

RAN Client user manual

Resource Assistance Navigator: the free app for getting food assistance with one QR code

App version 1.1.9+21

The same manual is online at gra4u.org/manual/ran-client/.

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1. About RAN

RAN (Resource Assistance Navigator) is a free app for people who need support. You enter your household information once; the app turns it into a **QR code**. At a participating agency (food pantry, church, partner), you show that QR code and the agency scans it — no forms to fill in at every visit.

- The app is **free** for everyone. It shows some advertising; the ads are not from USDA or your support network.
- Your information is **stored only on your phone**. It travels inside the QR code, encrypted, to the agency's scanner (see "Your privacy").
- The app works in **English** and **Spanish**.
- You can pick up food yourself (**Self Pickup**) or send someone in your place (**Proxy Pickup**).

This manual describes app version **1.1.9+21**. The pictures show an example household ("John Doe"); your screens show your own information and your support network.

> Which agencies take part, and where, is on gra4u.org/participating-agencies. The income limits for TEFAP are on gra4u.org/eligibility.

2. Installing the app

1. On an iPhone, open the **App Store**; on Android, open **Google Play**. Or scan the QR code on gra4u.org with your phone's camera to open the app's download page.
2. Search for **Resource Assistance Navigator** (RAN) and install it. It costs nothing.
3. Open the app. The first start takes about two minutes (next section).

> Keep the app updated: when the store offers an update, install it.

3. The first start

The first time you open the app, it asks for your language, your main household information, a signature and your support network. You do this only once; later the app starts directly at the main menu.

1. Choose your language

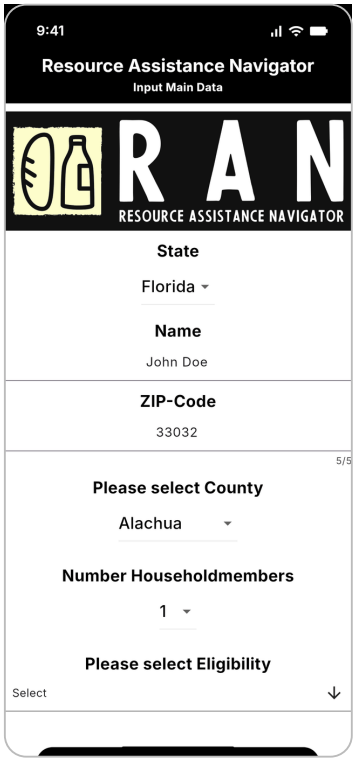
Tap **English** or **Español**. You can change it later in the menu (see "The menu").



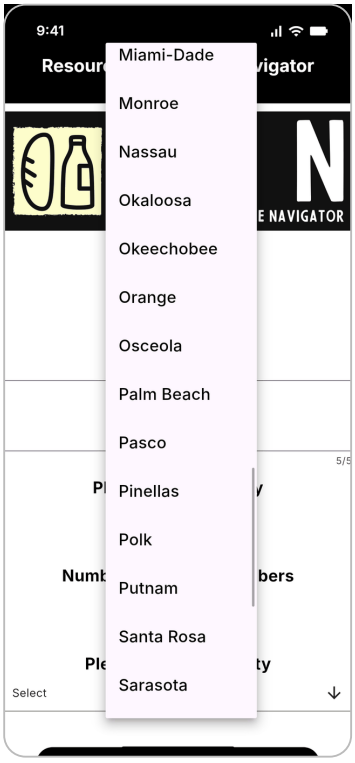
The welcome screen: choose your language.

2. Enter your main information

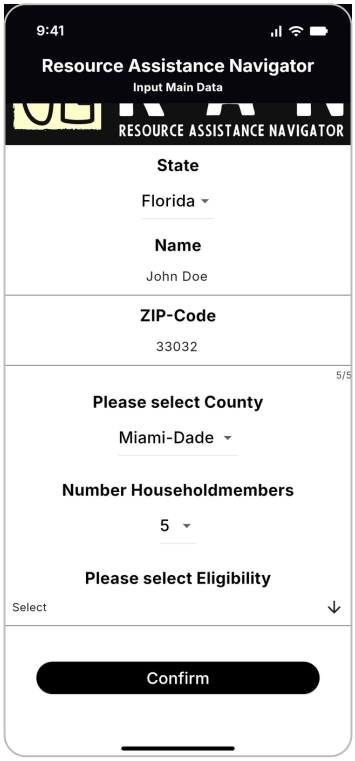
1. Tap **Name** and type the name of your household (for example your own name).
2. Tap **ZIP-Code** and type your 5-digit ZIP code.
3. Check **State** and choose your **County** from the list.
4. Choose the **Number Householdmembers**: everyone who lives in your household, including you.



Name and ZIP code entered.



The county list.

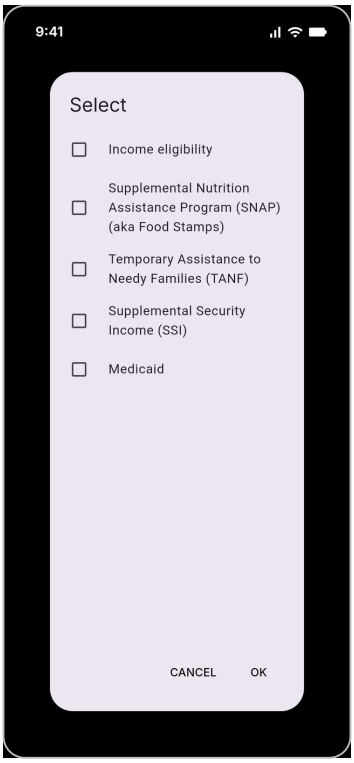


County and household size chosen.

> County and household size already show a value when you start (the first county in the list and 1). Check that both are right before you continue.

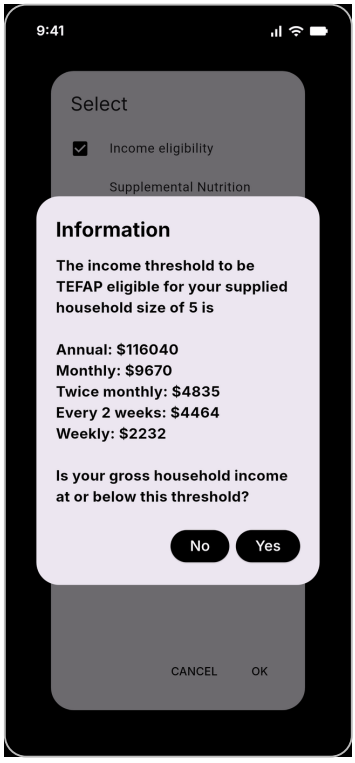
3. Choose your assistance programs

Under the household size, tap **Select** and tick every program that applies to your household, then tap **OK**.

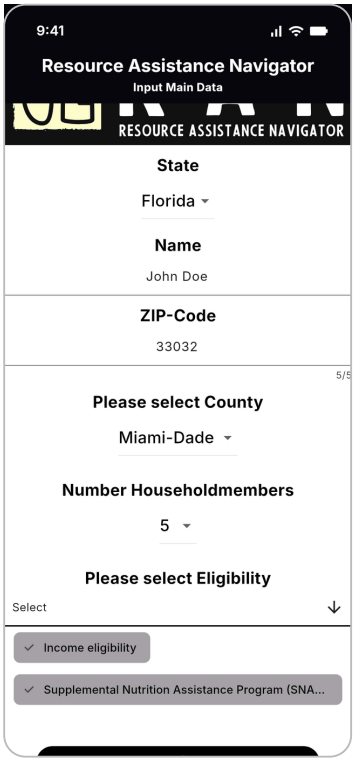


The program list.

When you tick **Income eligibility**, the app shows the TEFAP income limit for your household size — per year, month, half month, two weeks and week. Tap **Yes** if your gross household income is the same or lower; otherwise tap **No**.



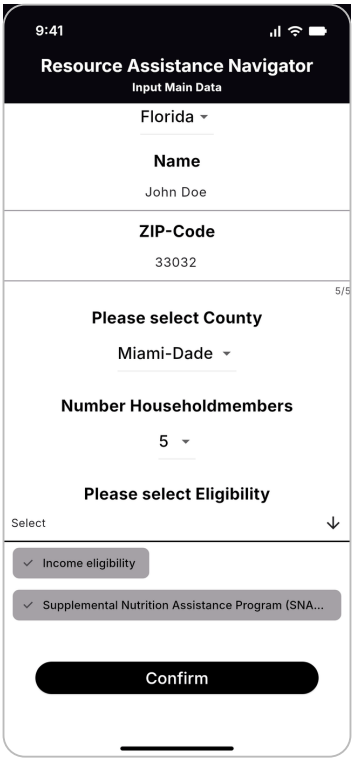
The income check for a household of 5.



The chosen programs are shown under Select.

4. Confirm

Scroll down to the end of the page and tap **Confirm**. If the name, a 5-digit ZIP code or a program is missing, the app tells you what to fix.



The Confirm button at the end of the page.

5. Sign

Sign in the white field with your finger. **Clear** starts again. Then tap **Confirm**.



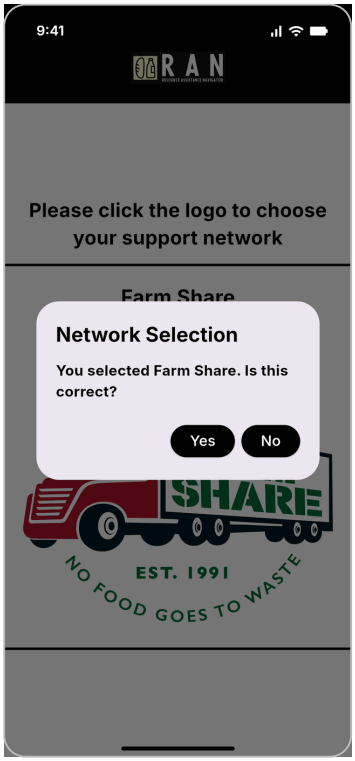
The signature field.

6. Choose your support network

Tap the logo of your support network (for example Farm Share) and confirm with **Yes**. The main menu opens.

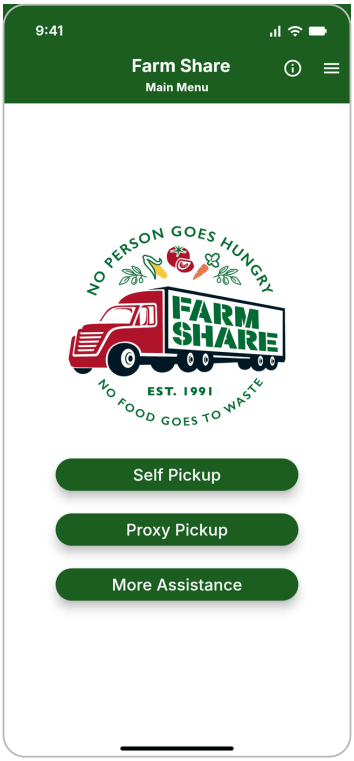


Choose your support network by tapping its logo.



Confirm your choice.

4. The main menu

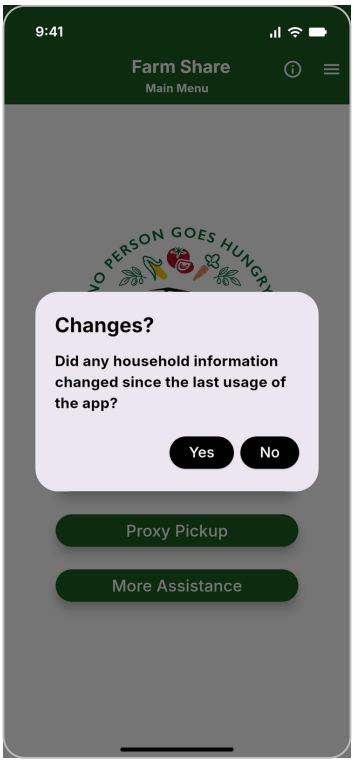


The main menu of your support network.

BUTTON	WHAT IT DOES
Self Pickup	Shows your QR code when you pick up food yourself. See "Picking up food yourself".
Proxy Pickup	Makes a QR code for someone you send in your place. See "Sending someone in your place".
More Assistance	A list of partner organizations of your support network that offer further help. Tapping one opens its web page.
ⓘ (top right)	Your household name, your client ID and today's date.
☰ (top right)	The menu: language, main information, household details and support network. See "The menu".

5. When you open the app again

From the second start on, the app opens at the main menu and first asks **Changes?** — whether any of your household information has changed since you last used the app.



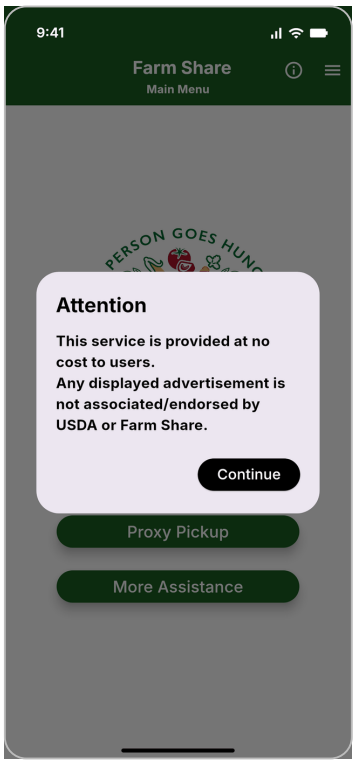
The question at every later start.

- **Yes** — something has changed (people moved in or out, new address, a program started or ended). The app opens your main information so you can correct it; then confirm and, if asked, sign again.
- **No** — everything is still correct. You go straight to the main menu.

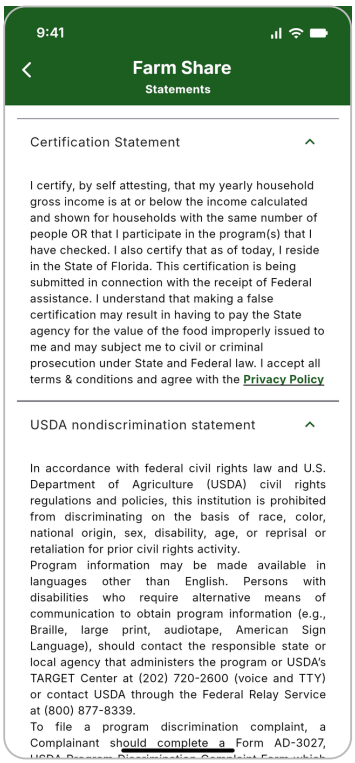
> Please answer honestly. Agencies and food banks use this information for their reports; keeping it up to date helps them get food and programs to your area.

6. Picking up food yourself (Self Pickup)

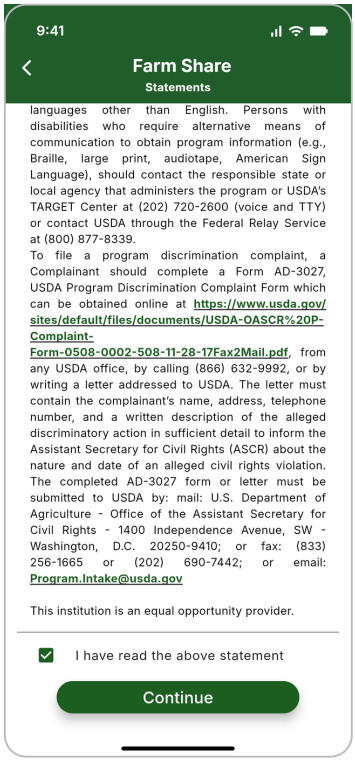
1. In the main menu, tap **Self Pickup**.
2. Read the **Attention** notice about advertising and tap **Continue**. An advertisement may be shown next; close it to go on.
3. The **Statements** page opens: the certification statement and the USDA nondiscrimination statement. Read them, scroll down, tick **I have read the above statement** and tap **Continue**.
4. Your QR code is shown. At the agency, show this screen so they can scan it.



The notice about advertising.



The statements.



At the end: tick the box, then tap Continue.



Your QR code, ready to be scanned.

What the QR screen shows

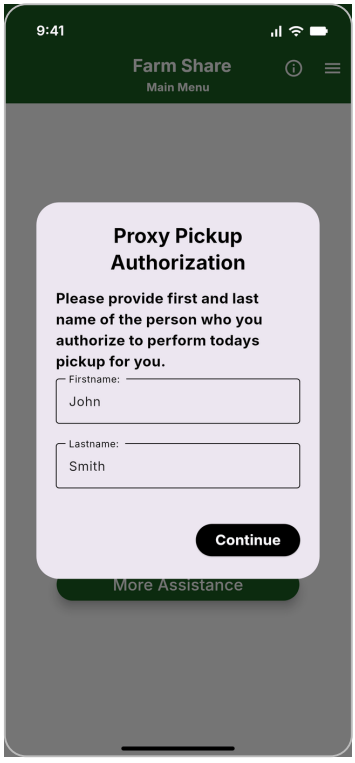
- The large number at the top is the **number of people in your household**.
- The **QR code** carries your household information, encrypted.
- Under it, **today's date and the time**, which keep running — so the agency can see it is a live screen, not a photo.

> Turn up the screen brightness if the scanner has trouble reading the code.

7. Sending someone in your place (Proxy Pickup)

If you can't go yourself, you can authorize another person (a proxy) to pick up for you today. The proxy gets a picture of a QR code with their name on it.

1. In the main menu, tap **Proxy Pickup**.
2. Enter the **first name** and **last name** of the person who picks up for you and tap **Continue** .
3. Read the **Attention** notice and the **Statements** and continue, as for Self Pickup.
4. The **Proxy Pickup QR-Code** opens, with the proxy's name above the QR code.
5. Tap the red **Proxy Pickup** button above the code. Your phone's share menu opens: send the picture by text message, email or any messenger app.
6. The proxy shows the picture at the agency, which scans it like your own QR code.



Enter the name of the person you send.



The proxy QR code with the proxy's name. The red button shares it.



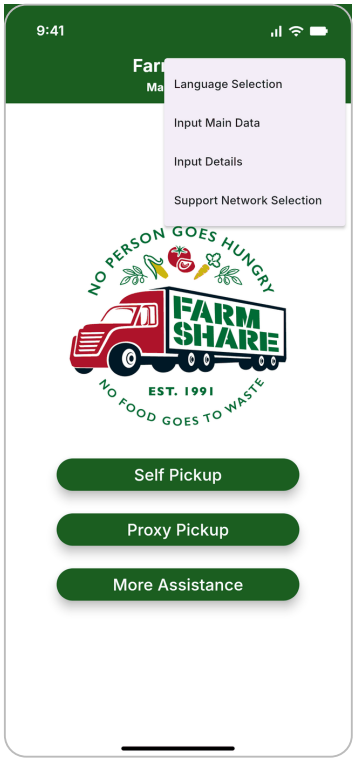
The picture your proxy receives: household size, name, QR code, date, time and your ID.

> The authorization is for today's pickup. Make a new one for every proxy pickup.

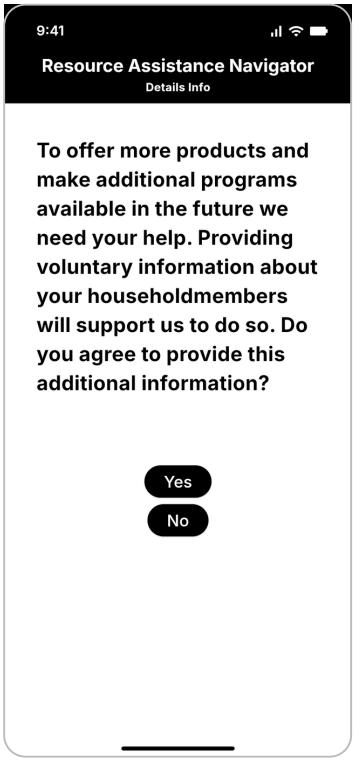
8. Household details (optional)

You can add voluntary details about each member of your household. This information helps your support network offer more products and bring additional programs to your area. It is not needed for picking up food.

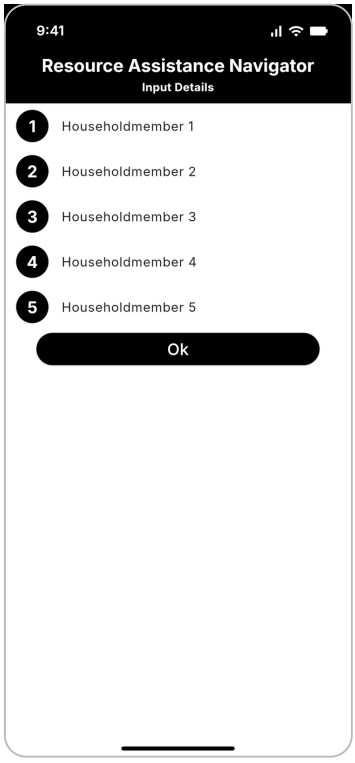
1. In the main menu, tap ☰ (top right) and choose **Input Details**.
2. Read the question and tap **Yes** if you agree to give the information.
3. Tap a household member (**Householdmember 1**, **Householdmember 2**, …).
4. For each field, tap it and choose an answer: year of birth, sex, employment, health insurance, education, race, veteran status and disability status.
5. Go back with ← and do the next member.



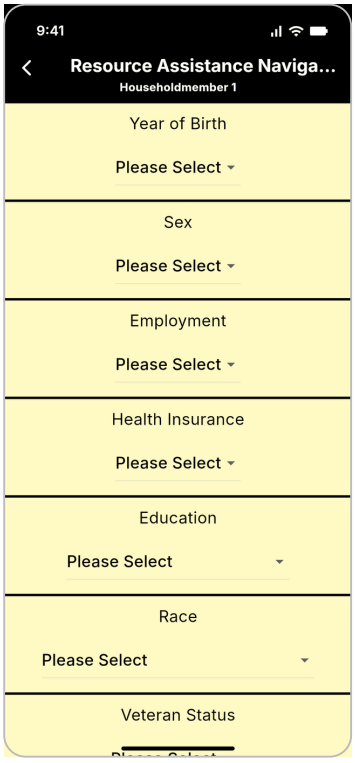
The menu with Input Details.



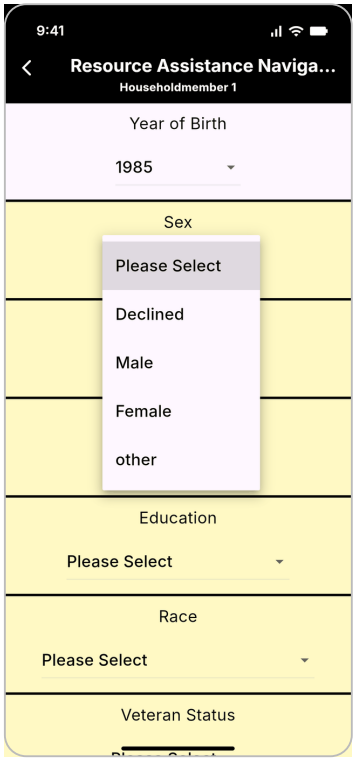
The question whether you want to give details.



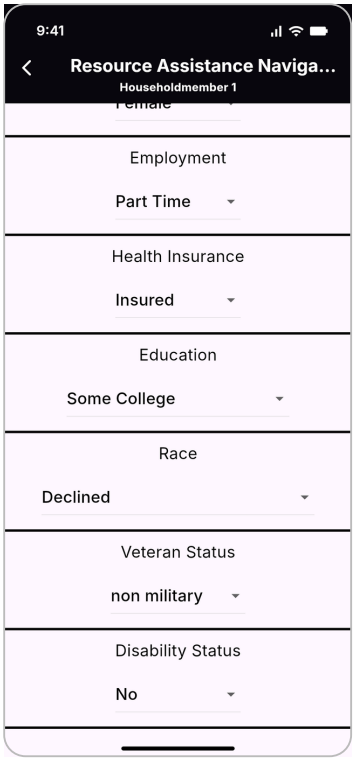
One entry per household member.



A new member: yellow fields still need an answer.



Choosing an answer.



All fields answered: nothing is yellow any more.

> Every question can be answered with **Declined** if you prefer not to say.

9. The menu

Tap ☰ in the top right corner of the main menu.

ENTRY	WHAT IT DOES
Language Selection	Switch between English and Español.
Input Main Data	Change your main information: name, ZIP code, county, household size and programs.
Input Details	The voluntary household details (see "Household details").
Support Network Selection	Choose another support network.

10. Your privacy

- Your household information is **stored only on your phone**. It is not sent to the advertising network.
- It travels **encrypted inside the QR code** to the agency's scanner and is stored encrypted on the servers.
- Agencies and the food bank receive **finished reports** (for example how many households they served). Nobody can browse your information.
- Household details are used only **anonymized** for reports, for example grant reports.

The full privacy policy: Privacy Policy. The USDA nondiscrimination statement: gra4u.org/usda-nondiscrimination-statement.

> If you uninstall the app or change phones, your information is not moved. Install the app on the new phone and enter your information again.

11. Questions and help

PROBLEM	WHAT TO DO
The scanner can't read my code	Turn up the screen brightness, hold the phone still and clean the screen.
Missing Information when confirming	The message lists what is missing: the name, a 5-digit ZIP code or at least one program.
No Connection Detected	Check your mobile data or WiFi and start the app again.
I want to change my information	☰ → **Input Main Data**, or answer **Yes** to **Changes?** at the next start.
Which agency can I go to?	See gra4u.org/participating-agencies.
Am I eligible?	See the income table on gra4u.org/eligibility.

Call **1-844-336-6348** (844-FFOOD4U) or write to support-ran-client@gra4u.org.