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## Get a Quickcharge account

### 1) How do I get a Quickcharge account?

- a) Download the **My Quickcharge** by MM Hayes mobile app in your app store, enter access code **FreddieMac8200** and select “Create an Account.” Or, Visit the Quickcharge website at <https://useast6821.mmhcloud.com/myqc/> and select “Create an Account.”
- a) You will receive 2 emails from “DoNotReply [donotreply@mmhcloud.com](mailto:donotreply@mmhcloud.com)” during the account set up process to confirm and verify your account.

### 2) When do I need to set up my Quickcharge account?

- a) To order food in HQ1 you need to set up your Quickcharge account by **August 26**. To order food in HQ2, 3 and 4, you need to set up a Quickcharge account by **September 9**. Note: Zip thru payment will no longer be accepted anywhere on the McLean campus starting September 9.

### 3) What types of payment can be linked to my Quickcharge account?

- a) Visa, MasterCard, American Express and Discover are accepted. Cash is accepted but needs to be done at a funding kiosk located on campus. You can enroll in auto-funding on the My Quickcharge app or website.

### 4) How do I add funds to my Quickcharge account?

- a) Add funds via the My Quickcharge app, the Quickcharge website, or at a funding kiosk using a credit card or cash.

### 5) Who do I contact if I need help setting up my Quickcharge account?

- a) FLIK representatives will be available on-site to help you transfer Zip thru funds to Quickcharge and answer questions prior to and during the migration process.
  - i) HQ1: August 19-26, September 3-13
  - ii) HQ3 and 4: September 3-13

## Close an existing Zip thru account

### 1) When do I need to retire my Zip thru account?

- a) The last day to use Zip thru in HQ 1 is Friday, August 23. The last day to use Zip thru in HQ2, 3 and 4 is Friday, Sept 6. Zip thru will be invalid campus-wide starting September 9.

### 2) How do I close my Zip thru account?

- a) Logon to your account at [FreedomPay.com](https://freedompay.com), or contact Zip thru Member Services at 1-888-281-7277.

### 3) How do I get any remaining funds left on my Zip thru account?

- a) Logon to your account at [FreedomPay.com](https://freedompay.com), or contact Zip thru Member Services at 1-888-281-7277.
  - (a) A minimum of \$5 must remain in your account for FreedomPay to process a refund.

- (b) Accounts funded by a debit/credit card or bank account will be refunded directly to the funding source.
  - (c) Accounts funded by cash will receive a refund check from FreedomPay. A \$5 fee will apply.
- b) FLIK representative will be available on the following dates to transfer Zip thru funds directly to your new Quickcharge account.
- HQ1: August 19-26, September 3-13
  - HQ3: September 3-13
  - HQ4: September 3-13

Note: Before transferring your funds, you will need to turn off your Zip thru auto-pay, download the **My Quickcharge** mobile app and create a Quickcharge account:

**4) Who do I contact if I need help closing my Zip thru account?**

- a) Contact Zip thru Member Services at 1-888-281-7277, or visit a FLIK representative on-site for assistance:
- HQ1: August 19-26, September 3-13
  - HQ3 and 4: September 3-13

**5.) What about Zip thru guest cards?**

- a) Zip thru guest cards will be invalid starting September 9. You can transfer your Zip thru guest card funds to your Quickcharge account by visiting a FLIK representative on-site for assistance:
- HQ1: August 19-26, September 3-13
  - HQ3 and 4: September 3-13

## Install the My Quickcharge app

**1) How do I get the My Quickcharge phone app?**

- a) My Quickcharge can be downloaded from the Apple or Android app store. Visit your mobile device app store and search for **My Quickcharge** by MM Hayes.

**2) What access code do I need to enter before using the app?**

- a) Enter access code **FreddieMac8200**.

**3) Do I need a Quickcharge account to use the app?**

- a) Yes, mobile ordering can only be done with an active account. You can create your Quickcharge account in the app:
- Download **My Quickcharge** to your mobile device.
  - Enter access code **FreddieMac8200**.
  - Select "Create an Account."
  - You will receive 2 emails from "DoNotReply [donotreply@mmhcloud.com](mailto:donotreply@mmhcloud.com)" during the account set up process to confirm and verify your account.

**4) What can I expect when I first download the app?**

- a) When you open the app for the first time, you will be prompted to enter the access code. Enter **FreddieMac8200**. Then, select "Create an Account."
- b) If you already have an account, enter your username and password, and select "Keep me logged in" if you wish to remain logged into the app. You will be redirected to the Home screen.

## Order food using the My Quickcharge mobile app or website

**1) How do I order food using the My Quickcharge mobile app?**

- a) Navigate to the Select Store page to choose the café or coffee shop you want to order from and proceed to create your order. Click the Shopping Cart icon to submit your order. Payment will be accepted at the end.

Note: Stores will not be visible in the app or website prior to launching Quickcharge in HQ1 on August 26.

**2) How do I order food ahead of time? Can I specify the time I want to pick up?**

- a) Daily menus go live at 5 a.m. You can order breakfast, lunch or coffee at the shops for pick-up at a specified time, based on availability.

While you can submit your order before the location opens, orders will only be available for pick-up during open hours:

- HQ Cafés
  - Breakfast: 7:30 -10 a.m.
  - Lunch: 11:30 a.m.-2 p.m.
  - Snacks: 2-3 p.m.
- HQ1 Le Shoppe: 7:30 a.m.- 4:30 p.m.
- HQ2 Canteen: 24/7 self-service; 7:30 a.m.- 4 p.m. staffed
- HQ3 Coffee Bar: 7:30 a.m.- 4:30 p.m.
- HQ4 La Tienda: 7:30 a.m.- 4:30 p.m.

**Order food using a café kiosk**

**1) How do I order food using the kiosk?**

- a) The daily menu will be displayed on the screen at the kiosk in each café. Select your order, submit your payment and receive your order number.

**2) Can I order food ahead of time from a kiosk?**

- a) No, kiosk orders are considered ASAP. To schedule your order, order online through the Quickcharge website or on the My Quickcharge app.

**3) How do I know when my food is ready to pick up?**

- a) Your order number will be displayed on the station's screen for pick-up. You will receive a notification when your food is ready.

**Customize, pickup or cancel an order**

**1) How do I know when my food is ready to pick up?**

- a) You will receive a notification when your food is ready.

**2) How do I know where to pick up my food?**

- a) Each café will have pick-up areas designated at each station. You must go to the station you ordered from to retrieve your food. There will be a sticker on your order with your number on it.  
 b) Note: Make sure you know your order number. Only order numbers will be displayed, not the purchaser's name.

**3) How do I order food using OZZI from my phone?**

- a) First, meet with a FLIK representative to confirm that you are part of the OZZI program and get enrolled on the Quickcharge app. Representatives will be available:
  - HQ1: August 19-26, September 3-13
  - HQ3 and 4: September 3-13
- b) When placing your order, select OZZI container during check-out if you are enrolled in the program. Please drop your token off at the station when retrieving your order.

**4) How do I customize my order?**

- a) As you place your order, you will be able to select any customizable options, extras and add-ons. There will also be a space to leave us a comment about your order!

**5) How do I know what's being served in the cafés?**

- a) Our weekly menus will still be posted on the FLIK dining website on HomeFront. Daily menus will be pushed out in the morning to the Quickcharge app and website

**6) How do I cancel or edit my order after it is submitted?**

- a) Orders cannot be cancelled or edited after submission.

**7) How do I pay for my order?**

- a) Payment will be taken at time of order on the My Quickcharge app.

**Pay for an order**

**You have three payment options:**

**1) Quickcharge account - using the Quickcharge website or app:**

- a. Link a credit or debit card to your account.

**2) Credit/debit card, Apple Pay or Google Pay - at a café kiosk**

- a. Visa, MasterCard, American Express and Discover are accepted.
- b. All credit/debit card readers are equipped to use mobile payment features via ApplePay, Google Wallet, etc.
- c. Note: Using this payment option will not link back to your Quickcharge account. Only purchases made through the My Quickcharge app or Quickcharge website will register as purchases made through your Quickcharge account.

**3) Cash:**

- a. **Guest card:** Visit a Quickcharge funding kiosk throughout campus, swipe your guest card and insert the amount of cash you wish to add. You will be able to use your cash-funded guest card to make purchases at a kiosk.
- b. **Quickcharge account:** Visit a Quickcharge funding kiosk, scan your QR code in the My Quickcharge mobile app and insert the amount of cash you wish to add.

**Where to get help**

**1) Who do I contact if I have a question about Quickcharge?**

- a. Email us at [QuickCharge CampusDining](#) or meet with a FLIK representative at the following dates and locations:
  - HQ1: August 19-26, September 3-13
  - HQ3 and 4: September 3-13