Q.1 I am an existing McDelivery® user and don’t have a password. How do I sign in?

Ans. An email with your account details should have been sent to your registered email address. If you didn’t receive it, click on ‘Forgot Password?’ and we will send you another email with instructions.

Q.2 I am new to McDelivery. How do I set up my account?

Ans. Click on ‘I’m a new customer’. Key in your delivery address, proceed with the registration by keying in your personal details and agreeing to our terms and conditions. Your account is now ready.

Q.3 How do I add a new delivery address to my account?

Ans. You can add a new address by going to the ‘Address Book’ section in ‘My Account’ menu, or by clicking on the ‘Add a New Address’ button when you start ordering.

Q.4 How do I change my stored delivery addresses?

Ans . Your stored delivery addresses can be modified by clicking Address book in ‘My Account’ menu. You may add up to 5 delivery addresses in total. If you need to add more, please delete an existing address.

Q.5 Can I change the email address for my account?

Ans. We’re sorry but this feature is not available for now. Please register with your new email account to start ordering.

Q.6 Can I contact McDonald’s to change the email address for my account?

Ans For security reasons, McDonald’s cannot access your email account. Please register with your new email account to start ordering.

Q.7 I’ve forgotten my password. How do I reset it?

Ans. Click on ‘Forgot Password?’ Enter the email address you registered with, and further instructions will be emailed to you. There may be times that the reset link is not found in the inbox, kindly check your spam or bulk folder to locate the reset password link. Please ensure internet content is enabled for allowing the images to be displayed so that you will be able to click on.

Q.8 I’ve forgotten/cannot log in with my email address registered previously on McDelivery.com.sg. What must I do?

Ans. Register a new account with an email address (different from your previous one) to start ordering.

Q.9 Can I change my contact number online?

Ans. Yes, you can do that by logging into your account, tap on 'My Account' and change your number under 'Account settings'.

Q.10 Where can I change my account info?

Ans. Once you’ve signed in to the site with your username and password, select ‘My Account’ from the menu and click on ‘Account Settings’. You may change your account information there.