



TRADE ORDERING • CUSTOMER GUIDE

YOUR ORDER, ONLINE

How to open your Lusso Leaf order page, sign in without a password, manage each week's order, and keep the page on your phone, tablet or computer like an app.

YOUR ORDER PAGE

lussoleaf.com/account

- 01 OPENING YOUR ORDER PAGE
- 02 SIGNING IN
- 03 MANAGING YOUR WEEKLY ORDER
- 04 ADDING IT TO YOUR PHONE OR TABLET
- 05 ADDING IT TO YOUR COMPUTER
- 06 HELP



01 · OPENING YOUR ORDER PAGE

FIND YOUR ORDER

Your order page lets you see and change each week's order until **midnight on Sunday**, before we harvest. There is no password to remember and nothing to download. Sign in with the email address we hold for your account; if a colleague needs their own, just ask and we'll add it.

GO STRAIGHT THERE

Type the address

Open any web browser and go to
lussoleaf.com/account

FROM OUR WEBSITE

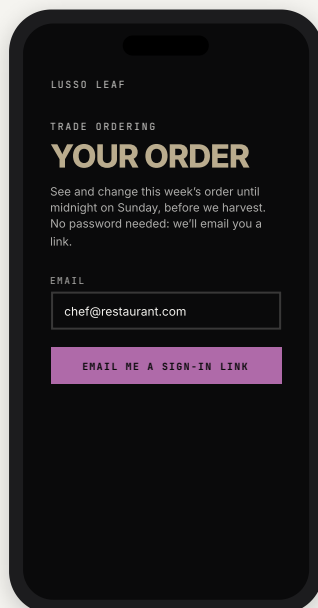
Use the Log in link

On lussoleaf.com, tap [Log in](#) in the top menu (inside the menu button on a phone).

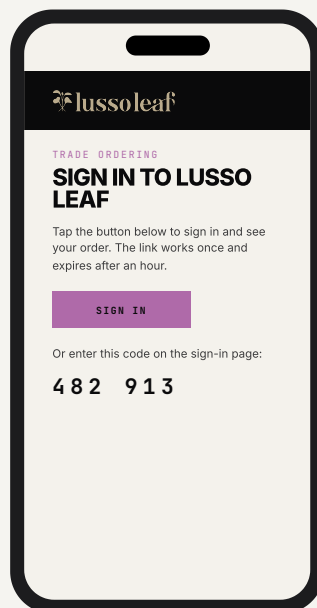
02 · SIGNING IN

EMAIL, THEN LINK OR CODE

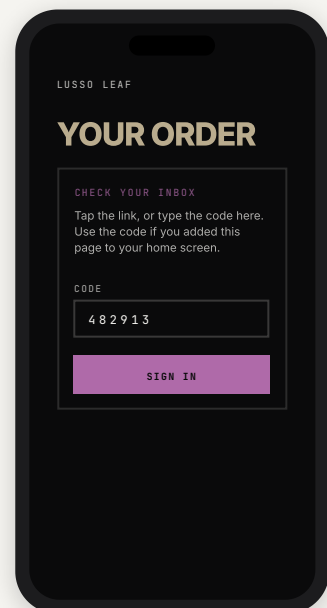
- 01 Enter your email address and tap [Email me a sign-in link](#).
- 02 Open the email from Lusso Leaf, subject "**Your Lusso Leaf sign-in link**". It holds a **Sign in** button and a number **code**.
- 03 Either tap **Sign in** in the email, or type the code into the box on the sign-in page and tap [Sign in](#). Both do the same job. **If you are using the page from your home screen, use the code.**



1 · ENTER YOUR EMAIL



2 · OPEN THE EMAIL



3 · OR TYPE THE CODE

Each link and code works once and expires after an hour. You stay signed in on that device afterwards, so you won't need to do this every week.

03 · MANAGING YOUR WEEKLY ORDER

EACH WEEK

Once you're signed in you'll see the harvest week, your delivery day, and a countdown to when changes close.

01 Check the week

The heading shows the harvest week and your delivery date. The box underneath says **Changes close Sunday at midnight** and how long is left.

02 Confirm or change your usual order

If you have a regular order, it's already filled in. Use **-** and **+** to change quantities. Bring a line to zero to remove it.

03 Add something new

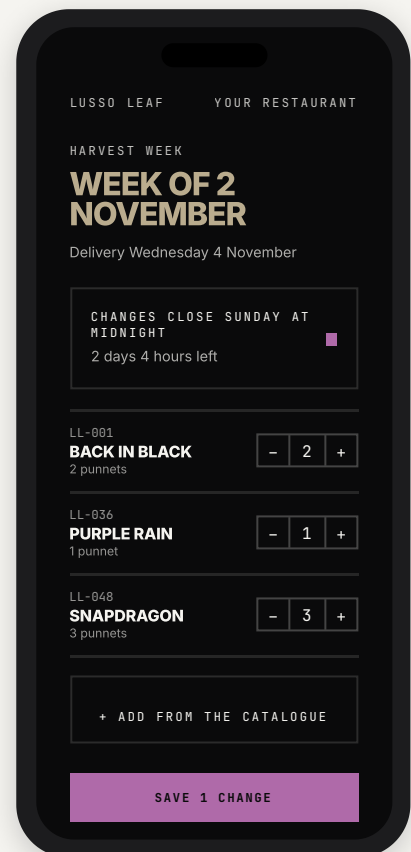
Tap **Add from the catalogue** and pick a product. New or increased items are subject to availability, and we'll tell you before dispatch if anything is short.

04 Leave a note

Use **Notes for this delivery** for anything we should know.

05 Save

Tap **Save changes** (or **Confirm my usual order**). You'll see **"Saved"** when it's done. You can come back and change it again until midnight on Sunday.



YOUR ORDER PAGE (EXAMPLE)

NOT NEEDED THIS WEEK?

Skip this week

Tap **Skip this week** at the bottom. Changed your mind? Tap **Order this week after all** before midnight on Sunday.

SAME ORDER MOST WEEKS?

Repeat my order each week

Turn this on under **Account** and your order rolls over each week automatically. You can still change or skip any week.

After midnight on Sunday

The week locks for harvest and is shown at the top as **"This week · locked for harvest"**. The page then moves on to the following week's order. Prices follow your account price list, and the total shown is an estimate.

04 • PHONES AND TABLETS

ON YOUR HOME SCREEN

Add your order page to your home screen and it opens with one tap, full screen, like an app. Open lussoleaf.com/account first, then follow the steps for your device.

IPHONE & IPAD • SAFARI

Add to Home Screen

- 01 Tap the **Share** button (the square with an arrow). On newer iPhones you may need to tap ⋮ first, then **Share**.
- 02 Scroll down and tap [Add to Home Screen](#).
- 03 If you see **Open as Web App**, leave it switched on.
- 04 Tap [Add](#).

IPHONE & IPAD • CHROME OR EDGE

Add to Home Screen

- 01 Tap the **Share** button in the address bar (or in the ⋮ menu).
 - 02 Tap [Add to Home Screen](#).
 - 03 Tap [Add](#).
- Needs iOS 16.4 or later. If you don't see the option, use Safari.

ANDROID • CHROME

Install

- 01 Tap the ⋮ menu (top right).
- 02 Tap [Add to home screen](#) (or [Install app](#)).
- 03 Choose [Install](#) and confirm.

ANDROID • SAMSUNG INTERNET

Add page to

- 01 Tap the ≡ menu (bottom right).
- 02 Tap [Add page to](#), then [Home screen](#).
- 03 Tap [Add](#).

Signing in from the home screen

The first time you open the Lusso Leaf icon, sign in again. When the email arrives, **type the code** into the page instead of tapping the link. On iPhone and iPad especially, the link opens in your browser, not in the home-screen app, so the code is the way in. After that you'll stay signed in.

Menus vary a little between versions and manufacturers. If a step looks different, look for "Add to Home Screen" or "Install" in your browser's share or main menu.

05 · WINDOWS AND MAC

ON YOUR COMPUTER

Install the order page as a desktop app with its own window and icon, or simply bookmark it. Open `lussoleaf.com/account` first.

WINDOWS & MAC · GOOGLE CHROME

Install page as app

- 01 Click the **install icon** at the right of the address bar (a screen with a down arrow), or open the `:` menu and choose `Cast, save and share` > `Install page as app`.
- 02 Click `Install`.

It appears in the Start menu (Windows) or Applications and Launchpad (Mac). Right-click it to pin it to the taskbar or Dock.

WINDOWS & MAC · MICROSOFT EDGE

Install this site as an app

- 01 Click the `...` menu (top right).
- 02 Choose `Apps` > `Install this site as an app`.
- 03 Click `Install`. Tick **Pin to taskbar** if offered.

MAC · SAFARI

Add to Dock

- 01 From the menu bar choose `File` > `Add to Dock...` (or click **Share** > `Add to Dock`).
- 02 Click `Add`.

Needs macOS Sonoma (14) or later. On older Macs, bookmark the page instead.

FIREFOX & ANY OTHER BROWSER

Bookmark it

- 01 Press `Ctrl + D` (Windows) or `⌘ + D` (Mac).
- 02 Save it to the **Bookmarks toolbar** so it's always one click away.

You can also drag the padlock next to the address onto your desktop to make a shortcut.

Signing in on a computer

If the app window asks you to sign in, request an email and type the code into the window. Clicking the link usually works too, but it may open in your normal browser tab instead of the app.

06 • HELP

IF SOMETHING'S NOT RIGHT

No email has arrived	Wait a couple of minutes and check your junk or spam folder. Make sure you used the email address we hold for your account. Tap Use a different email to try another address.
"That sign-in link has expired or has already been used"	Links work once and last an hour. Request a new email from the same page.
"That code hasn't worked"	Check you typed the code from the most recent email; each new email replaces the last code. If it's more than an hour old, request a new one.
"Not set up yet"	That email address isn't linked to an ordering account. Get in touch and we'll add it.
Home-screen icon keeps asking me to sign in	Sign in with the code inside the home-screen app rather than tapping the link in the email.
"This week has just closed"	Changes closed at midnight on Sunday. Refresh the page to see next week's order. For anything urgent, call us.
Something went wrong / "Your sign-in has expired"	Refresh the page or sign in again. If it keeps happening, let us know.
Using a shared computer	Tap Sign out at the bottom of your order page when you've finished.

WE'RE HERE TO HELP

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