

Instacart New User Documentation

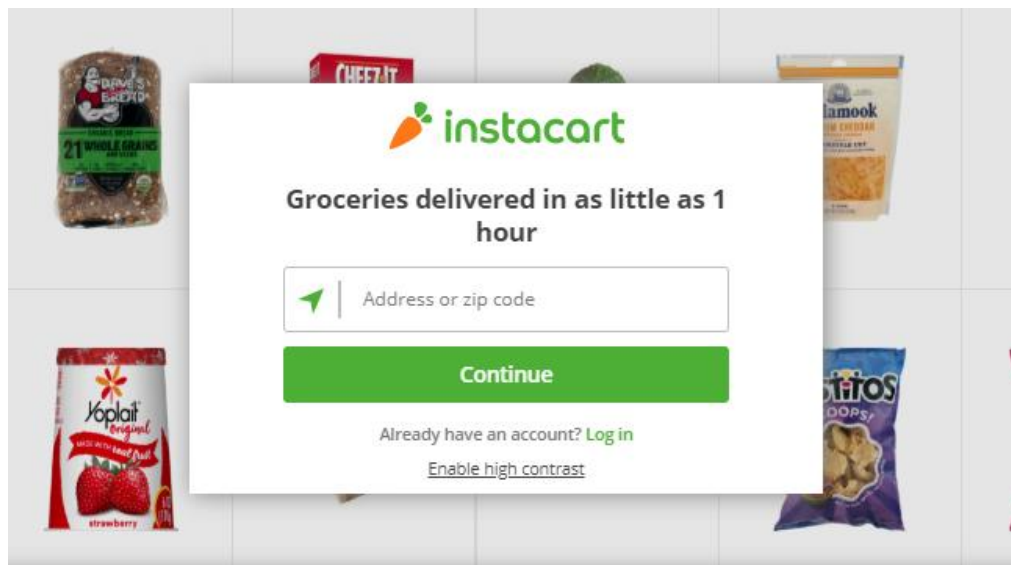
Read this entire document before submitting a request so you are familiar with the process.

Create a CLARA Request

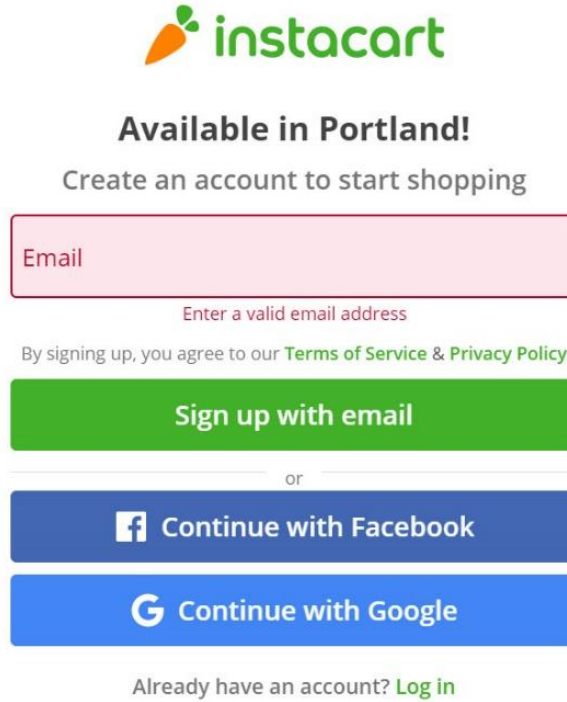
1. Create a Food Delivery request in CLARA and select Instacart as the vendor. Complete the survey and submit the request. You will be prompted to answer such questions as: latest acceptable delivery date/time, delivery instructions, contact information, etc. **DO THIS BEFORE YOU START MAKING AN ORDER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

Create an Instacart Account

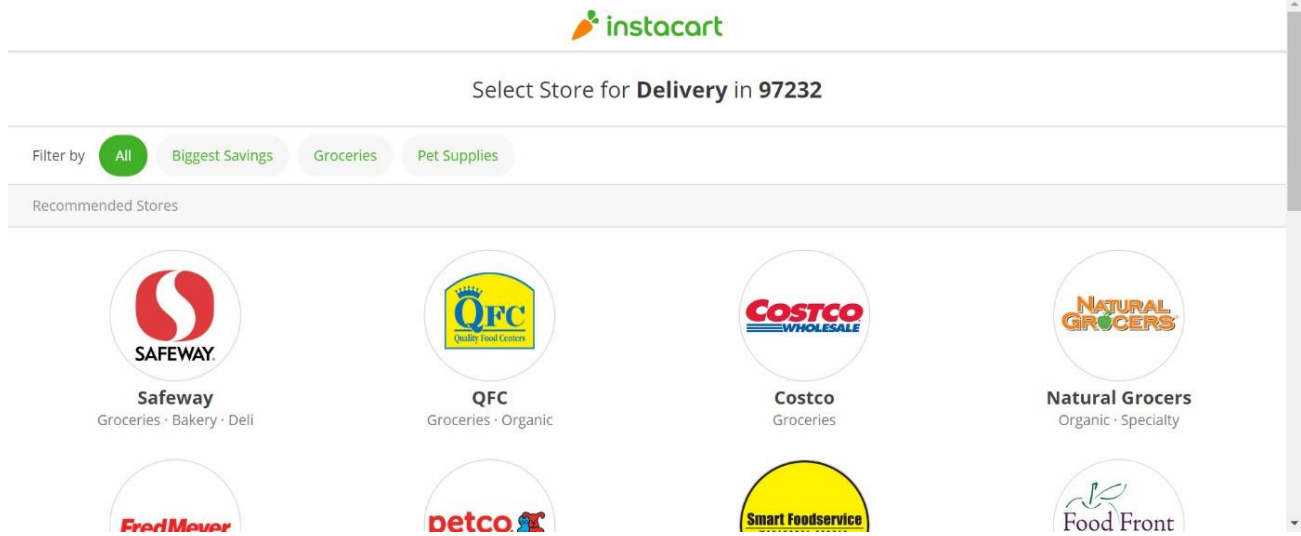
2. Once you have submitted a request in CLARA, open a new browser window and go to www.instacart.com.
3. Since this is your first time using the service, you will be prompted to enter your address or zip code. Please enter the address where you would like the groceries to be delivered for your first client's order.



4. You will then be taken to a screen where you will be prompted to create an account. Enter your **WORK** email address and click the “Sign up with email” button.

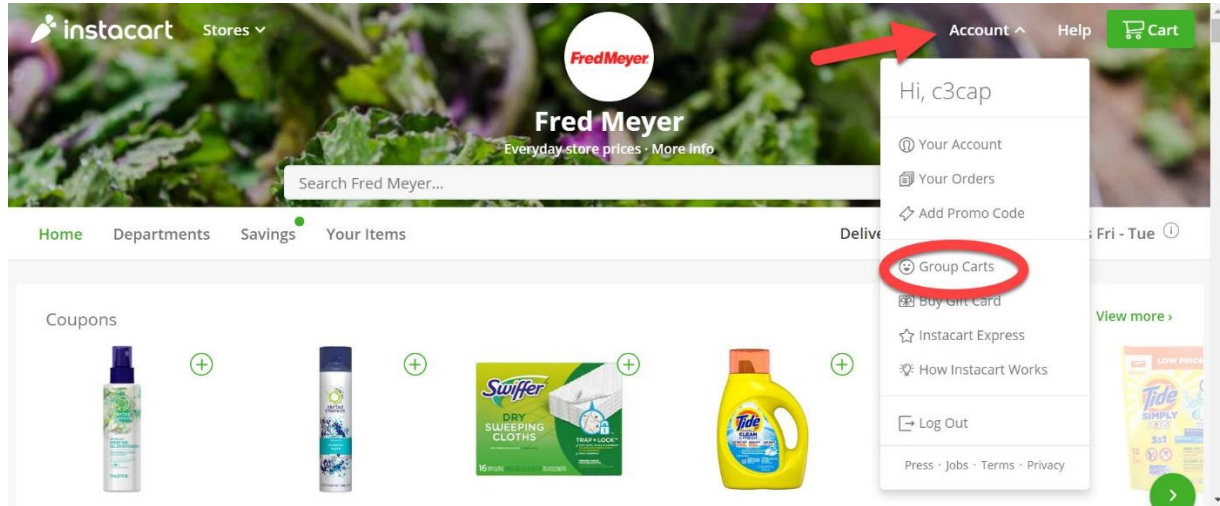


5. Choose a store from the available options for the address entered:

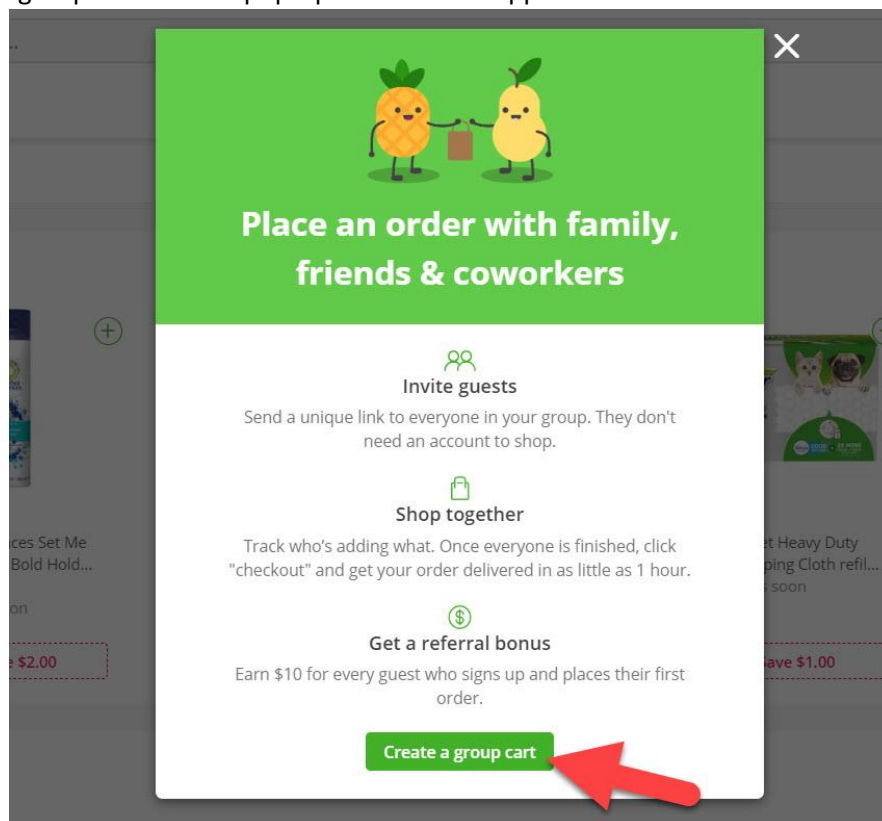


Create a Group Cart

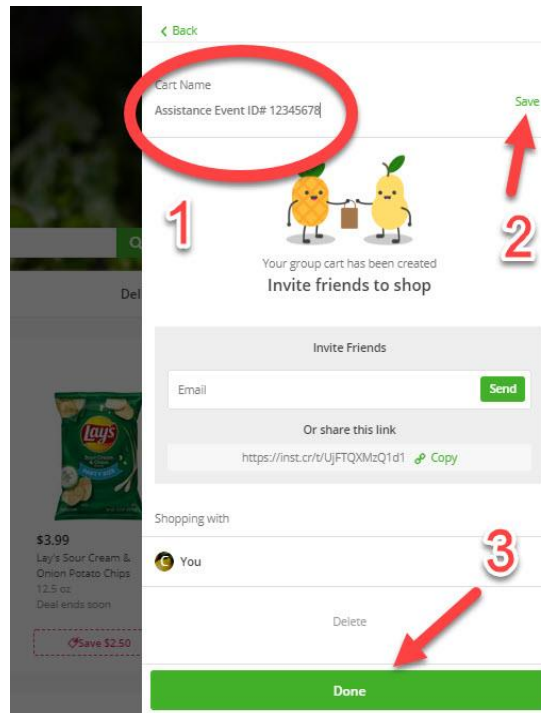
6. Select the “Account” menu in the upper right hand corner of the page once you’ve chosen a store and click “Group Carts”



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

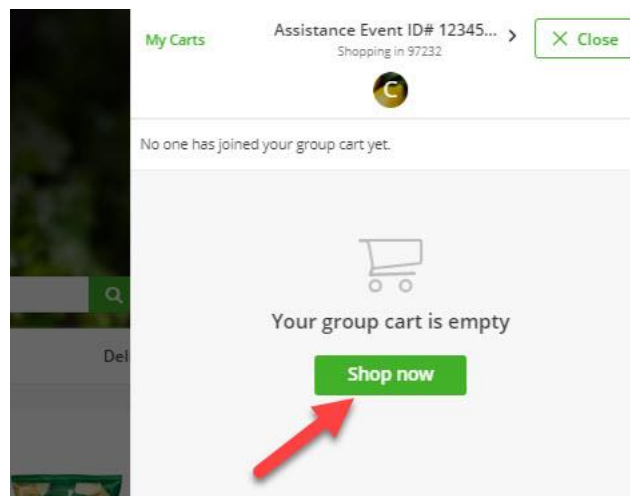


8. A new pop-up will appear. Rename the cart to the Assistance ID number of the request you entered in CLARA and click “Save” to the right of the “Cart Name” field, and then click “Done”. Do not “Invite Friends” at this time.



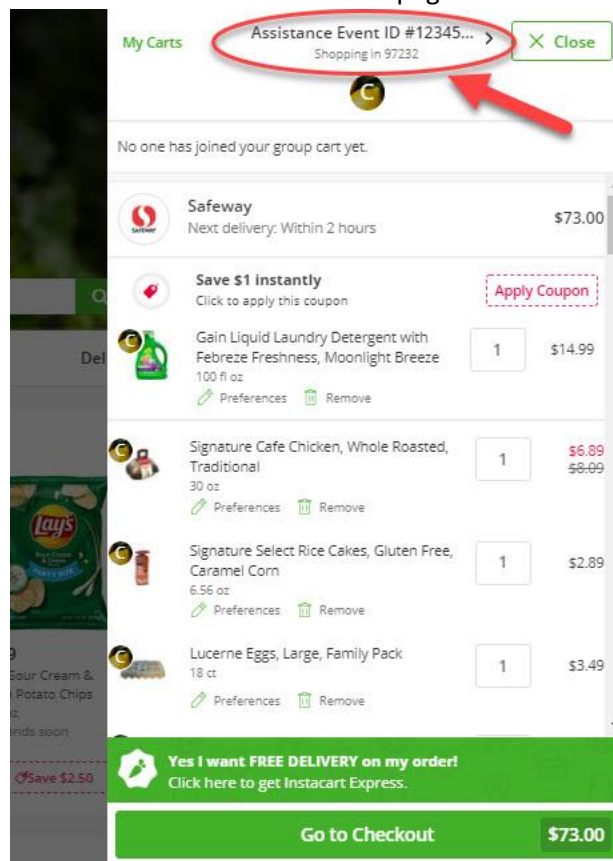
Fill Your Cart

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.

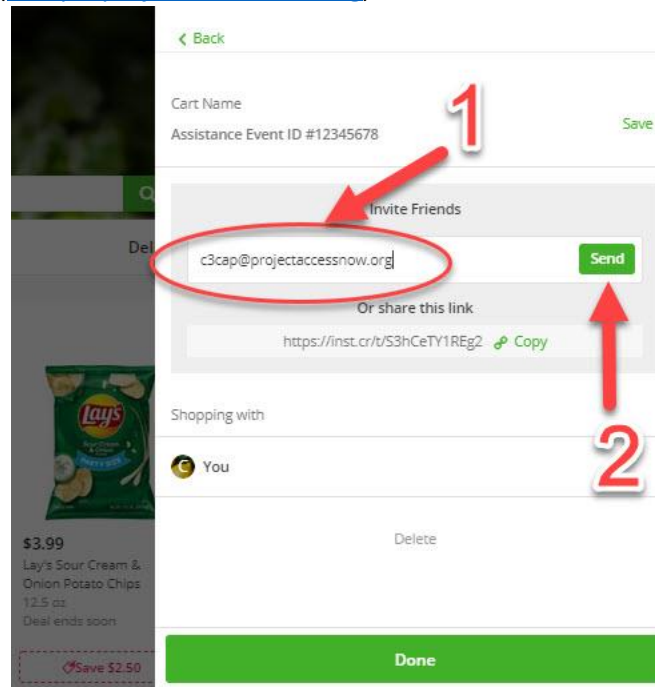


Complete Order

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 the C3CAP team will complete the order and contact you with confirmation.