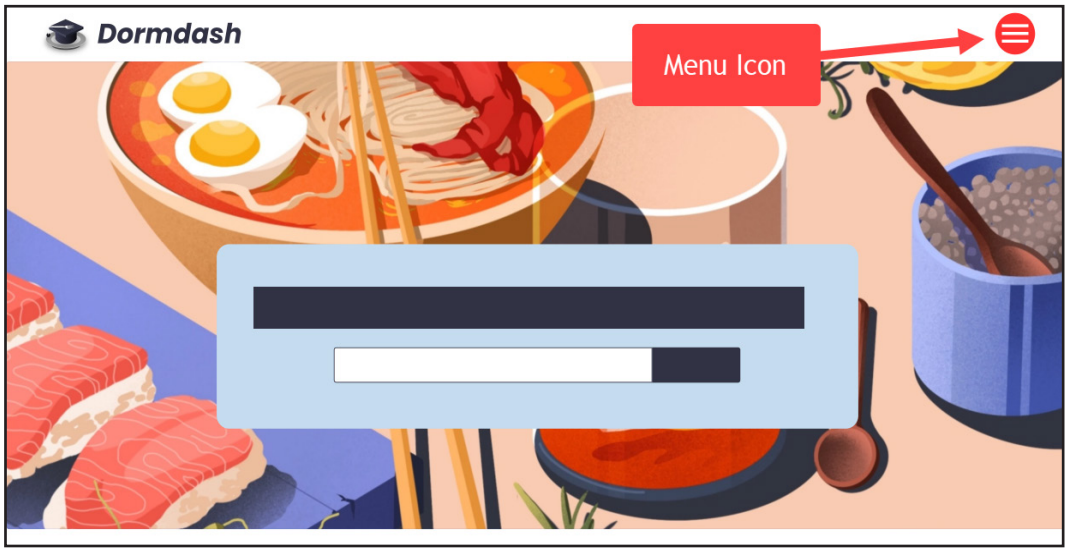


*Figure 1.1: Location of Menu Icon*

3. Click **Sign In**.
4. Click **Sign up here**, under "Don't have an account?"
5. Enter the details in the sign up form, including your:
   - First name
   - Last name
   - Telephone number
   - New password
   - E-mail Address
   - Student Card Number
5. Click **Submit.**

Sign up is now complete! You're ready to start ordering.

# Editing your Profile Settings

Once you have created your account, you can build your profile. You can edit your profile settings at any time by doing the following:

1. Click the red menu icon in the top right corner of the screen (see **Figure 1.1: Location of Menu Icon on page 3**).
2. Select **Profile** from the available options. The Profile page opens (**Figure 1.2: Sample Profile Page**).
3. Click the edit icon to edit any of the available form details. These include:
   - First name
   - Last name
   - E-mail
   - Telephone number
4. Click **Update.**

Your settings have been updated!

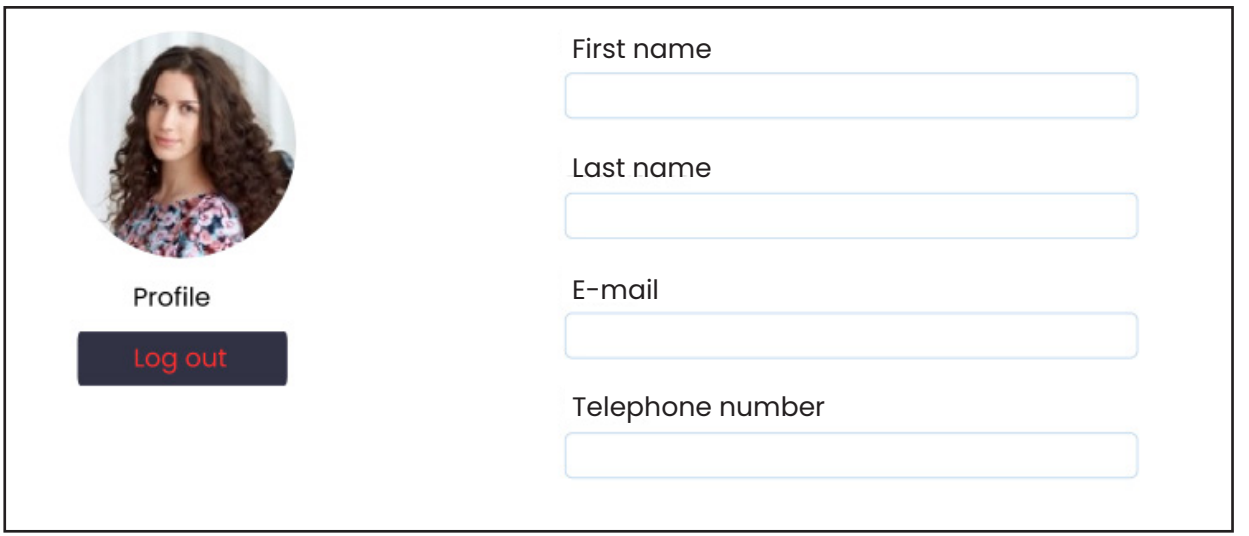


*Figure 1.2: Sample Profile Page*

# Chapter 2: Browsing Restaurants

In this chapter you will learn:

- How to use the Dormdash dashboard
- How to sort restaurants
- How to view restaurant profiles

# The Dormdash Dashboard

Once you've finished creating and editing your account settings, you're ready to order your meal. The Dormdash dashboard will show you all of the restaurants currently available near you. See **Figure 2.1: Dormdash Dashboard** to learn more about this page.

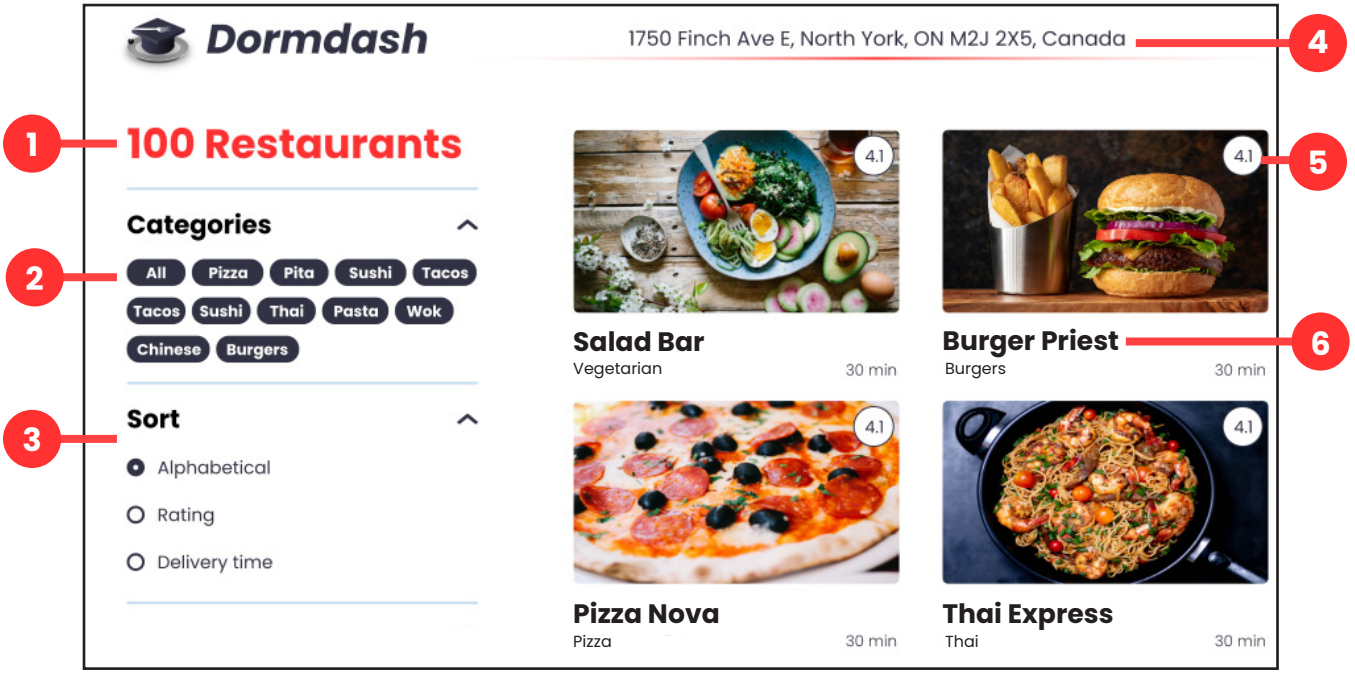


*Figure 2.1: Dormdash Dashboard*

1. Number of restaurants near you
2. Food category filters
3. Sorting options
4. Your address
5. The restaurant's rating
6. The restaurant's name, category, and estimated delivery time

# Sorting Restaurants

Dormdash gives you the option to sort restaurants by:

- Alphabetical order
- Restaurant rating
- Delivery time

This feature can help you narrow down the selection of available restaurants in your area to find the perfect meal for you. To use it, select the option you'd like to sort by on the dashboard. The page will automatically sort the options based on your preferences.



## Food Categories

To further help you narrow down your choices, you can select one of the food categories listed on the dashboard (see **Figure 2.1: Dormdash Dashboard on page 6**). Selecting one of these options will only show local restaurants that serve food in that category. This way you can browse only the food that you want - hassle free!

**Usage Scenario:**

Jessica uses Dormdash to order pizza for her study group. She enters the address to her dorm, but there are over 100 restaurants available and she has trouble finding a pizza shop. She goes to the categories and selects **Pizza** from the available options. Now, she only sees the pizza shops in her area, and ordering becomes quick and easy.

# Viewing Restaurant Profiles

After you've decided on the restaurant you'd like to order from, select it from the list. You will arrive at the restaurant profile (see **Figure 2.2: Restauarant Profile**). Browsing a restaurant profile will tell you their:

- Hours of operation
- Location
- Reviews & Ratings
- Menu

All restaurants on Dormdash go through a strict vetting process so that we can ensure you are being served the highest quality at the best price. Use the restaurant profile to help narrow down those options even further, and decide for yourself the local restaurants you'd like to support.

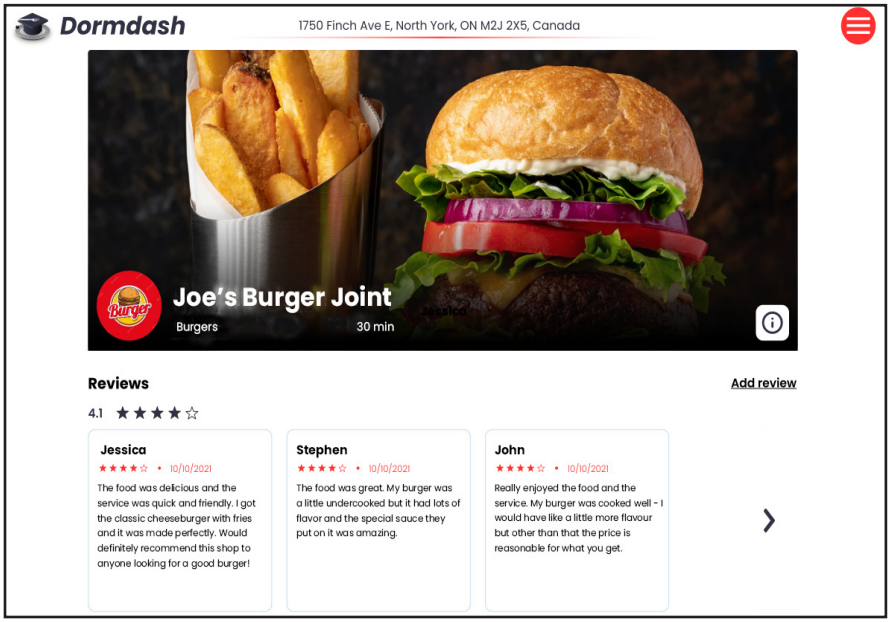


*Figure 2.2: Restauarant Profile*

# Chapter 3: Placing an Order

In this chapter you will learn:

- How to access a restaurant's menu
- How to add items to your basket
- The checkout process

# Menu Overview

Each restaurant has their menu displayed on their profile page. Each menu item is represented on a card with the item's name, price, picture, and a short description (see **Figure 3.1: Item Card**). Just like that, you have dozens of delicious meals right at your fingertips — all you need to do is pick one!

*Figure 3.1: Item Card*

1. Item Name
2. Short description
3. Price
4. Picture



# Adding Items to your Basket

Once you've decided on the meal you'd like to order, add it to your basket by doing the following:

1. Select the item card you'd like to order. The basket menu opens.
2. Adjust the settings to fit your desired order.

| If | Then |
|---|---|
| You'd like to increase or decrease the quantity | Click the **+** or **−** buttons. |
| You'd like to delete an item completely | Click the garbage can icon. |

*Table 3.1: Choice table for order settings*

**Note:** your subtotal will automatically adjust depending on your selections.

3. Click **Order**. You will be redirected to the checkout page to enter your payment and delivery details.

You've succesfully added items to your basket!

# Checking Out

To have your food delivered to you, you'll need to enter your payment and delivery details. The checkout process is where you will pay the restaurant for your food and direct our deliverers where to go. To check out your basket:

1. Enter the following information in the appropriate fields:
   - House Number
   - Street
   - City
   - Postal Code
   - Province

   When you've finished click **Next**, or click **Go back** to return to the restaurant page.

2. Select your payment method, and enter the following information in the appropriate fields:
   - Credit Card Number
   - Expiration Date
   - CVC
3. Click **Next**.
4. Review and confirm your order and delivery address, then click **Next**.

> **Note**: Your expected delivery time is listed here as well.

5. When you've finished, click **Finish**.

Your order has been placed! Click **Back to Home** to return to the home page.

# Rating & Reviewing the Restaurant

Dormdash gives you the option to rate and review the restaurant once you've received your order. Your review will help other users get a better idea of the restaurant's quality and determine if they'd like to eat there in the future. To rate and review the restaurant:

1. Go to the restaurant's profile page.
2. Click **Add Review**. A window appears with the review entry fields.
3. Enter the following information in the appropriate fields:
   - Your name
   - Your rating on a scale of 1-5 (1 is poor, 5 is excellent)
   - Your review
4. Click **Share**.

Your review is posted on the restaurant's profile page!

# Frequently Asked Questions

**How does Dormdash work for students?**
Dormdash is a food delivery application that connects students with the restaurants in their city. You can use it to browse restaurants nearby, order food, and have food delivered to you on campus - all for a reasonable price.

**Can I order from more than 1 restaurant?**
No, at the moment you can only order from one restaurant at a time. Feel free to place another order from a different restaurant at any time!

**How long will it take for me to get food?**
You can see estimated delivery times for each restaurant on the restaurant profile (See **Figure 2.2: Restauarant Profile on page 8**). After placing your order, you will see an updated approximate wait time. Your Dormdash deliverer will get your meal to you as soon as possible.

**When and where can I use Dormdash?**
Currently, Dormdash is available in downtown Toronto, with more locations in the future. We are a growing company trying to be accessible to more students everywhere. Stay updated with us on our Twitter page to see where we expand!

**Am I expected to leave a tip?**
Tipping is never required - however you can always add a tip as a thank you for your deliverer. Any and all tips are greatly appreciated by our deliverers, who receive 100% of any tip you decide to leave.

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