Open House App – Frequently Asked Questions

What does the Open House App do?

The Open House App acts a cashless payment purse, which can be topped up with funds and used at the catering outlets at the Waterside Campus.

Students who receive a bursary can also use the app to spend their bursary allowance.

You can also collect and spend vouchers on purchases and view your transaction history.

How do I download the Open House App?

1. To download the Open House app, go to either the Google Play Store or the App Store and search for 'Open House MCR' or follow one of the links below:

Apple App Store –
https://apps.apple.com/us/app/open-house/id1435328861

Google Play Store -
https://play.google.com/store/apps/details?id=com.mcrsystems.chandco&hl=en&gl=UK

2. Once the app is installed onto your phone, you can then press the **Open House** icon to start the App.
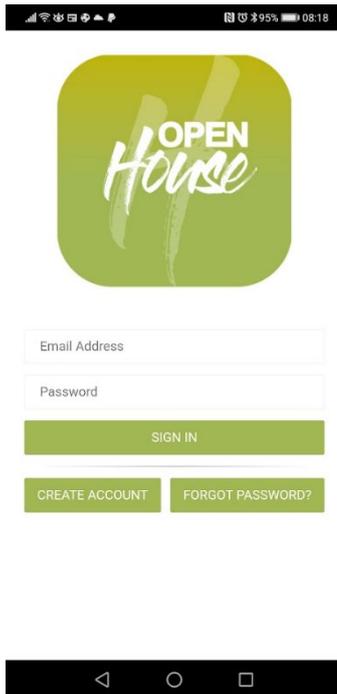
How do I register for an account on the Open House App?

Bursary students will be pre-registered on the app so will not need to sign-up for a new account.

Upon opening the App for the first time you will be greeted with the sign-in screen as per the image to the left.

Since the account is pre-created, you will only need to reset the password to one of your choosing.

Simple press 'Forgot Password?' to follow the password reset procedure for the account and set your password.

You will then simply enter your email address and password into the relevant boxes and press 'Sign In'.

How do I use the App to make purchases?

Tap here to show the QR code. Present this to the scanner on the till to identify yourself and pay for food or drinks from your top-up or bursary purse.

Tap here to view the recent activity on your account.

Tap here to show any vouchers which you may have on your account.

Tap here to show the current balance that you hold in your cashless purse.
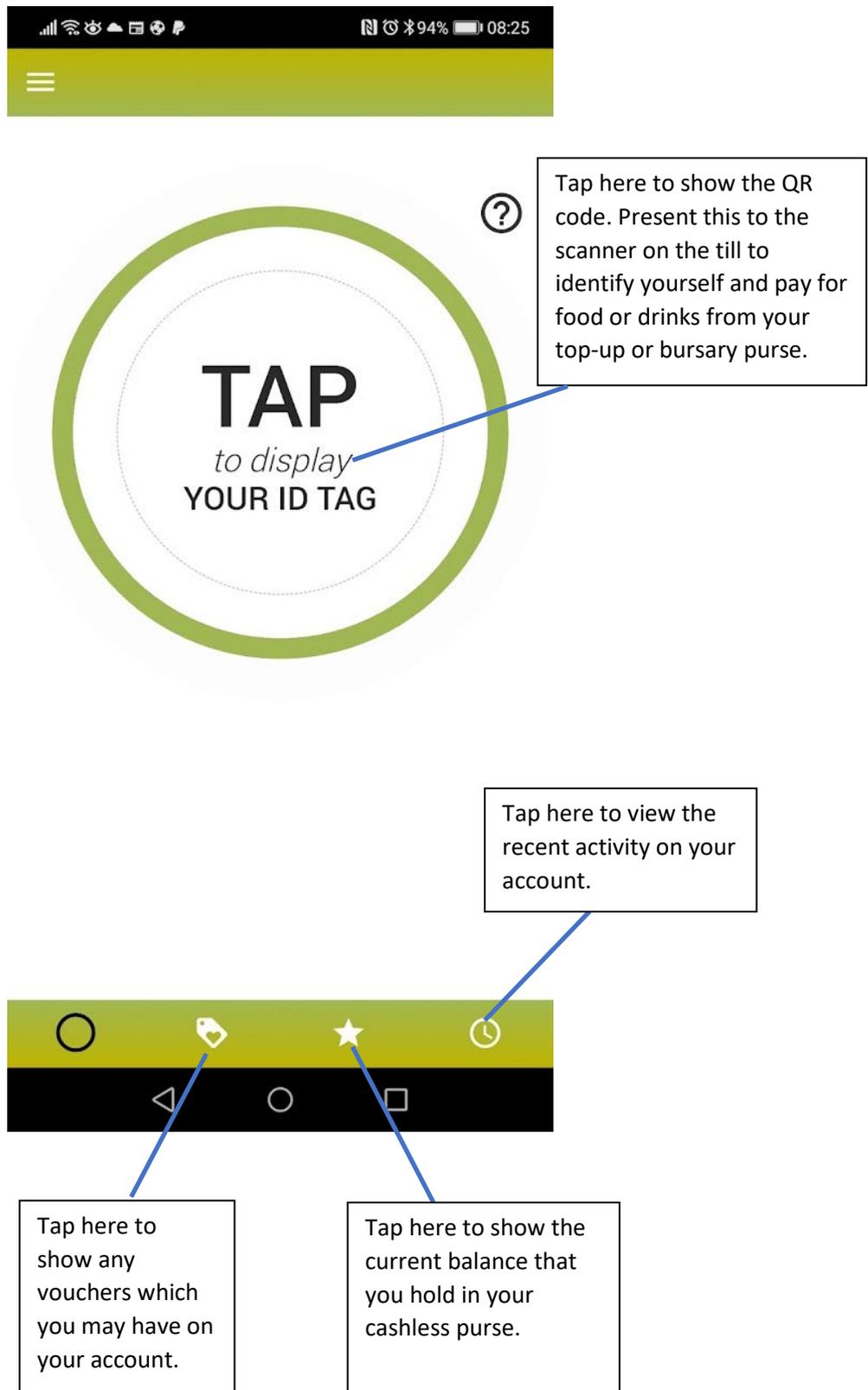
How do I collect and use vouchers?

At times you may receive vouchers which can be used for deals and promotions on campus:

- To check if you currently have any vouchers available on your account, press the voucher icon as per the previous screen shot
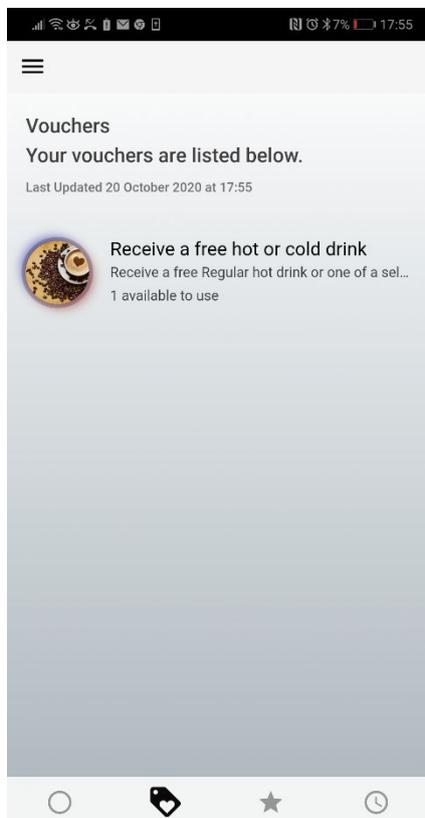
- If you have any vouchers available these will be shown, as per the screenshot to the left.

- Press on an available voucher to get more details on that voucher, as shown below.

- Under 'How to use this voucher' you can decide if you want the voucher to automatically apply when you present the app QR code at the till point. Otherwise, you will need to advise the cashier at the till point that you have a voucher to use.
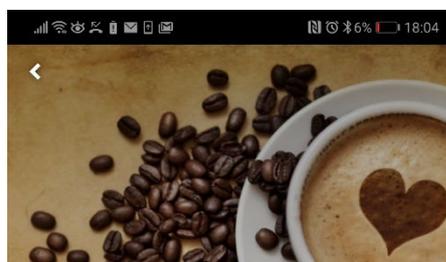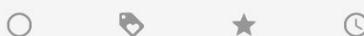
How do I top-up my Purse Balance?
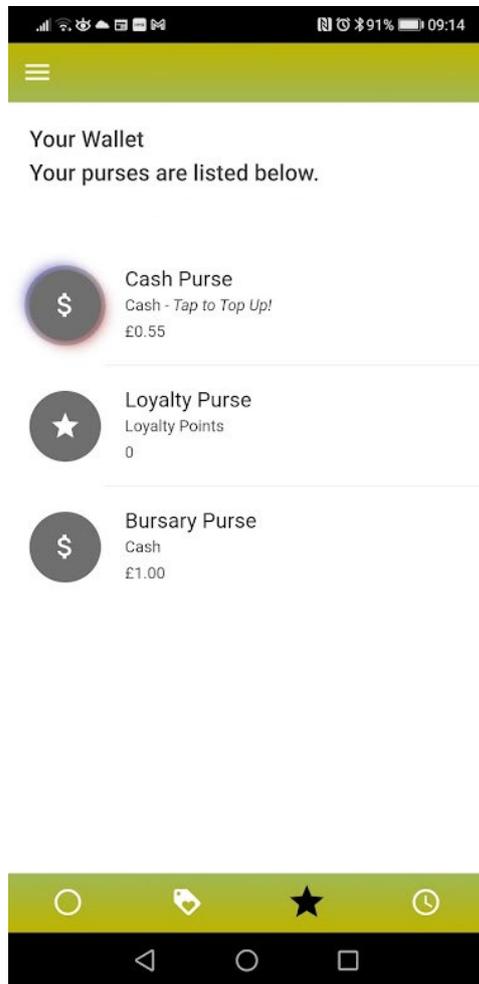
- Press on the star icon at the bottom of the app to view your current purse balances.

- Your available purses and balance will be shown as per the screenshot to the left.

- Your Cash purse can be topped up with your own funds. Tap on the required purse. If this is your first time topping up, you will receive the below message to add a new payment card. Press 'Yes, Go to website'.
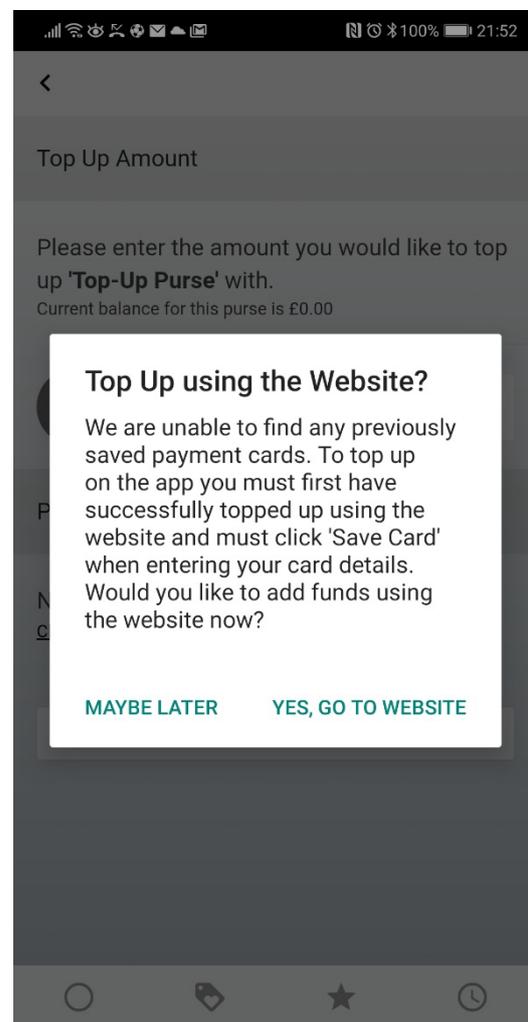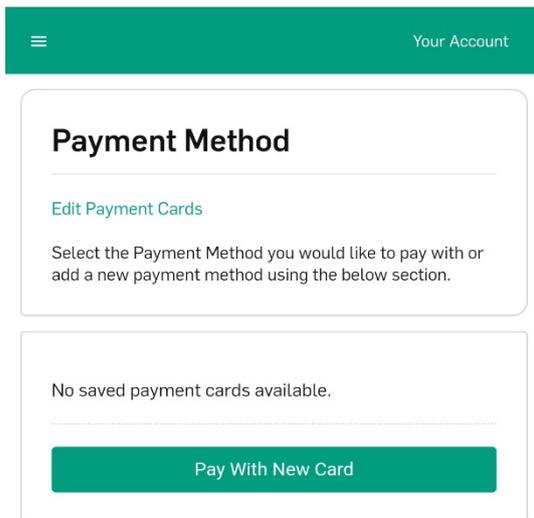
- You will be taken to the website, where you can add a new payment card against your account and top-up for the first time.

- Once a payment card is saved, then you can top-up in future directly from the app.

How do I reset my password?

If you have forgotten your password, simply press the 'Forgot Password?' button on the sign-in screen. You will be prompted to enter your e-mail address, a reset code will then be sent to your e-mail account which needs to be entered into to the app along with the new password required.