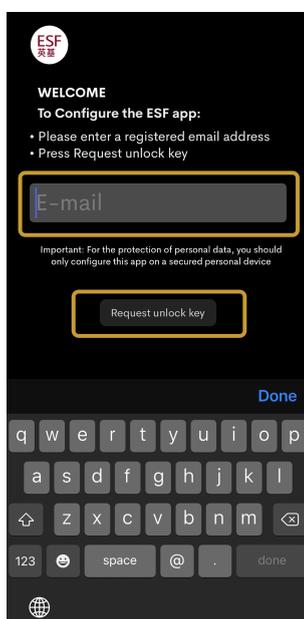


## How to configure or reset ESF App

Follow these steps every time you lose access to your ESF App account

### Step 1

Enter the email address you registered as a parent with ESF/RCHK, then click "Request unlock key"



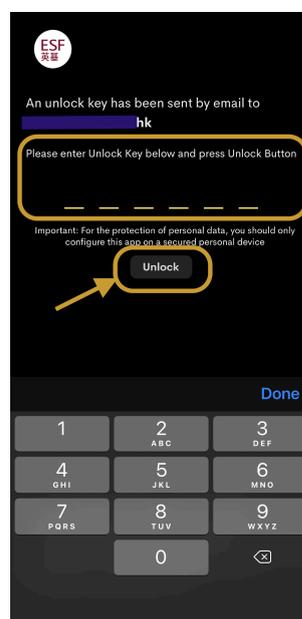
### Step 2

Check your inbox for an email from "esfapp"



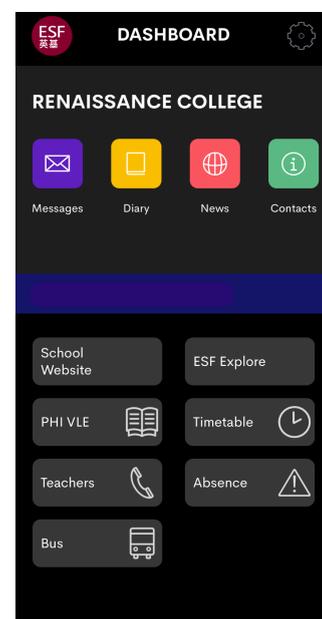
### Step 3

Enter the 6-digit unlock key, then click "Unlock"



### Step 4

You're in!



If you still face technical issues, please email our **RedDoor Centre's Help Desk** at [helpdesk@rchk.edu.hk](mailto:helpdesk@rchk.edu.hk).

### What is the ESF App?

The ESF App is a user-friendly mobile platform through which parents receive all school announcements. ESF App is connected with our Gateway database and the Virtual Learning System (VLE), also known as PHI, through which parents can access students' academic results, report a child's absence or schedule Parent-Teacher conferences.

[Click here for more information about the ESF App](#)