

Local by Toast Community FAQ

BETA

General

- [What is the Local by Toast Community?](#)

Community Feed

- [What is the Community feed?](#)
- [How does my content get added to the Community feed?](#)
- [How do I view other people's content in my Community feed?](#)

Following and Connecting with Users

- [How do I search for and follow another Local by Toast Community member?](#)
- [Who can search for me?](#)
- [Who can follow me?](#)
- [How do I require follow requests to control who can follow me?](#)

Privacy and Profile

- [What can other users see on my profile?](#)
- [How do I change my privacy settings?](#)
- [How do I opt out of Community?](#)

Credit Card Linking at Toast Restaurants

- [What is credit card linking?](#)
- [What's a Toast restaurant?](#)
- [How do I link my credit/debit card?](#)
- [Where do linked orders go?](#)

Ratings and Reviews

- [How do I leave a restaurant rating?](#)
- [Who can see my ratings?](#)

- [Can restaurants see my ratings?](#)
- [Can I leave a written review or image?](#)

Support

- [How can I contact Toast to give feedback or get support regarding Local by Toast Community?](#)

FAQs

What is the Local by Toast Community?

Local by Toast is an app to discover, order, and book reservations at Toast restaurants in your neighborhood, and Community is core to discovering your next favorite spot.

Community is a new feature in the Local by Toast app to get restaurant recs from people you trust. You can follow other users, discover where friends are dining out, see what they ordered, and get personalized ratings and reviews!

Our secret sauce is our connection to over 100,000 restaurants. Link your credit card, and when you eat at any Toast restaurant, your order goes straight to your feed, where you can add a rating and review and your followers can share their own restaurant recs and give out Toasts!

NOTE: Community is currently in Beta and only available to select users. To join Community, you must receive an invite from an existing user.

What is the Community feed?

The Community feed shows you where users you follow dine out, what they ordered, and their ratings and reviews. You can use the Community feed to discover new restaurants or get inspiration for your next meal. If you see someone's post that looks good, give them a Toast to let them know!

To access the Community feed, tap on the 'Home' tab on the bottom navigation bar.

How does my content get added to the Community feed?

As a Community member, Orders associated with your Toast Account are automatically shared with your followers in the feed. Orders are associated with your Toast Account in the following ways:

- When you order through the Local by Toast app


- When you place a logged in order on other Toast ordering platforms, including Online Ordering and Mobile Order & Pay
- When you use a linked credit/debit card in-store or online at a Toast restaurant (learn about credit card linking [here](#))
- When you place an order linked to a Toast Loyalty account with the same phone number or email as your Toast Account

You can adjust your default privacy settings to control the visibility of your content [here](#).

How do I view other people's content in my Community feed?

To see other people's content in your Community feed, you need to follow them. You can preview other Community members' posts by searching for them and viewing their profile.


To follow another Community member:

1. Open the Local by Toast app (on your iPhone)
2. Go to the 'Home' tab
3. Tap on the 'Connect' icon at the top right corner: 
4. Type in the name of the user you want to follow
5. Tap the 'Follow' button next to their name

Refresh your Community feed by swiping/pulling down the 'Home' tab.

How do I search for and follow another Local by Toast Community member?

To search for and follow another Community member:

1. Open the Local by Toast app (on your iPhone)
2. Go to the 'Home' tab
3. Tap on the 'Connect' icon at the top right corner: 
4. Type in the name of the user you want to follow
5. Tap the 'Follow' button next to their name

NOTE: If another user requires follower requests, you'll need to wait for their approval before you can begin following them. More info about this can be found [here](#).

To unfollow a Community member:


1. Find the user you wish to unfollow and tap 'Following' next to their name or on their profile
2. Tap 'Unfollow' in the pop-up

Who can search for me?

All other Local by Toast Community members can search for your name. Whether or not they can view content on your Profile is controlled by your privacy settings. Click [here](#) for more information on how to control your privacy settings.

Who can follow me?

If your privacy setting is Public, anyone can follow you.


If your privacy setting is Private, members must request to follow you. They will not follow you until you approve their follow request. You can approve or reject follow requests by tapping the 'Connect' icon at the top right corner of the 'Home' tab: 

How do I require follow requests to control who can follow me?

To control who can follow you, you can require follow requests, which you will have to approve.

To require follow requests:

1. Open the Local by Toast app (on your iPhone)
2. Go to the 'Home' tab
3. Tap on the 'Profile' icon at the top right corner
4. Tap on the 'Settings' icon at the top right corner of your profile
5. Tap on 'Profile Settings'
6. Select the 'Private' option then tap 'Save'

You can approve or reject follow requests by tapping the 'Connect' icon at the top right corner of the 'Home' tab: 

What can other users see on my profile?

Your name, profile, and followers and following are visible to everyone. This allows other users to make sure they've found the right person.

If your privacy setting is Public, anyone can view your profile feed.

If your privacy setting is Private, only your followers who you approve can view your profile feed.

How do I change my profile's privacy settings?

If your privacy setting is Public, anyone can follow you and anyone can view your profile feed.

If your privacy setting is Private, users must request to follow you and only followers you accept can view your profile feed.

To change your privacy settings:

1. Open the Local by Toast app (on your iPhone)
2. Go to the 'Home' tab
3. Tap on the 'Profile' icon at the top right corner
4. Tap on the 'Settings' icon at the top right corner of your profile
5. Tap on 'Profile Settings'
6. Select the 'Public' or 'Private' option then tap 'Save'

How do I hide an individual post?

You can hide an individual order or post from other Community members by updating the individual privacy setting for that post.

To adjust the privacy of an individual post:

1. Open the Local by Toast app (on your iPhone)
2. Tap on the 'Profile' icon at the top right corner of the 'Home' tab
3. Find the post you would like to hide
4. Tap on the three dots at the top right of the post
5. Tap "Set view to 'Only You'"

You can change the individual post's privacy at any time.

How do I opt out of Community?

During the Beta, you can opt out of the Community feature at any point. By opting out, your app experience will revert back to the legacy experience, which will not include any community features. As a result, Community users will no longer be able to search for you and your data will be removed from all community feeds.

To opt out of the Community feature:

1. Open the Local by Toast app (on your iPhone)
2. Go to the 'Home' tab
3. Tap on the 'Profile' icon at the top right corner
4. Tap on the 'Settings' icon at the top right corner of your profile
5. Tap on 'Profile Settings'
6. Toggle off the 'Community' setting

What is credit card linking?


Local by Toast allows you to link your credit/debit card information to your Toast Account, so that anytime you use your linked credit/debit card at a Toast restaurant, your order goes straight to your Order History and your feed, where you can add a rating and review and your followers can share their own restaurant recs and give out Toasts! For example, if you link a credit card, when you dine-in at a Toast restaurant and pay with that card, your purchase will automatically “post” to Community. Learn more about Toast restaurants [here](#).

What’s a Toast restaurant?

Toast is the point of sale (the operating system of the restaurant) for over 100,000 restaurant locations. You can check if a restaurant is a Toast restaurant by searching for them in the Local by Toast app or by keeping an eye out for the Toast logo on the restaurant’s devices.

How do I link my credit/debit card?

To link a credit/debit card to your profile:

1. Open the Local by Toast app (on your iPhone)
2. Go to the ‘Activity’ tab
3. Tap on the ‘Link’ icon at the top right: 
4. Tap the ‘Link’ button next to the card(s) you want to link or add a new card

To unlink a card, follow the same instructions, tap the ‘Linked’ button next to the card(s) you want to unlink, and tap ‘Unlink’ to confirm.

NOTE: We do not currently support linking the digital wallet version (Apple Pay, Google Pay, etc.) of your credit card.

Where do linked orders go?

Your orders from your linked card will appear on your ‘Activity’ tab on the Local by Toast app. They will also automatically generate a “post” that goes straight to your profile and community feed. Learn more about the community feed [here](#).

How do I leave a restaurant or menu item rating?

To leave a restaurant or menu item rating:

1. Open the Local by Toast app (on your iPhone)
2. Go to the ‘Activity’ tab
3. Tap on ‘Rate’ next to the order you want to rate

Who can see my ratings?

When you leave a rating on an order, it goes straight to your feed and the post associated with that order. Depending on your profile settings, your followers and other Community users can see your ratings on their feeds and on your profile.

Can restaurants see my ratings?

No, your rating is not included in restaurant reports.

Can I leave a written review or image?

Written reviews and images are coming soon.

How can I contact Toast to give feedback or get support regarding Local by Toast Community?

For feedback or help with Local by Toast Community, you can contact localbytoast-community@toasttab.com.