

My Macca's Review App – FAQ

1) I cannot see any surveys listed on the home screen.

Check you have an active internet connection.

Check that your location services is switched on.

To enable location access on your device:

Android

On your mobile device, touch **Settings***.

Touch **Location access***.

Check the box to enable **Access to my location**.

Enable at least one of "Use GPS satellites" or "Use wireless networks"

Check the box to enable **GPS Satellites**.

When **GPS Satellites** is enabled, the GPS status icon displays at the top of your mobile device screen:



Check the box to enable **Wi-Fi & mobile network location**.

To enable Wi-Fi:

On your Android device, touch **Settings***.

Touch **Wi-Fi***.

When Wi-Fi is enabled, the Wi-Fi status icon displays at the top of your mobile device screen:



iOS

Settings > Privacy > Location Services

The survey list that appears will depend on your location. You will need to be within a 5km radius of a participating restaurant in order to see the survey on the home screen. If you are no longer within 5km of a participating restaurant or the restaurant is not being displayed use the search functionality to access the survey for the restaurant that you visited.

2) I cannot see the restaurant that I visited in the list of surveys on the home screen.

A user is limited to 1 survey per day at the same restaurant. If you have just submitted a survey for a restaurant, the survey will disappear from the home screen.

3) I cannot download the app.

Check that you have internet connection.

4) The screen is freezing in the middle of the survey.

It could be due to weak connection. Try restarting the app. If the problem persists, contact Customer Care.

5) I am in the middle of completing a survey but cannot move to the next question.

Check that you have entered a response on the current screen. When a response is entered, the survey will normally switch automatically to the next screen. If this does not happen, try hitting the NEXT button.

If the above steps do not work, it could be due to poor internet connectivity. Try restarting the app. If you have access to alternative connection methods (WiFi, 3G/4G etc), try these. If the problem persists, contact Customer Care.

6) I cannot find the restaurant that I visited in the search screen

All participating restaurants will appear in the search screen. Try entering the restaurant's suburb or street name into the search field. If you still cannot locate a survey for the restaurant, please contact Customer Care at Customer.services@nz.mcd.com

7) The app keeps shutting down by itself.

The operating system on your device might be out-dated. It is recommended that you use My Macca's on the latest iOS/Android. The minimum requirement is:

Minimum IOS version required = 5.1

Minimum Android version required = 2.3 (GINGERBREAD)

8) Which reward do I receive?

The reward will be chosen randomly when you submit your completed survey.

9) How do I redeem my reward?

Your reward is valid from the next calendar day for a limited time. Visit a participating McDonald's site, show the reward to the crew member serving you. They will ask you to touch the delete button and will observe you doing so. The crew member will not need to touch your phone or access any personal information. Remember to check the expiry date on each reward as they are only valid for a limited time.

For further app assistance, contact Customer Care: Customer.services@nz.mcd.com.

To assist us in resolving your issue quickly, please ensure you provide the following information in your enquiry:

Your device details:

- Make & Model
- Operating system version
- Connection method (sG, 4G, WiFi etc)

Description of the issue:

- Describe the error that was encountered in as much detail as possible.