



What Is Instacart?

Instacart offers delivery and curbside pick-up of groceries from most major grocery and club stores. Without leaving the comfort of your home, you can shop and order everything you need for delivery to your door. Enjoy convenient, safe, and time-saving grocery shopping from your phone or computer.

Sign Up

#1 - Download the Instacart app on your mobile device and open the app.



#2 - Press the **Get Started** button and enter your email address.

#3 - Create a password and enter the other information requested to create your account.

Placing an Order

#1 - Open the Instacart app and select a store.

#2 - Browse or search for groceries and press the plus sign or the **Add to Cart** button.

#3 - After adding all items to your cart, press the green shopping cart button in the top right of your screen.

#4 - Review your order, add instructions for substitutions, and when your order is correct, press the **Go to Checkout** button.



#5 - Pick your delivery time and add any special instructions for delivery, then press the **Continue** button.

#6 - Enter your payment information and add a tip if you like, and press the **Place Order** button.

#7 - You will get messages if your Instacart shopper has questions, and when they are on their way with your order.

Contactless Delivery

For most deliveries, you can select **Leave at My Door** for contactless dropoff. Some orders with age-restricted or high-value items may require that you meet the driver and present your ID.

Substitutions

When an item you want is out-of-stock at the store, your shopper will follow your replacement preferences or send you a message asking you for instructions.

Problems with Orders

If something isn't right, you can take care of it right in the app. Press the **Menu** in the Instacart app and go to **Help**. Scroll down and press **Problem With an order**. Then press the green **Report a Problem** button. You can then select the order that had the issue and fill out a form to report the problem. Instacart will investigate and respond with their resolution.

Other Questions

For additional information or questions, go to [Instacart's Help Center](#) or press the menu in the Instacart app and go to Help. You can also view this [step-by-step video guide](#).