

INSTACART ESTABLISHED ACCOUNT DOCUMENTATION

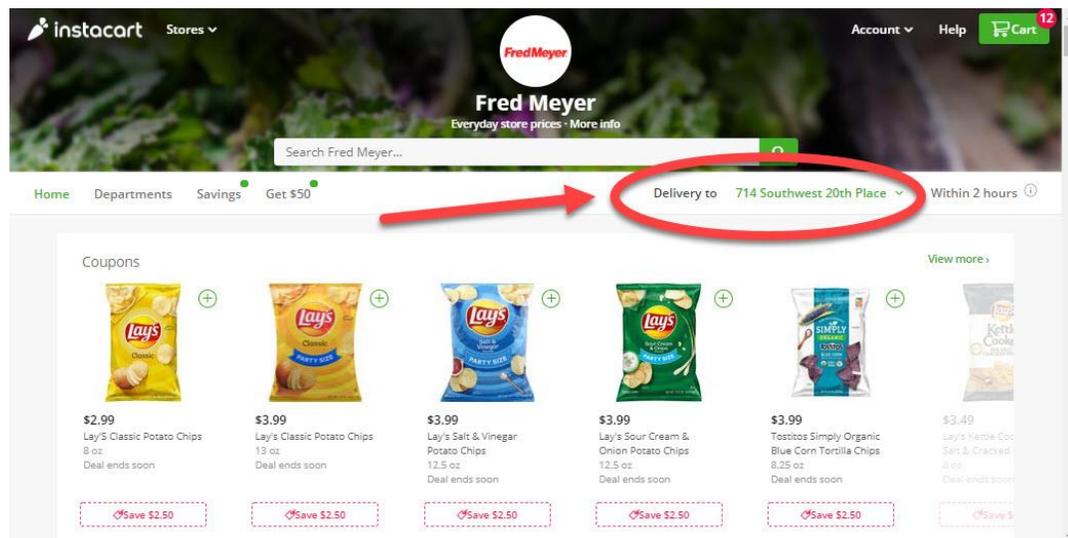
ONLY use these instructions if you have already created an Instacart account using your **WORK** email address. Please do not use a personal Instacart account for this process. Read this entire document before submitting a request.

Create a CLARA Request

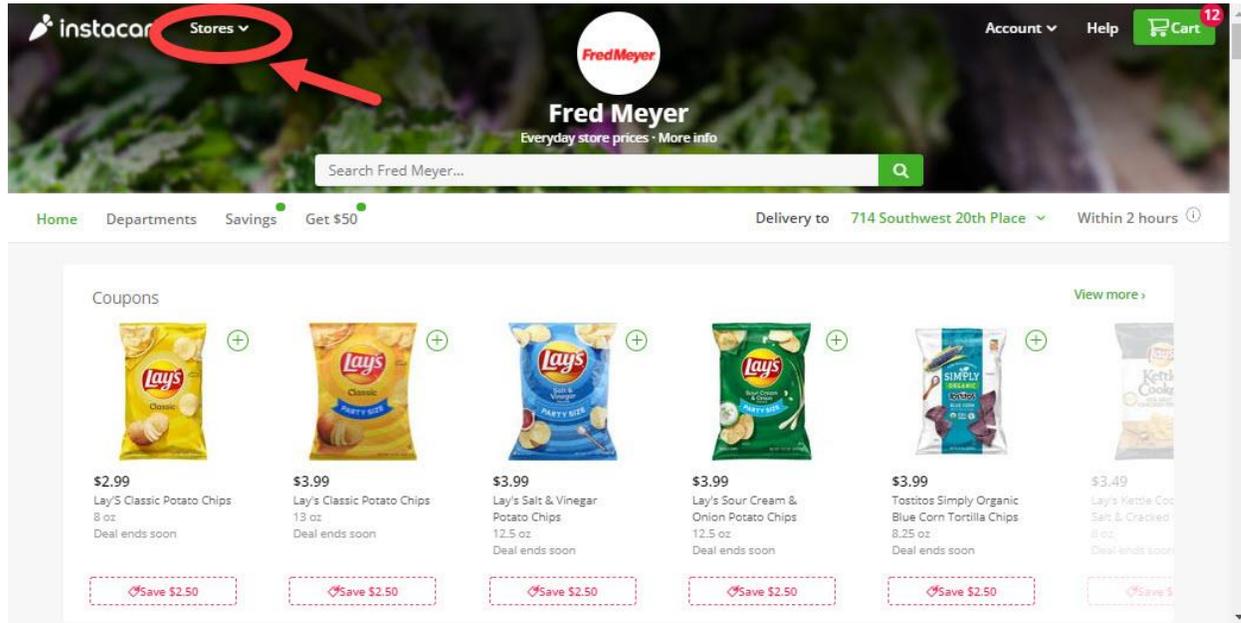
1. Create a Food Delivery request in CLARA and select Instacart as the vendor. Complete the survey and submit the request. You will be prompted to answer such questions as: latest acceptable delivery date/time, delivery instructions, contact information, etc. **DO THIS BEFORE YOU START MAKING AN ORDER ON THE INSTACART PLATFORM.**

Log In to Instacart Account, Choose Store, and Update Address

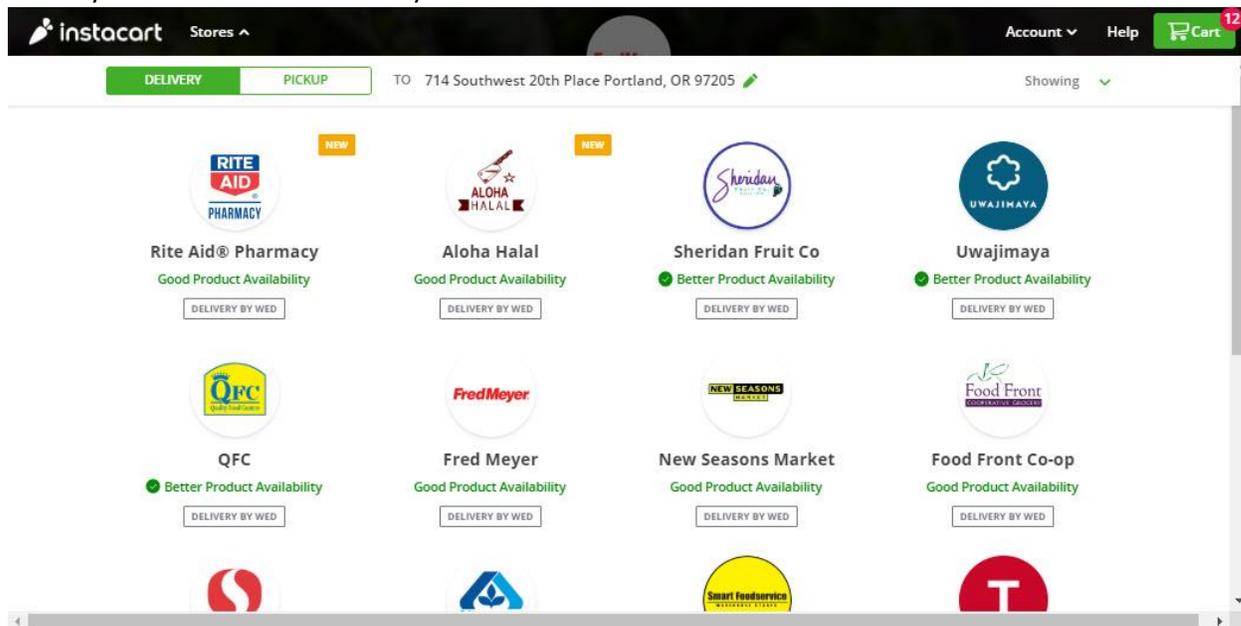
2. Once you've submitted a request in CLARA, navigate to www.instacart.com in your web browser. There will be a green "Log in" button in the upper right corner of the page. Click it and enter the email address and password for your account, then click "Log in".
3. You will be taken to the store page of the last store you made an order from. Below the banner on the right side of the page you will see the address your last order was delivered to. Click the down arrow next to it, and enter the address you would like your **CURRENT** order to be delivered to.



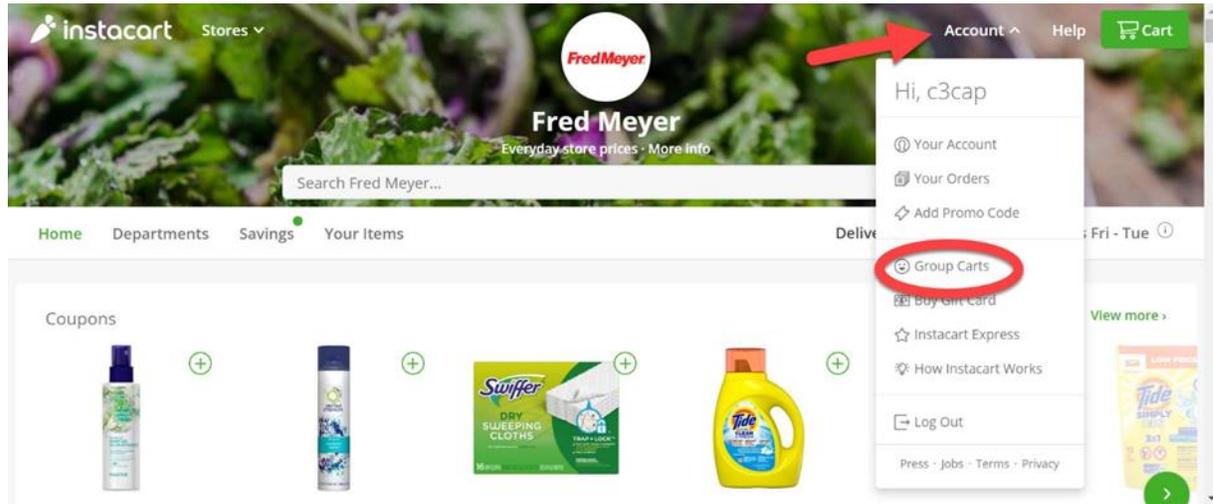
- Once the page updates with the new address, your next step is to select the store for your new order. Click the “Stores” button in the top left corner, next to the Instacart logo.



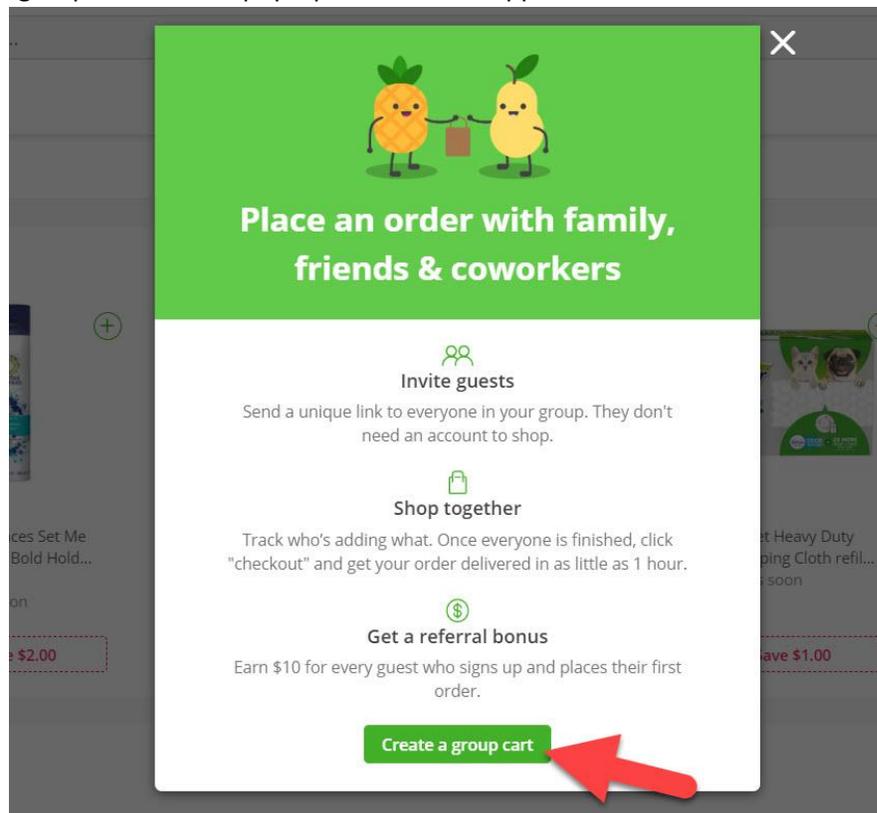
- You will be taken to the Store Options page. Select a store from the options that are available for delivery to the current address of your order.



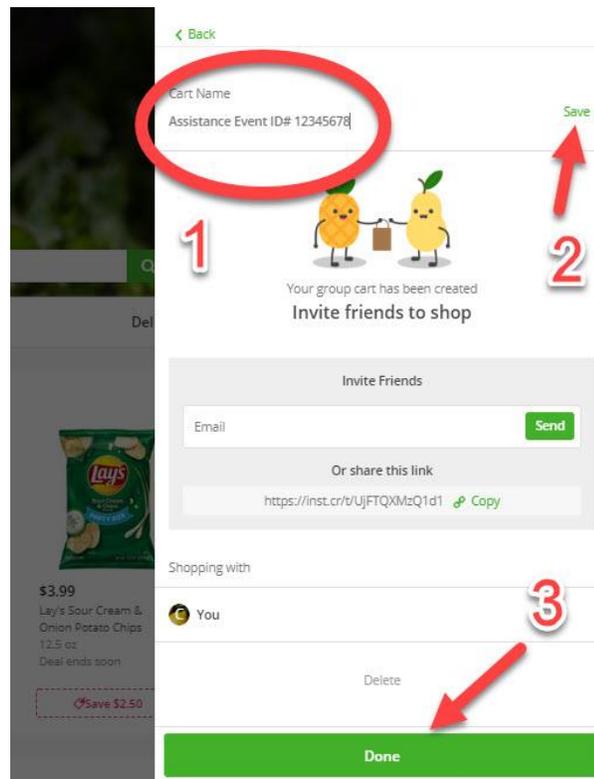
6. Once you're taken to the correct store page, you'll need to create a new Group Cart. Select the "Account" menu in the upper right hand corner of the page and click "Group Carts"



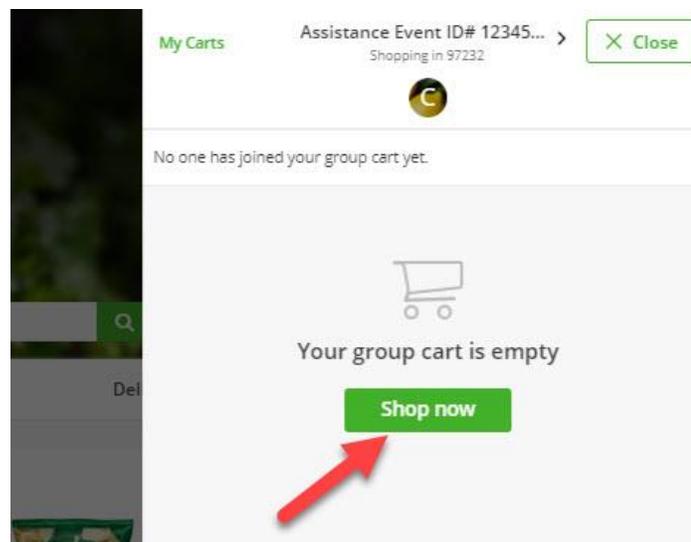
7. Click "Create a group cart" on the pop-up window that appears.



8. A new pop-up will appear. Rename the cart to the Assistance ID number of the request you entered in CLARA and click “Save” to the right of the “Cart Name” field, and then click “Done”. Do not “Invite Friends” at this time.

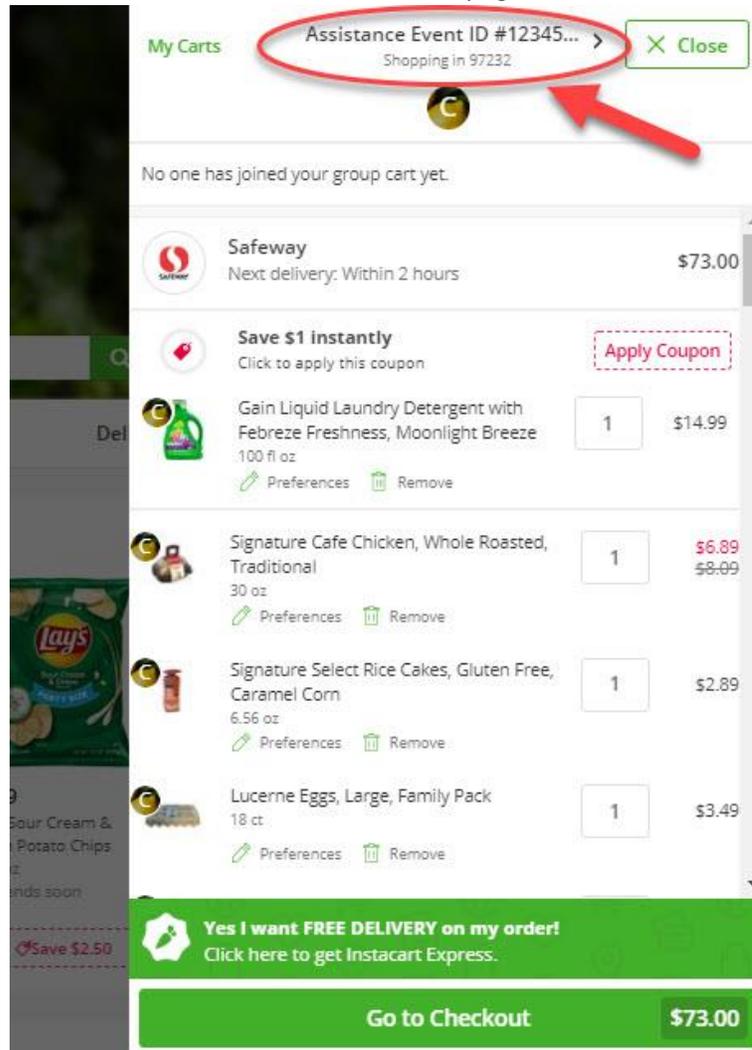


9. Once you have created the cart, click “Shop Now” and fill it with the items that you would like to request for your client. Use the small “+” button above each item to add it to the cart.

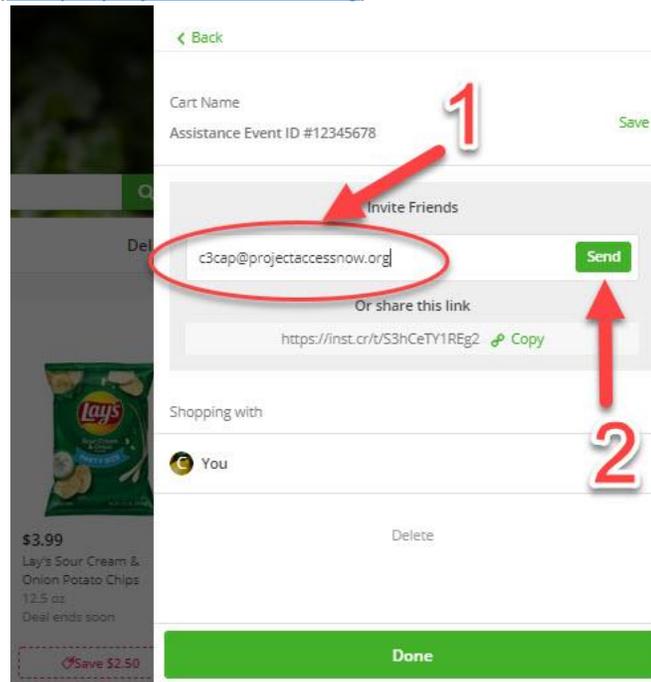


10. When you have finished adding items to the cart, select the “Cart” icon in the upper right corner of the page.

- 11. ITEM REPLACEMENT PREFERENCES:** If you have any preferences for item replacements, you will make them now. Be aware that the default setting is “Replace with best match: Your shopper will be prompted to select the best possible replacement for your item.” If that’s okay with you for all the items in your cart, there’s no need to make any adjustments for this step. If you would like to select other item replacement preferences, please see our [“Item Replacement Documentation”](#).
- 12.** In the “Cart” pop-up, click the name of the cart (it should be “Assistance Event ID # _____”) at the top of the pop-up to be taken back to the “Invite Friends” page.



13. Now, you will add the C3CAP account to the cart, so that we can check out and make payment for the order. Enter our email (c3cap@projectaccessnow.org) into the “Invite Friends” field and click submit.



14. Click the “Done” icon at the bottom of this pop-up. You have now completed the process. Someone from C3CAP will complete the order and contact you with confirmation.