



How to Click List: Kroger

1. Accessing Kroger
 - a. You can start your shopping experience by accessing Kroger by the web or an app.
 - i. Web: <https://www.kroger.com/>
 - ii. App
 1. Android Google Play Store:
<https://play.google.com/store/apps/details?id=com.kroger.mobile>
 2. iPhone Appstore: <https://apps.apple.com/us/app/kroger-co/id403901186>
 2. Signing in
 - a. If you already have a Kroger ID or Kroger Card and have never accessed Kroger online.
 - i. Go to the Sign in Menu on the website. If you are in the app it will prompt sign in or create account upon launch.
 - ii. Select “Create Your Account”.
 - iii. Then fill in the necessary information.
 - iv. Once you click “Create Account” All of your points and account feature through your card will sync with the online account.
 - b. If you have accessed Kroger online.
 - i. Go to the Sign in Menu on the website. If you are in the app it will prompt sign in or create account upon launch.
 - ii. Select “Sign in”
 - iii. Enter your credentials.
 - c. If you have never accessed Kroger online or do not have a Kroger ID or Kroger Card.
 - i. Go to the Sign in Menu on the website. If you are in the app it will prompt sign in or create account upon launch.
 - ii. Select “Create Your Account”.
 - iii. Then fill in the necessary information.
 - iv. Once you click “Create Account”, you will be signed up for a Kroger alternate ID/Card and can use the number you signed up with in the store.
 3. Getting set up
 - a. Your Shopping Options
 - i. In the site/app you have 4 options:
 1. Pickup
 - a. This allows you to do all your shopping online and then physically go to the store to pick up your groceries.
 - b. The store will pack your groceries.
 - c. You can reserve a time to pick up your groceries ahead of time. Slots are only set every 3 days.
 - d. The first couple of trips are free, then there is an additional charge for this option.
 - e. No cash payment.
 2. Delivery
 - a. You can shop online and have your groceries delivered to you in around 4 hours.
 - b. There is an additional charge for this service.
 - c. No cash payment.
 3. Ship
 - a. You can shop online then have your groceries shipped to you.
 - b. This typically takes 1-3 days.



- c. There is a charge, however there is free delivery with a minimum of \$35 purchase.
 - d. No cash payment.
4. In Store
- a. You are traditionally going to the store, but you can make your grocery list and clip your coupons online.
- b. Setting your Store Preference
- i. If you are online there will be a drop-down menu at the top right corner that says, “Pickup at”. Click on that drop-down menu. If you are in the app you can set your store preference at any point.
 - ii. Enter your zip code or share your location with the browser or app you are using.
 - iii. Set the option you want to make. In this circumstance, Pick “Pickup”.
 - iv. You will get a list of Kroger stores in your area, to select the one you want to click “Start Shopping”.
- c. Setting your Reserve Time
- i. Go to Reserve time in your menu and select the available time.
4. General Navigation
- a. Main Menu
 - i. This menu can guide you to whatever you might look for either in the store, about the store, or about your account.
 - ii. Online
 - 1. The menu is in the top left corner of the screen. It has 3 lines stacked and says “MENU” below those lines.
 - 2. Online, if you are wanting more information on location or your account you will find that information along the top of the webpage screen.
 - iii. App
 - 1. In the app environment it splits the menu between pickup, main menu and navigation at the bottom of the page.
 - a. The pickup menu allows you to change settings regarding pickup. i.e. location, reserve time, etc.
 - b. The main menu holds general navigation and account options.
 - c. And the bottom page navigation allows you to navigate to the weekly ads, coupons, shopping departments, and your cart.
 - 2. Android App
 - a. To access the main menu, click on the 3 stacked bars in the left-hand corner.
 - 3. iPhone App
 - a. To access the main menu, click on the 4 squares in the right-hand corner.
- b. Search
- i. This function is universally at the top of the online resource you can access. Use it to search for the item you are looking for from your grocery list.
5. Informing your Shopping Experience
- a. Weekly Ads
 - i. Your regular weekly ad paper is in the app/website as and eBook. This allows you to check out the deals your store is running.
 - b. Coupons
 - i. Store coupons are in the app/website. You can clip these Digital Coupons by tapping or clicking “Clip” on the coupon(s) you want.
 - ii. To see manage your coupons go to “My Coupons”. There you can delete or see which coupons you have.



- iii. Coupons you clip in the app can be used in the store through your alternate Id/Kroger Card.
- 6. Shop
 - a. To add things to your cart, click/tap “Add to Cart”. You can add multiple items by clicking/tapping the plus or minus buttons that appear after you add to your cart.
 - b. At any point you can see what’s in your cart and add or subtract the quantity of your items.
 - c. If something in your cart is out and you want it fulfilled, allow substitutions. If you must have the item you selected, do not allow substitution.
- 7. Pay
 - a. Check your Cart
 - i. Once everything is in your cart, and you are ready to go, click “Check Out Pick Up Items”. You can always go back to shop before finalizing your purchase.
 - b. Schedule
 - i. Set your Time and date for delivery if you haven’t already. If no times are available, try again later or select another option.
 - c. Pay
 - i. Set up your Credit/Debit Card to start your payment.
 - ii. You will be prompted to Review and confirm payment.
 - d. Complete
 - i. For Pickup: Go to the store at the specified time. Park in the Pickup parking spot, and a Kroger employee will assist.
 - ii. For Ship or Delivery: stay home, your groceries are coming. Kroger will notify you of changes.
- 8. FAQs & Tools
 - a. Access the Kroger FAQ page for more details: <https://www.kroger.com/topic/clicklist>.
 - b. For more Instructions: <https://www.kroger.com/i/ways-to-shop/pickup>