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Analysis of the FoodE App

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Abstract—This paper presents a qualitative analysis about the functions and user-accessible elements of the FoodE App. It begins with a travel through all the pages of the application, discovering them for the first time as a new user and giving an opinion of each part. Then, it uses the previous opinions and experience to suggest modifications that could improve the FoodE App, divided in little changes over existing elements and big or new implementations. To finish, this paper includes an annex, which is the *FoodE App User's Manual*, made as a helping tool for the application so that it could be easier to use for anyone.

Index Terms— City/Region Food Systems, Smartphone application analysis, User's Guide Manual



1 INTRODUCTION

This final degree project is an analysis of the FoodE App, a mobile phone application where different CRFS¹ initiatives get to be visited and rated by any citizen, promoting citizen active engagement in identifying, monitoring and assessing CRFS initiatives. This analysis is qualitative, meaning that it has no elements that could be analysed and compared over statistics, but instead it is all about a social and subjective point of view.

This analysis covers all the user-accessible functions on the application (the version of non-owners of CRFS initiatives), followed by a section of changes to improve the application and, as an extra result, leveraging the data to create a user's guide based on my experience.

The final objective is to help the developers improve the FoodE App. More in detail, I want to improve the functions and characteristics of the application itself, so it can reach more people and have a bigger impact.

The main tool I focused on to reach more citizens is simplicity: as I think that the FoodE App already has all the features it needs to succeed, one of the key points to improve is making the app so simple to navigate through that even new smartphone users could use this application as a first contact with downloadable smartphone apps.

Briefly, I want to give them a useful tool to spread and improve the FoodE App.

To accomplish the main objective, I decided to make a 1st person explanation for the first section (chapter 2). This means that I used my personal experience as a base to explain what I think it could be improved.

¹CRFS stands for City/Region Food System. The term is used for any food-related activity like cultivating food, transporting food, waste management, etc; done in a local area like a city or town.

For this chapter, I decided to start practical, with no previous knowledge about this application, so I could discover it by my own. The first chapter will detail what and how I find each function of the application, together with my opinion of each element. The main description is about the English version of the application, although I also checked the Spanish and Catalan versions once I finished, so I could analyse and compare them as well.

The correlation between the final objective and this methodology is to put myself in the shoes of a new user, so I could represent more accurately how they feel about the FoodE App in a later part of the paper, where I make suggestions about changes based on the most personal and realistic experience.

Following the structure and development of this paper, some elements in need of a change will be mentioned on the first chapter, but they will not be explained at that first contact. Instead, on the 2nd section, those elements will be explained in more detail, together with a possible solution or change.

The main motivation for this analysis is that the FoodE App is a perfect example of what I liked the most of my degree in Smart Cities, as this mobile phone application combines: mobile, web and server programming, circular economy² values, local and sustainable commerce³ and specially citizen engagement⁴; between other subjects.

²Circular economy is the name of the model of production and consumption based on expanding the useful lifetime of materials and products as long as possible and reducing waste to a minimum.

³Local commerce is a term that refers to the commerce limited to a concrete geography, like in municipalities or metropolitan areas. It often excludes shop market lines.

⁴Citizen engagement is a term that refers to the participation of a population in or with projects, companies or services.

In a more detailed way, this application allows everyone to get to know better what CRFS initiatives and companies do and how they work (as well as their environmental impact), granting citizens a direct and more personal knowledge of how important and complex the food system is, from the food production to the waste management, and making the citizens direct participants of their local CRFS.

In a nutshell, I really see potential and good outcomes for society in the FoodE App, and I wanted to contribute in some way to make this project better.

2 FOODE APP FIRST TAKE

2.1 The Home page

To contextualize a bit, let us suppose that I am an average citizen when, suddenly, the employee of a local grocery shop tells me about a mobile phone application where I can get to know how sustainable is the company from which I am buying the tomatoes. Motivated by curiosity, by my personal interest in sustainability and because the app is totally free, I proceed to download and try it.

Once downloaded, I open the FoodE App and I found the main page, titled *About* (fig. 1). It begins with a call to CRFS initiative owners, followed by an explanation about what the CRFS are. Although it seems to not be destined to me, I decide to read it.

When I understood what CRFS are, I kept reading. The next title is *The FoodE App – The project and the tool*. Reading it, I figured out how do I take part in this community: by evaluating CRFS initiatives by my own. I found other languages versions of the first text a bit unexplanatory, but more on that later.

The last paragraph, titled *Sustainability – The aim* should then explain what FoodE does, but it is a bit tricky: the first time I read it I find it hard to understand, since it first describes 3 key points of sustainability and then it explains what a CRFS initiative can do with the app.

So, summarizing, the first page of the application teaches me what CRFS are, the resources of the app, the key points of sustainability, a quick explanation of what an owner of a CRFS initiative can do in this app and, most important, what is my role on this app. I find this information useful, and it keeps me with the motivation to continue investigating.



Fig. 1. The Home page of the FoodE App.

2.2 The Explore page

Proceeding with the exploration, I select the *Explore* button on the bottom of the screen, where a world map can be found (fig. 2). I could zoom in to my city and press a nearby location sign. Then, a logo and name of the company pop out, so I tap the picture once and nothing happens, then I tap it several times but still nothing is happening yet. That is when I tap at the name and it takes me to another page of the app, concretely to the CRFS section.

I liked that map, it is an easy and efficient way to find the nearest CRFS initiatives near my location and their exact position, instead of having to read every initiative its information to know where they are or searching it by myself. However, I would prefer that the interactive elements were different than the rest, so i could differentiate them.



Fig. 2. The *Explore* page of the FoodE App with an example of CRFS initiative selected on the map.



Fig. 3. The CRFS initiative page.

2.3 The CRFS page

In this new page, I can see the name of the CRFS initiative I tapped on at the previous page, their main activities, their location, and their website (fig. 3). As the letters of the main activities and the website are coloured different from the rest, I try to tap on them, waiting for some information to pop out, but again, nothing happens. Once I tap on the website, an error blocks the application, so I had to restart it. I checked this issue later and it seems to be gone, so I assume it was something more related to my smartphone than to the FoodE App.

Once restarted, I decided to go directly to the *CRFS* page and search for the company on it, instead of using the map (fig. 4). I notice that this part is well structured: a search tab, an order button, a filter button, the legend of the symbols in the page and each CRFS company with their logo, name, main activities, location, sustainability punctuation and user rating average. Also, I really like the order and filter options: you can order by user rating, by sustainability score or alphabetical (which is the pre-determined option); and you can filter the results by: score, sustainability (both from 0 to 5) and by category, where you can see the full variety of CRFS that there are. I personally find this resource pretty useful, since you can find quickly any CRFS initiative based on one of their characteristics, as it also automatically creates a ranking of the top CRFS initiatives depending on their user score and their sustainability punctuation.

I quickly find the company I was previously investigating. Continuing the description of the initiative its

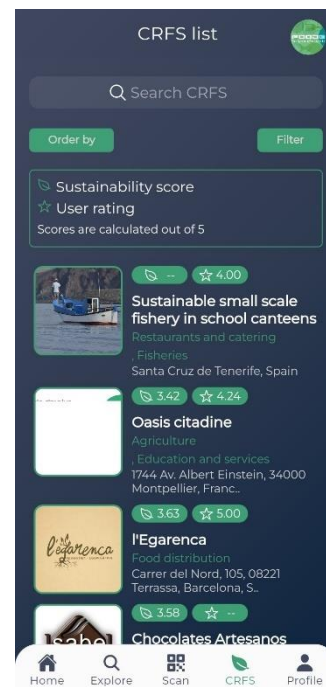


Fig. 4. The *CRFS list* page.

page, under the logo, 3 dropdowns can be found:

- The first one is the description, which is a Catalan text with a well-explained description of the CRFS initiative. Something curious for me is that this description is in a language different from the rest of the app.

- The second dropdown is the sustainability details, which holds lots of different scores that finally give the company an overall punctuation. These scores are distinguished in 3 global topics: *social*, *environmental*, and *economic*. Although the scores are grouped and titled simply but effectively, which makes the categories completely understandable, I would like to have a link to or an explanation of how these scores are calculated.

- Similar to the previous one, the last dropdown contains the users its ratings given to that specific CRFS initiative. This part has 5 different types of rating, which are: *food and experience*, *economic*, *environmental*, *social*, and *service quality* (Fig. 5). Like before, they are briefly explained, and there is also the detail of how many reviews have been done to that company, and for instance, in how many reviews the average punctuation is based on. At the bottom of this page, we can find the sentence *see reviews* (not translated in the Spanish and Catalan versions) in a green colour, just like the web link at the beginning of the page.

By tapping on it you get to the list with every individual rating, which shows the user its profile image, its name, the rating (out of five), the date of the rating and an optional comment. Next to it, at the same height as the name, we find another green sentence which says *See details*, which leads us to another page.

This page has the personal rating of the user (with the same structure as the overall rating on that last dropdown), but more graphical and with one key detail: next to each topic, there is an information button which, if tapped, it displays a detailed explanation about on what should this part of the rating be based on. That is what I wanted to find: the explanation of on what each rating should be based on; and it does not disappoint me, since it is really clear and detailed. This is one of the most important features, if you ask me, because it is the main structure for all the user ratings, and if the FoodE App wants people to get involved, the users must know how to rate and how did others rate.

2.4 The Scan page

The 3rd icon at the bottom of the page is the *Scan* button. There, I find that, to be able to scan, I must log in first, so I create an account and I log in. Then, I am able to scan a QR code to prove that I have visited an initiative and get myself 5 points of the point system of the FoodE App. After that, I see I can also rate that initiative by filling a formulary, where I get to evaluate it with 5 scores between 1 and 5 stars: *Food and experience*, *Economic*, *Environmental*, *Social* and *Service quality* (fig. 5). Each of the themes has its own information button, where it is explained what people should be based on to rate that

theme. After completing the rating, I get another 5 points and I get to the last page.

Just as I said on the previous section, I adore the well and simple explanation for each voting category, I just think it is vital to have that explanation always available to remind the users what exactly should be rated and what have the other users rated.

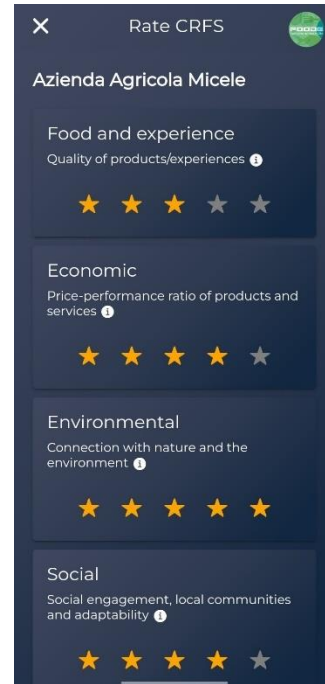


Fig. 5. The rating page for users of the FoodE App.

2.5 The Profile page

The last page is the *Profile* (fig. 6). There I find my name at the top of the page, the point recount, the number of visits and reviews I have made, and some more options.

Beginning from top to bottom, the first element I interacted with was the punctuation system, which led me to an explanation of it and to meet the mascot of the app: Terrix, a pot with a little plant that grows as I earn more points.

I must admit that a punctuation system is always great, but having a cute mascot makes the difference. It motivates me to really use that application, to visit CRFS centres and rate them.

My next interaction was with the point recount, where I could see when and what have I visited or reviewed, and the points each action gave me.

The rest of the profile options are:

- *Reviews*, where I could visualize in detail my reviews.

- *Personal data and access*, where I can change my profile information and my password.
- *Languages*, where the language of the application can be chosen between 9 different options.
- *Contact Us*, a page with an e-mail and a comment box to contact the FoodE App team.
- *Logout*, to close the currently open account on that device.

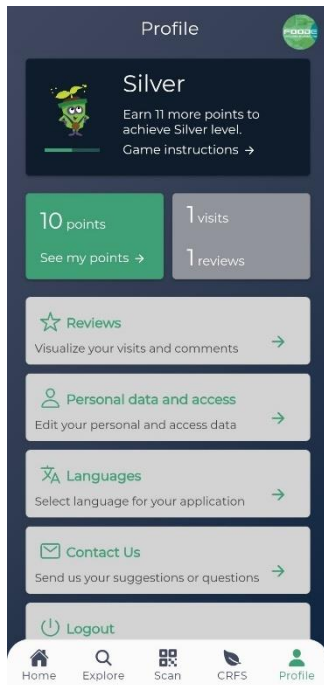


Fig. 6. The *Profile* page of the FoodE App (after having visited and rated a CRFS initiative).

My overall sensation is that the FoodE App is a simple and well-done application, with attractive features and a great work behind. The structure is nice: having all the features easy to reach makes this application easier to use than other famous social media and messaging apps, like Facebook, Instagram, Twitter or WhatsApp. Also, the information provided at the application is overall well explained, easy to understand and complete. And in addition, there is also a point system, which is a great way to encourage people to keep using the app, visit the CRFS initiatives and rate them.

However, this does not mean there is no room to grow, as we found some things that would require a little change and there are always new features to add and improve. On the next part of this paper, I comment what things could be changed (in my opinion) to make this mobile phone application even better.

3 RECOMMENDING CHANGES

While exploring the FoodE App, I found certain things that, in my opinion, must be changed. Also, I came up with some ideas that could come in handy to add new elements or make big modifications to already existing features, like the login system or the language access.

To give some order to this chapter, I have divided it in these two parts: the changes over already existing elements, which involves little changes and no new additions; and new implementations, which makes big changes to the current features, as well as it adds new elements.

3.1 Changes over existing elements

Following the order of events of the previous chapter, I will begin with the home page.

3.1.1 About page changes

While reading the paragraph *The FoodE App – The project and the tool*, I compared the English version with both the Catalan and the Spanish version. I found those two versions unexplanatory about how I, an average citizen, take part in the application. By reading the rest of that initial page, I find nothing about what I should do, and that may make the citizen confused.

Since this page is the first contact you have with the FoodE App, I believe that every important information about its functioning must be explained in it in a simple-to-understand way. This is important because making the FoodE App easier to understand and use will allow it to reach the maximum number of citizens, and so, to create bigger communities and raise awareness about our food chains.

3.1.2 Language changes

Besides the *About* page, the application itself is entirely in English the first time you enter, which may be an inconvenient for non-English speakers. The change proposed for this feature will be presented at the next section (chapter 3.2).

Also, changing the language is an important option, but I find it too hidden for not-much technological skilled people to find. A possible improvement would be to put that option more visible. However, this issue will also be addressed on the next section, since its ideal solution is not an edit but something new to add.

3.1.3 Web changes over CRFS initiatives

The next change I would make is related to the CRFS initiatives. When you go to the *CRFS* page, pick any initiative with an URL and click that link, you may find 2 different scenarios:

- The first one is what you expect to happen: the web page of that company gets opened in your default browser.
- The second one also opens the web page on a

browser, but a security error blocks the connexion, since the web has an invalid certificate.

In this case, this error is not about the application itself but about the web pages, because some of them may be inaccessible. To solve this, an annually automated web check could be implemented, so that it notifies the developers and the CRFS initiative owners when their web page is not available, letting them know that they have to fix it or hide the access to it from the FoodE App.

3.1.4 Description changes over CRFS initiatives

Another element to improve is the initiatives its descriptions. When I wanted to know more about a company, I found that, although I had the language of the application in English, some descriptions were in Catalan, Spanish or French; they are like a name: only available on their original language.

This issue is easily solvable in two ways:

- By adding a translator function to the app, so every text on other language is directly translated when choosing a language on the settings.
- By translating it (manually or automatically) at the moment of registration of the CRFS, so the information is not translated in the app itself but in the database.

Personally, I would recommend the second option, so the application is as light as possible and the information could be contrasted better. Also, it would potentially avoid mistranslations and possible errors that could appear by directly translating text over the application itself (for example, the translation could be so long that it is not fully viewed, since the app may not be ready for that function).

3.1.5 Scoring changes over CRFS initiatives

Another change I wanted to suggest is about the scores of CRFS pages. On that page you may find three dropdowns, the second of them being the sustainability details, with scores distinguished in 3 global topics: social, environmental, and economic. As I said while I was describing my first interaction with it, I would like to have some sort of explanation of how these scores are calculated. As these scores are generated automatically by a form that the CRFS register must fulfil, the average citizen does not know what parameters are used to set those scores. It is a specific improvement that would make the FoodE App more transparent, reliable, and attractive to curious people.

3.1.6 Changes on interactive elements

There is also a possible improvement on the text of the application itself. In some parts, like in a CRFS initiative its page, we may find sentences and words in a green colour. These words sometimes are interactable, like the website, while it can also be just text with no possible

interaction, like the classification of an initiative. To make things clearer, I would only use those green coloured words for interactable elements, to make those elements easier to find and use.

3.1.7 Changes on the punctuation system

The last improvement on this list is about the last function added to the FoodE App: the punctuation system. On the profile, you may find the access to the game instructions (fig. 7). In those instructions, there is a detailed explanation of the system and three point ranges: each range covers up to 20 points (0-20 points, 21-40 points and 41-60 points), and the higher the points, the more grown is Terrix, the mascot of the FoodE App. When you tap on any of these ranges, you find a description of that level. The problem is that the Catalan version currently has no description of each level, so a description just like the English or Spanish one should be implemented for this language version.

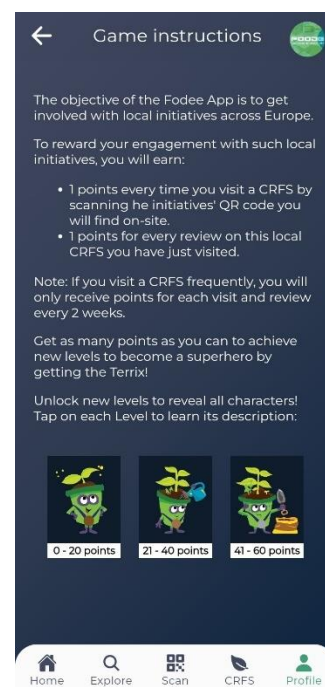


Fig. 7. The *Game instructions* page of the FoodE App.

3.2 New implementations

The following suggestions are based on the premise of wanting the FoodE App to be as easy to use as possible. These suggestions are not based on improving existing elements by adding new things or changing them partially, but based on creating new elements, functions or redesigning some parts.

3.2.1 A new page for beginners

The first possible improvement is about the really first contact with the FoodE App, and it has two variants. Both of them consists in adding a screen that appears to new users the first time they open the application, but they are different changes. Here are the detailed explanations to both options:

- The first variant adds to that new page the language options, in order to select your preferred language (which may be really useful for non-English speakers). Also, it could be explained there all about the FoodE App, like the content of the about page, some guides to different functions of the application, or how to make or read a rating.
- The second variant adds to that new page the logging screen. After logging in, the first page to appear is the profile, so people can change the language or check their data easily.

These two options are based on the importance of the language. It is necessary for people to understand the FoodE App if they want to use it, and these modifications would make reaching this option way easier.

3.2.2 Language as user information

As a complement of the previous suggestion, the language chosen could be saved as account information, so if a user uninstalls the FoodE App and installs it again, or if they install it on other device, after logging in they would automatically have the last language used. This idea could also be implemented by its own, not depending on the previous suggestion.

3.2.3 The home page

Something related to the first change on this part of the document (chapter 3.2.1) is that I do not find necessary to start on the *About* page every time I open the FoodE App. Instead, they could use the *Profile* or the *CRFS* page as the main page. The reason is that once you have understood everything on the *About* page, this page has not much more use.

An alternative to this would be creating a new main page, which could contain relevant information like the points accumulated, the ratings you have done, the latest ratings other people has done or a search form.

3.2.4 Personalization

Something basic for lots of videogames are customizable items, like profile pictures, profile descriptions, personal avatars, etc; Customizing Terrix the mascot could be a great idea! A big step that I think would attract more people is to create some sort of shop where people could unlock customizable elements in exchange of, for example, points. Having something adapted to your likes just feels warmer and more welcoming than something strict and unchangeable.

4 CONCLUSION

After the step-by-step exploration and the brainstorming of little changes and new implementations to improve the FoodE App, we have seen that it is a well-constructed application: it is worldwide accessible, it is easy to use, it has good explanations about its contents and rating criteria, it is available in several languages, its content is ordered and the CRFS initiatives are classified, it has an attracting point system and it allows direct interaction between initiatives and citizens.

Some possible continuations of this paper may be:

- **Reaching town halls.** By getting the FoodE App to be advertised or somehow gain visibility from city halls would be really convenient, since town halls should be interested in preserving local commerce and improving the life quality of their citizens. The FoodE App does all of this, given that the population gets to know their closest CRFS initiatives and contribute to improve them, and citizens also gain information that could improve their life quality, like what companies are less harming to nature and biodiversity or how those initiatives participate in the climate change.
- **The EU as an ally.** Similar to the previous point, this possible continuation is about how can the European Union improve their actions over climate change, circular economy, agriculture, livestock, etc; by taking advantage of tools like the FoodE App.
- **Collaborating with their CRFS owners.** The punctuation system is already great, but it could be greater. Collaborating with CRFS owners or other entities to offer rewards of any kind by exchanging points could be a great idea, but would it be viable? This idea requires a deeper study.

Being a community-maker application for CRFS initiatives is a hard thing, since the users must be interested in participating in their local CRFS, so their bigger challenge is to make the FoodE App as attractive as possible for the biggest amount of people. That is a hard job, but I hope that my work helps to the future development of this application.

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ANNEX

Before the annex itself, I must expose that it is bigger than the limit of pages. Because of the nature of the following document, it would make no sense to create a user manual in just 4 pages or less, so it needed to be bigger. The annex begins at the next page.

User Guide for FoodE

(Android version)



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1 – Introduction

Led by the University of Bologna, FoodE brings together a highly qualified consortium of 24 organizations. It comprises universities, research institutes, SMEs, NGOs, as well as city councils spread across 8 EU countries. The project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement views.

The FoodE App is a mobile phone application which acts as an interactive meeting place for CRFS stakeholders across Europe, that allows the participatory evaluation of the value of CRFSI, both from a customer and sustainability perspectives.

Its main objective is to accelerate the growth of citizen-led CRFS by bringing local initiatives across Europe together, as well as co-developing, as well as co-developing and disseminating a range of tools co-designed with academia, citizens, and food system start-ups to ensure that the most up-to-date cross-sectorial knowledge is applied.

It is available in 9 languages: English, Spanish, French, German, Italian, Catalan, Dutch, Romanian and Slovenian.

The FoodE app's main objective is to involve local initiatives of the European Union in the design, implementation and monitoring of sustainable food systems of the city / region (UFS) from the environmental, economic and social points of view.

FoodE is up to make an impact on the creation of employment, the promotion of the local economy, the strengthening of the local communities' roles in the fulfilment of the Sustainable Development Goals, as well as the identification and strengthening of relationships between different actors in the food chain.

The way of FoodE to achieve these objectives consists of the following steps:

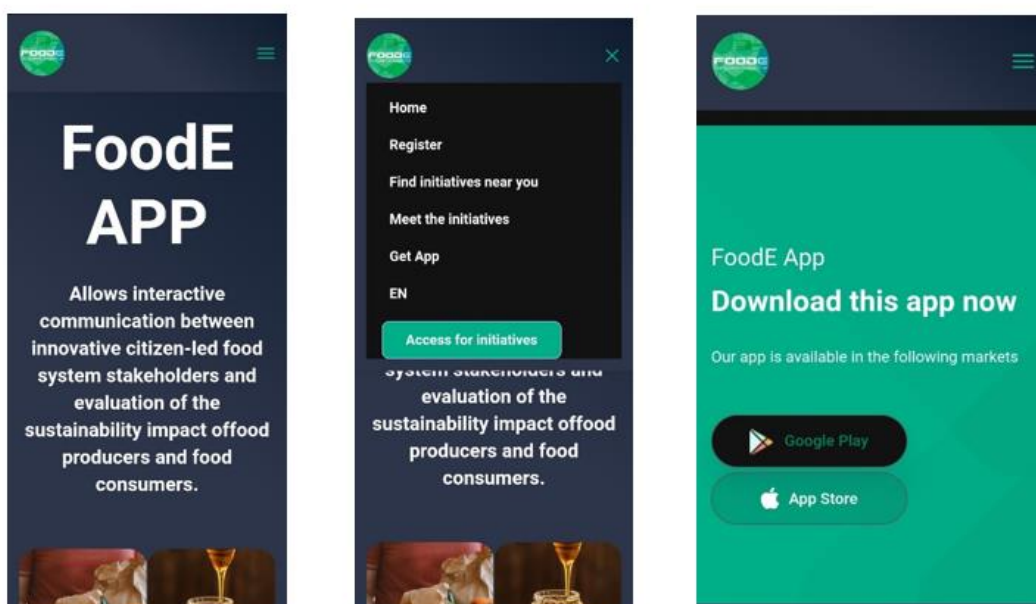
- Evaluate and classify the sustainability of various types of urban food systems.
- Actively involve citizens in the joint creation and choice of innovative urban food systems.
- Implement innovative and sustainable pilots in several EU cities.
- Implement and validate a methodology based on citizen science that promotes public-private partnerships in UFS.
- Develop a set of policy briefs, guidelines and recommendations.
- Addressing civil society, academia and public/private actors.

This application wants to create community, which means taking the CRFS closer to citizens. For that reason, the FoodE App is meant to be used by CRFS initiative owners, in order to make their work known and evaluated in sustainability by experts and customers, and citizens, in order to know which local CRFS exist near them, to rate those initiatives and to see the ratings and opinion of other citizens.

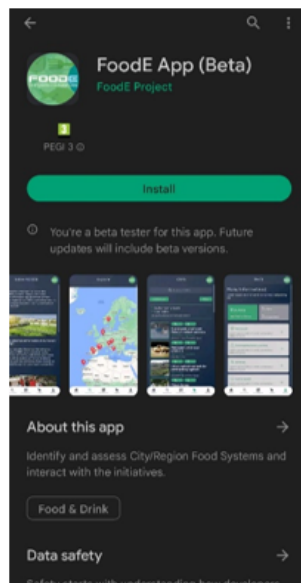
2 - Downloading the FoodE App

There are 2 main ways of downloading the FoodE app: via the official web <https://foode.sostenipra.cat> or via the play store. To execute it, it is necessary a smartphone with Android 5.1 or higher and 38,8 MB of free space. The 3.0.0 version of the app may require the following permissions:

- Camera, to take pictures and videos.
- Localization, to access to the exact or approximated location only while in foreground.
- Storage, to read, write or erase the content of shared storage.
- Others: flashlight, complete access to the network and to be paired with Bluetooth devices.



Get to <https://foode.sostenipra.cat>. Then, press on the 3 bars on the top-right corner of the page and select "Get App", or scroll down through the website. Use the Google Play button.



In the Play Store, tap on “install”.

3 – First steps

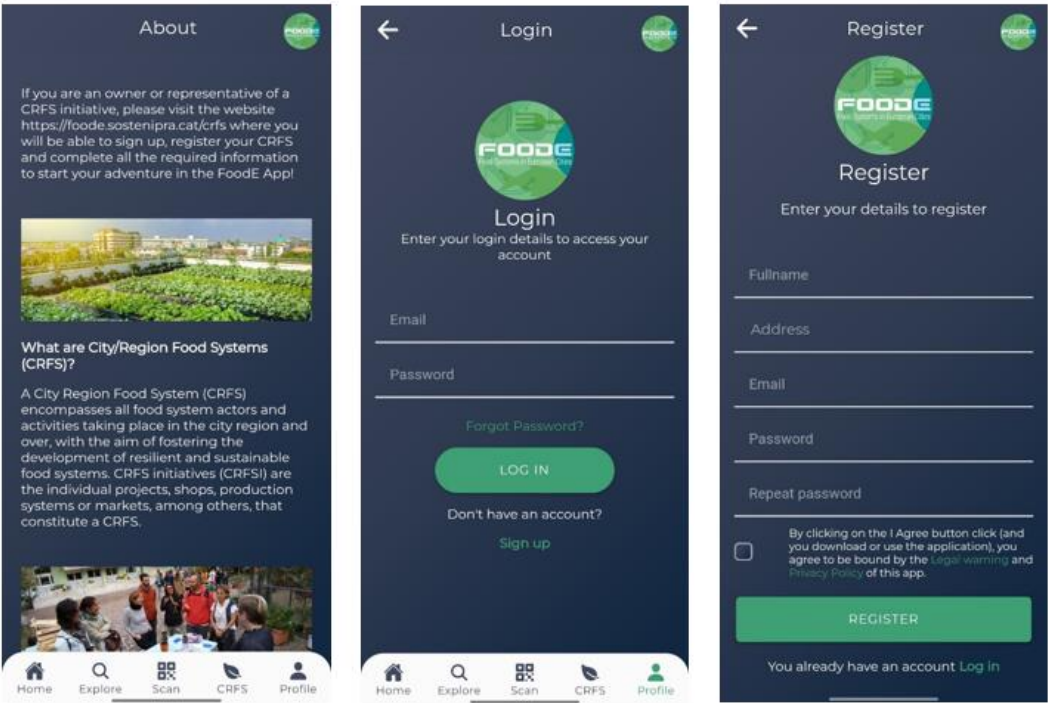
The main page is the “About” page (also “Home” in the bottom of the page), which explains things like what to do if I am a CRFS owner, what are the CRFS and what is the objective of the application.

In order to use the application properly, it is required to log in or sign up in the app. To do this, you must press the “Profile” button, situated at the bottom right corner of the screen.

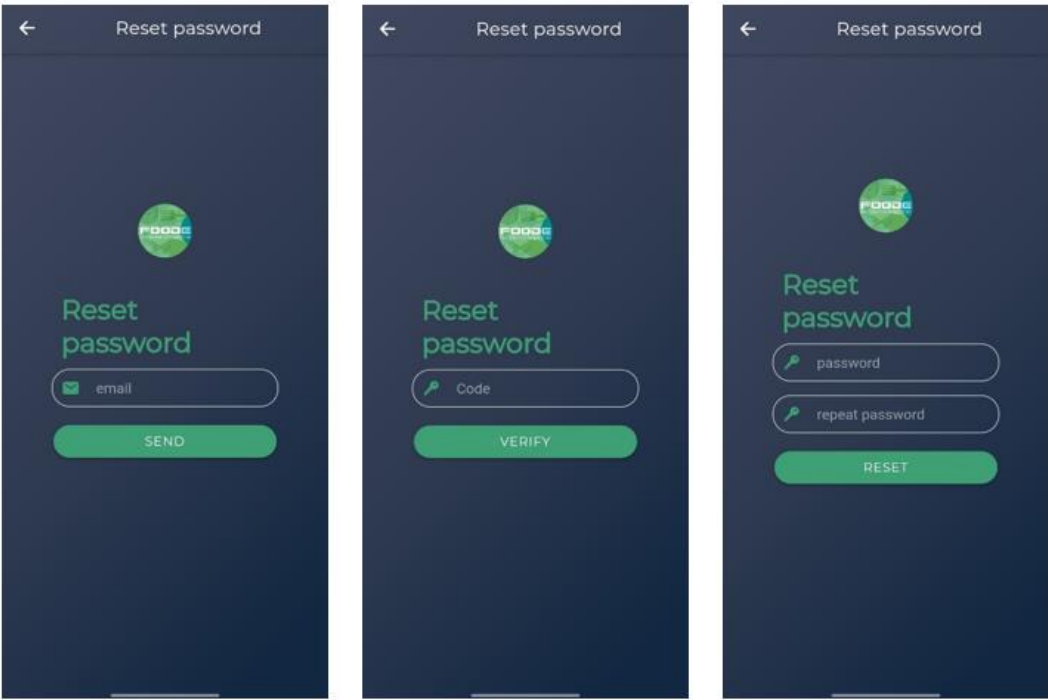
To log in, you need to enter the email and password previously registered on the app.

To register, you will need to enter your full name, your address, your email and a password, plus accepting the legal warning and privacy policy of the application with the square button at the end of the page. Once finished, press on register and check your email to verify your account. You will not be able to use your account until it is verified.

If you forgot your password, select “Forgot Password?”, introduce the email used to sign up and enter the code that will be sent to that email. Then, change your password.



The “About” is the main page. You may log in or sign up by touching the profile button at the right bottom of the page. Then, enter your log in data or choose either “Forgot Password?” or “Sign up”. In those cases, fulfil with the required data.



In case of having to reset your password, once the email is entered, you will receive an email with a code. After introducing that code, the password may be changed.

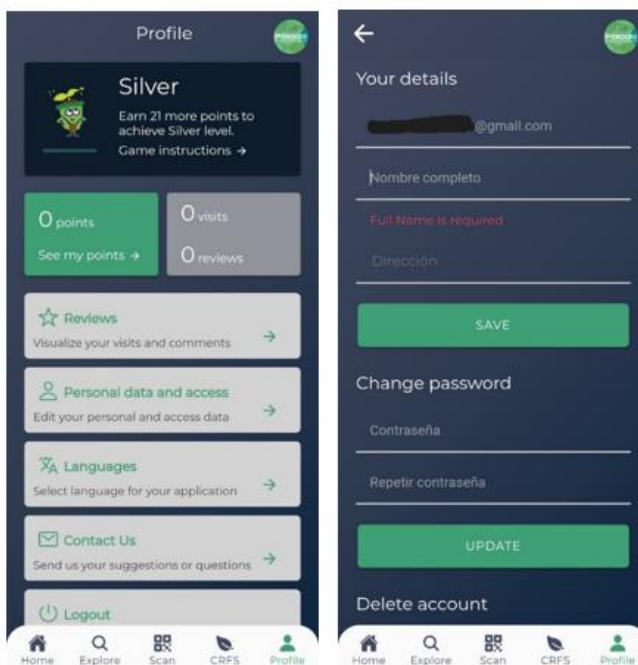
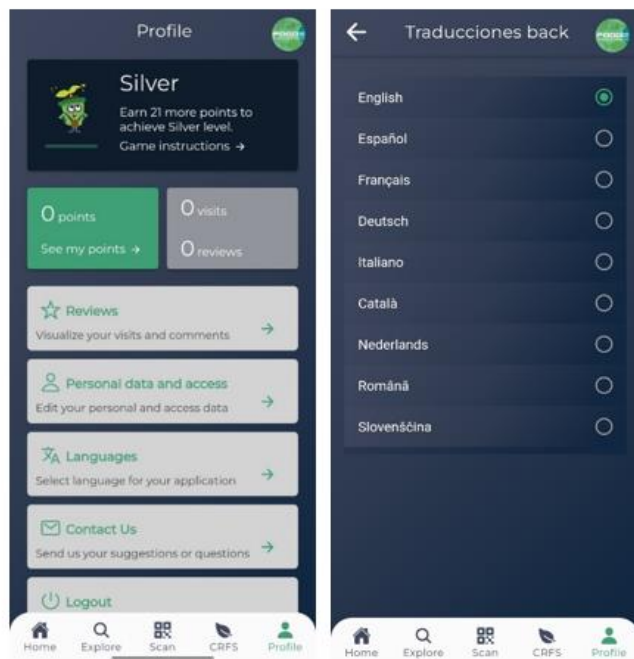
4 – Profile options

The app comes predetermined in English. To change the language, you can go to the profile page and select any of the languages available. (This action can be done before login in or signing up).

There is also the possibility to modify the user's personal data and access information. The only thing that is protected is the user's email, since it is the base of identification in the app and the backup for the password; the name and the direction are modifiable, the password can be changed and the account can be deleted.

On the bottom of the screen, select "Profile". To change the language of the app, tap on "Languages" and then choose your preferred language.

Once chosen, tap on the arrow at the top-left corner of this screen to go back to the profile or choose any of the options at the bottom bar of the page.

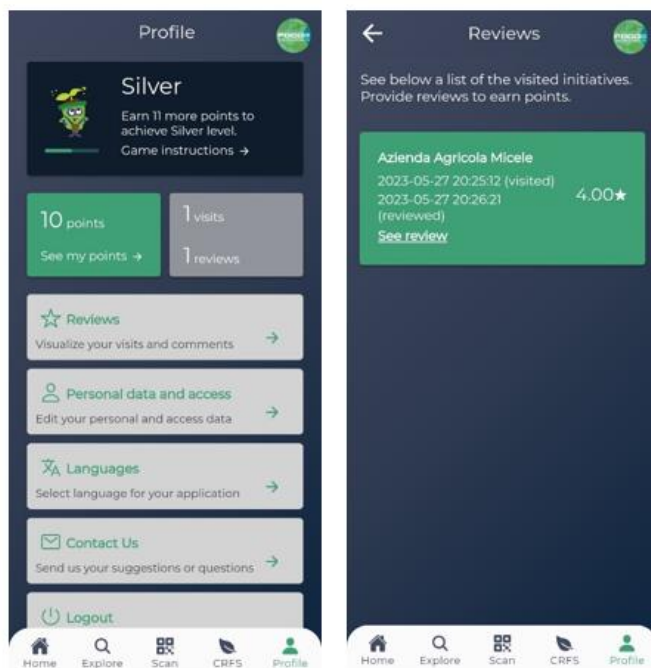


To change your personal details, select "Personal data and access".

Once you have made any change, tap on "SAVE" or "UPDATE" to save these changes, and then, tap on the arrow at the top-left corner of this screen to go back to the profile or choose any of the options at the bottom bar of the page.

Other options are visualizing your reviews, contacting the team behind the FoodE App and logging out.

In the “Reviews” page, you can see your previous reviews its company, the date of visit, the date of review, the average score and there is a button to see the full review.



To see your reviews, select “Reviews”.

Each green rectangle represents a review, and it has (in descendant order): the name of the CRFS reviewed, the date of visit, the date of the review and the button “see review” to see the details of that review. At the right of the rectangle, you may find the average score of all the components of the review.

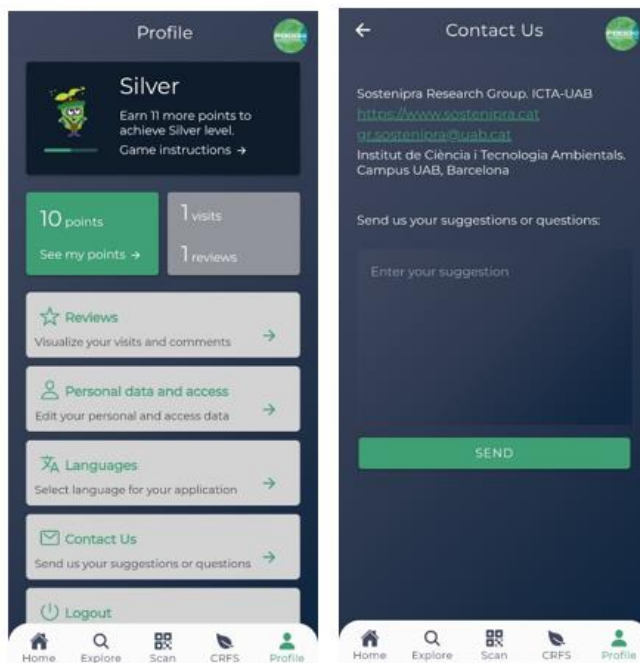
For more information about reviews, go to chapter 6.

To contact the team behind the FoodE app, select “Contact Us”.

In this page, you will find the web of the team (sostenipra) (the first row in green letters). By tapping on it, you will be redirected to the web via your predetermined browser. There you may find other ways to contact the team, as well as other information.

You will also find the email of the team (the second row in green letters). By tapping on it, you will start redacting an email with your predetermined app for electronic mail.

Lastly, you can send any suggestion or question easier by writing it on the suggestion box, at the bottom of the page. Once it is written, press “SEND”. After some seconds, a green popover will appear on the top of the screen which will confirm that the message has been sent successfully.

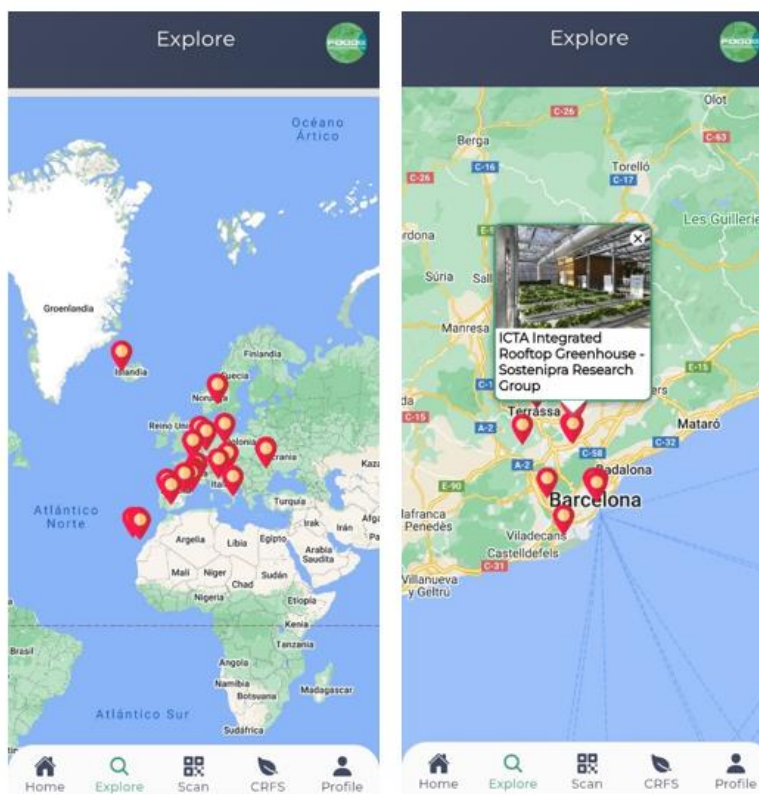


5 – Explore

At the bottom of all the pages, there is a bar with 5 symbols. The second, “Explore”, takes you to a global map full of pins. Each of those pins references the location and information of every CRFS registered in the app. When clicking on a pin, the image of the CRFS and its name will pop up. If you click on that text, you will be sent to that concrete CRFS page.

This is the world map with every CRFS registered. You may scroll, zoom in and out and tap on any pin.

Every time a pin is chosen, a square window will appear. By tapping the text, you will get to that CRFS page. More information about these pages in chapter 7.

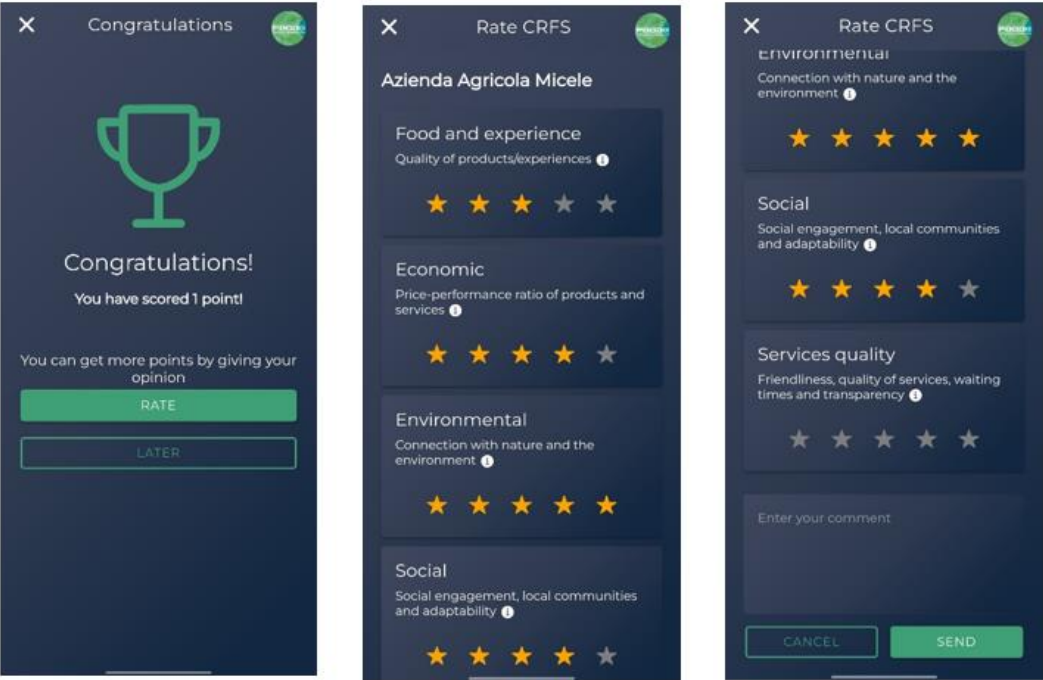


6 – Scanning and evaluating

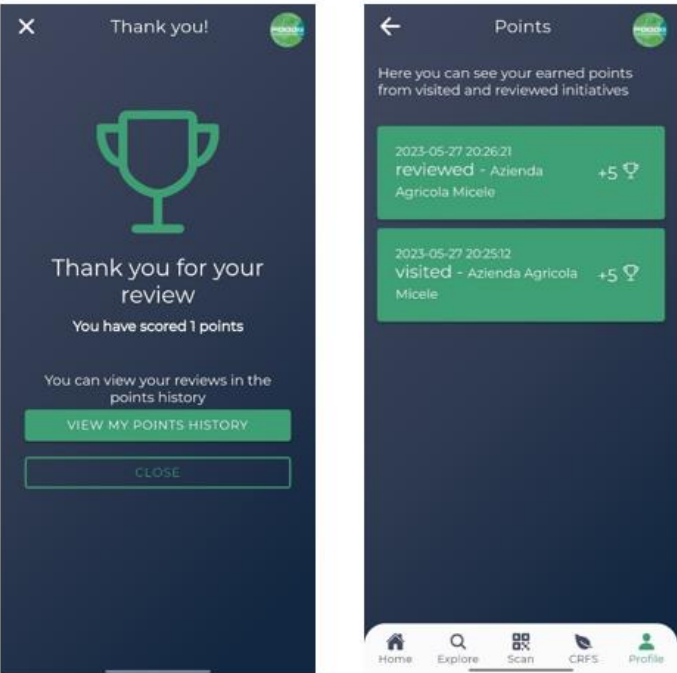
The third symbol at the bottom tab is “Scan”, which allows you to scan the QR code of any registered CRFS when you visit it. When a valid QR code is scanned, you will receive 5 points from the point system (explained on chapter 9), and you will have the chance to rate that CRFS. There is a limit: you may only score one CRFS every 15 days; in other words, you must wait 15 days to score a CRFS after

If you decide to rate it later, it will just return you to your profile. If you rate it in that moment, you will get to the rating page. This page has 5 different sections: *Food and experience*, *Economic*, *Environmental*, *Social* and *Service quality*; each criterion has its detailed explanation, accessible by tapping on the information sign next to each subtitle. To rate, choose a score between 1 and 5 stars. There is also a comment section to specify more about your rating.

Once finished, you must press “SEND” to confirm the rating, or “CANCEL” to not rate the CRFS. when sending it, you will go to the confirmation page and you will receive 5 additional points.



In the confirmation page, there are 2 buttons: the first one will take you to the points record, the second one will close the current window.



7 – CRFS list

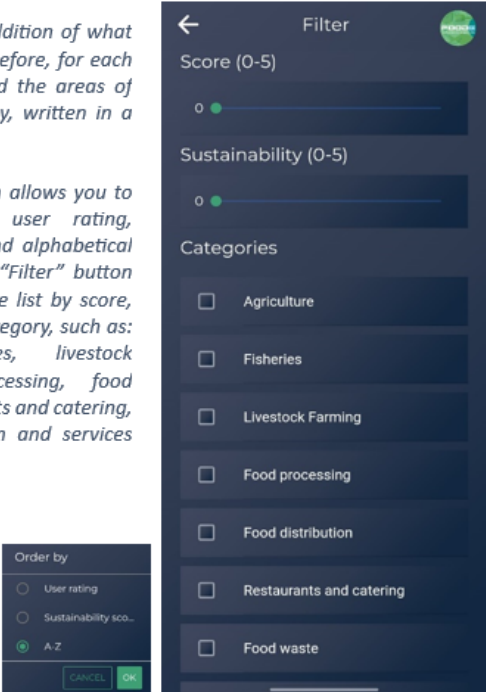
The fourth icon on the bottom tab of the application is the CRFS list. By pressing on it, you will get to a list of all the CRFS initiatives registered on the app. Above it, you may find a search field, the “Order by” button, the “Filter” button and the scheme of how the information is presented in each of the elements of the list. By tapping on any of the CRFS, you will enter to their specific page.



On the CRFS list, in addition of what has been mentioned before, for each initiative you may find the areas of work of each company, written in a green colour.

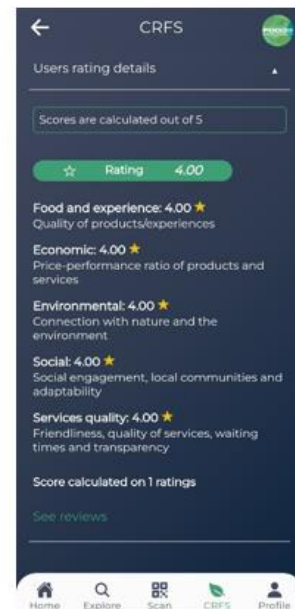
The “Order by” button allows you to order the list by user rating, sustainability score and alphabetical (predetermined). The “Filter” button allows you to filter the list by score, sustainability or by category, such as: agriculture, fisheries, livestock farming, food processing, food distribution, restaurants and catering, food waste, education and services and others.

To save the changes, click on “OK” or “APPLY”. To discard them, click on “CANCEL”.



In the CRFS page, you may find the same data shown on the list, plus some more photos, their web direction and three dropdowns, which are “Description”, “Sustainability details” and “User rating details”.

The “Description” dropdown contains an explanation of what that initiative does with more detail. The “Sustainability details” dropdown holds the detailed punctuation given by the app. The “User rating details” dropdown shows the average punctuation for each category from all the ratings.



WARNING: The description of the CRFS may not be in your chosen language, since it has been provided by its recorder on the app.

The sustainability details are also divided in subgroups.

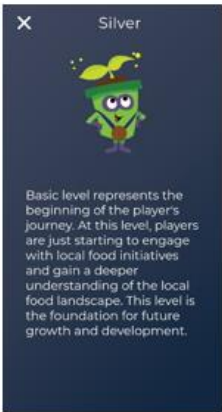
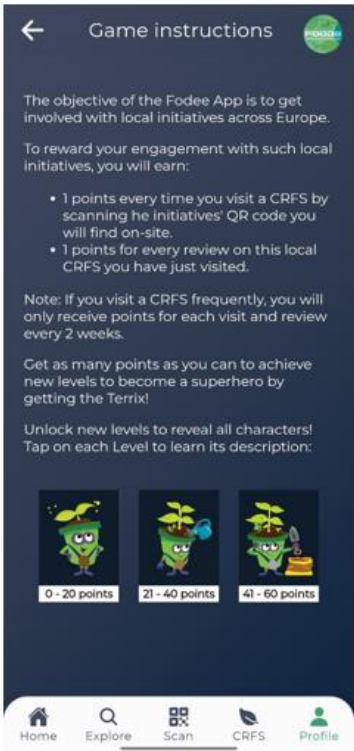
On the user rating details, you can see each individual review by clicking on "See reviews" at the end of that section. Furthermore, you can see the details of each review by then tapping on "See details", next to the resumed data of the review. Those details have already been shown in chapter 6.



8 – Points system

The latest feature includes a punctuation system; this system rewards you with 5 points every time you visit an CRFS initiative, and with other 5 points when you rate an initiative (as seen on chapter 6).

To save this progress, at the top of the profile you will find your total amount of points, the number of visits and reviews done and a funny character named Terrix, which is a little pot with a plant that grows up as you earn points.



When clicking on the icon of the game, you will get to the description. By tapping on the characters of the bottom of the page, a page with each level description will be opened.