



# Dining for Residents in Isolation or Quarantine

***This program has been developed to assist Residents who have been instructed to remain in isolation or quarantine with their food service needs.***

## **How does this program work?**

Any Resident who is required to isolate or quarantine is required to use the GET App or Website to choose their food options, in advance for the next day. Once your order has been placed you will receive a confirmation email and your order will be delivered to the outside of your door at the designated time.

## **What meal options are available?**

There are Breakfast, Deli, Salad, Lunch/Dinner, Special, Snack, and Beverage options available to choose from. The available meal options can be viewed [here](#) and are available once you log into your account. Each meal option will cost 1 board swipe. Please note, the products and options are subject to change due to product availability.

## **When can I order and when will my food be delivered?**

You may order up to 3 meals per day and up to 6 days ahead, but **must order no later than today at 10 pm for the next day.** Meal deliveries are available at 11 am and 4 pm. We recommend that you order Lunch for 11 am and Dinner & the next day's Continental Breakfast for 4 pm.

## **How can I get food on the day I start isolation or quarantine?**

***On your first day of quarantine you will need to contact the Residential Life Office to arrange for your meals for that day. On your first day we encourage you to place your orders for at least the next 3-6 days using the GET platform.***

## **Must I order 3 meals per day?**

No. You may order any number of meals up to 3 per day for each day you are in isolation/quarantine. You may also choose not to order a meal or meals on a given day if you wish.



**May I still visit DDC or have someone use my card to get me food?**

No, Residents who are required to isolate or quarantine cannot visit DDC and your meal card cannot be used by anyone but you.

**Can the Isolation & Quarantine Meal Program accommodate special dietary needs?**

Yes, accommodations will be made for Residents with dietary needs. Please add your special notes when ordering each meal.

**How will this affect my Meal Plan?**

Residents in isolation and quarantine are allowed to order up to 21 meals per week (Sunday – Saturday) if they so choose. *All meals ordered will be deducted from the weekly meal allotment under the plan you have chosen. All meals in excess of your weekly meal allotment will be deducted from your Flex Points. In the event that you do not have remaining Flex Points, you will be billed for the additional meals. You will be sent a notification email of any deduction of flex points or billing.*

**How do I register and set up my account?**

First Time users must register for GET on the GET Website:

<https://get.cbord.com/ric/full/login.php>

1. Click the “sign up now” link
2. Fill in all of the fields according to the instructions on the page. Please make sure you enter the email address you regularly monitor.
3. Click “Register”
4. After clicking "Register," you will receive an e-mail to verify your registration.
5. Click on the link in the e-mail to activate your account.
6. Once you have activated the account you may proceed to the login page.
7. After You Register you may access and manage your account by going to the

Website <https://get.cbord.com/ric/full/login.php> on any web capable device.

Or Download the GET Mobile App to your Apple smartphone at

<https://apps.apple.com/us/app/get-mobile/id844091049>

Or Download the GET Mobile App to your Android smartphone at

[https://play.google.com/store/apps/details?id=com.cbord.get&hl=en\\_US&gl=US](https://play.google.com/store/apps/details?id=com.cbord.get&hl=en_US&gl=US)



## **How can I Place an Order?**

Once you have registered, you may log in using your e-mail address and password. The account associated with your student ID, recent transactions, order, and explore options will be displayed.

- Click on the order tab
- Click on Isolation & Quarantine Dining Support merchant.
- Choose a delivery location. This will be the isolation or quarantine building and room you are staying in.\* Please do not enter your normal room and building assignment unless you are isolating/quarantining in that room.
- **Please note orders must be placed by 10 pm the day before the delivery date.** You are encouraged to order your meals up to 6 days in advance.
- Choose a delivery date and time. You will have two times available to choose from, 11 am and 4 pm. We recommend that you order Lunch for 11 am and your Dinner & the next day's Continental Breakfast for 4 pm.
- Click continue
- You will then be brought to the menu page
- Please choose the meal and choices available from those listed
- Click the add meal button
- Repeat the above process to choose any additional meals for that same delivery time and day.
- You will only be allowed to use 3 meals in total per day. If you order more than three for the same day, the system will accept your order but will not process it. Only the first 3 meals will be delivered for that day even if you order 4 and receive a confirmation.
- Next click on view cart
- Confirm your choices for accuracy. If you need to make a change please use the "Edit Order" button on the top.
- Select "Board" as payment method.
- Please note, your account balances for meals may be higher than the number of meals you have available because the meals ordered in advanced (pending meals) are not deducted from your account until 8 hours prior to your delivery time.
- Then click schedule order
- You will see an order placed message
- You will receive a confirmation email for your order. Please check your order for any errors



*Please Note: All meals ordered will be deducted from the weekly meal allotment under the plan you have chosen. All meals in excess of your weekly meal allotment will be deducted from your Flex Points. In the event that you do not have remaining Flex Points, you will be billed for the additional meals. You will be sent an email if Flex Points are deducted for this purpose and/or if billing has been initiated.*

**How do I cancel an order?**

Please email [diningservices@ric.edu](mailto:diningservices@ric.edu) with your order number, the date, and time of delivery. Please note the latest you can cancel an order is 8 hours prior to the delivery time.

**What if I am released from isolation or quarantine and have pending meal orders?**

Please email [diningservices@ric.edu](mailto:diningservices@ric.edu) with your order numbers, the dates, and times of deliveries and we will cancel any pending orders.

**Please contact [diningservices@ric.edu](mailto:diningservices@ric.edu) if you have questions or are unable to place an order for any reason.**