

# Sodexo (Hong Kong) Online Ordering App User Guide – RCHK



# Online Ordering App User Guide



1. App Download
2. Login & Initial Password
3. Home page
4. Ordering
5. Payment History
6. Late Charge
7. Order History & Credit
8. Meal Cancellation
9. Sibling Account
10. Forget Password
11. Personal Information Collection Statement

# STEP 1: App Download



**Sodexo (Hong Kong) by HKT** 4+  
Sodexo (Hong Kong) by HKT  
Hong Kong Telecommunications (HKT) Limited  
Free



Parents can scan QR codes or visit iOS app store / Android Google Play to download: “**Sodexo (Hong Kong) by HKT**” ordering app



## STEP 2: Login & Initial Password

The diagram illustrates the process of logging in and setting an initial password. It consists of two mobile app screens connected by a large blue arrow pointing from left to right.

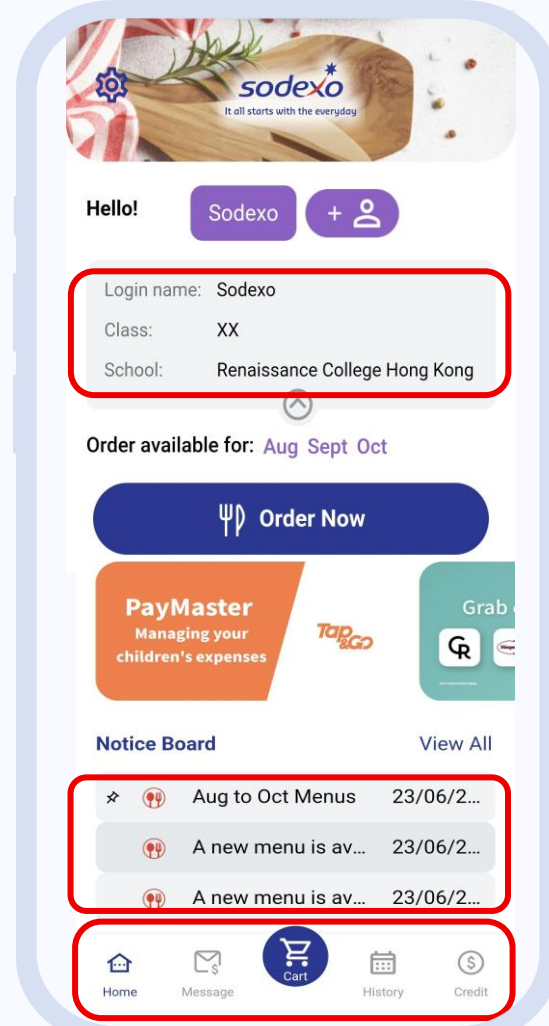
**Left Screen (Login):** The background features a kitchen scene with wooden utensils, tomatoes, and herbs. The Sodexo logo is prominently displayed with the tagline "It all starts with the everyday". At the bottom, the HKT Merchant Services logo is visible. The login form includes two input fields, "Username" and "Password", which are highlighted with a red rectangular border. Below these fields is a blue "Login" button and a link for "Forgot Password?".

**Right Screen (Change Password):** The background is the same kitchen scene. The screen title is "Change Password" with a back arrow on the left. The form contains three input fields: "Old password" (with placeholder "Enter your old password"), "New Password" (with placeholder "Enter your new password"), and "Confirm password" (with placeholder "Re-confirm your new password"). These three fields are grouped together and highlighted with a red rounded rectangular border. Below the fields is a note: "\*Min Six characters with Letter or Number". At the bottom is a blue "Confirm" button.

Username and initial Password will be sent to your personal email by Sodexo.

You have to change from the > initial password to a new password upon your first login.

## STEP 3: Home Page Overview

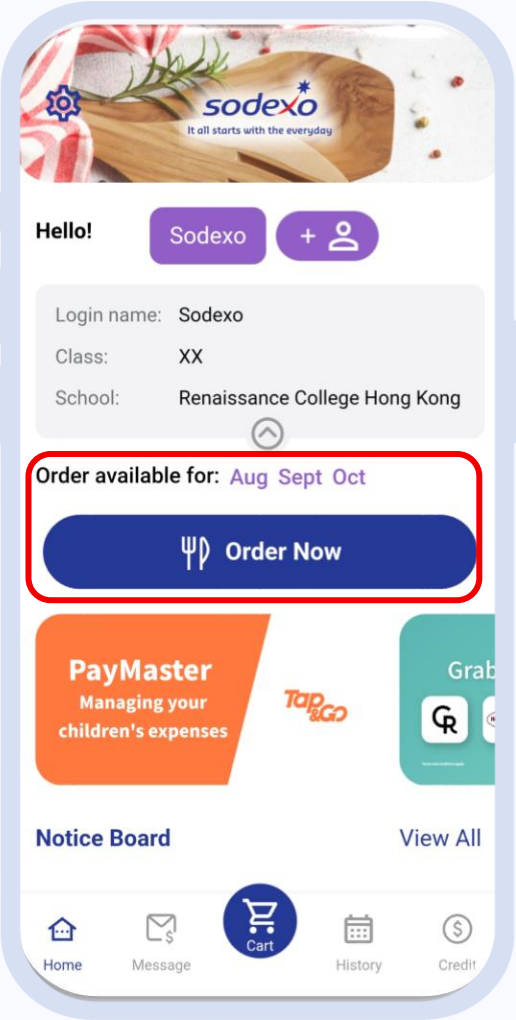


← Student profile: name, login name, class and school

← Notice board

← Message and payment history, shopping cart, order history and credit

# STEP 4: Ordering

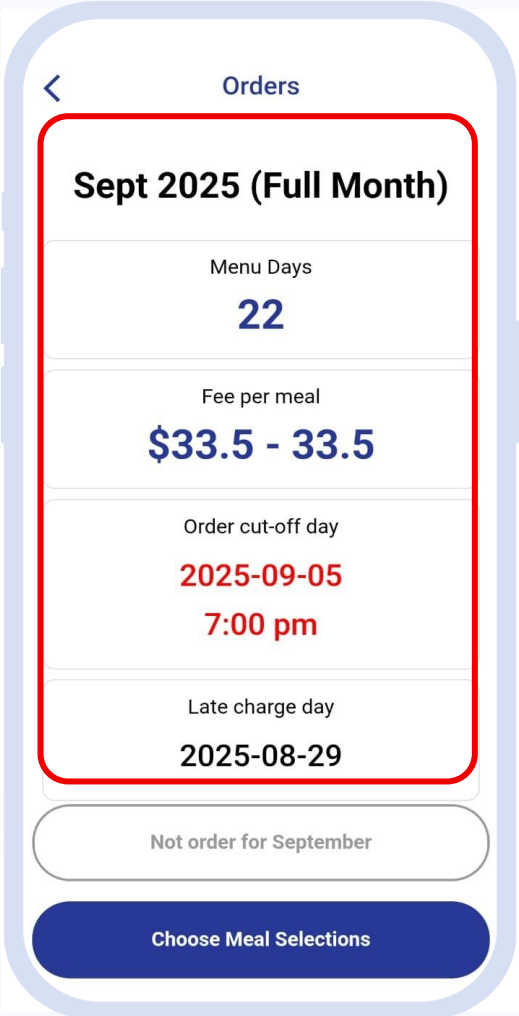


← Available menu

Menu summary



including number of meal day, fee per meal and deadline  
(Except full month orders only)



## STEP 4: Ordering

Orders

Sept 2025 (Full Month)

Menu Days  
22

Fee per meal  
\$33.5 - 33.5

Order cut-off day  
2025-09-05  
7:00 pm

Late charge day  
2025-08-29

Not order for September

Choose Meal Selections

### Ordering by Month

- 1) Select specific months to order
- 2) Choose “Not Order for [Month]” to bypass months when no order is needed and complete the payment.

#### **⚠ Important Notes:**

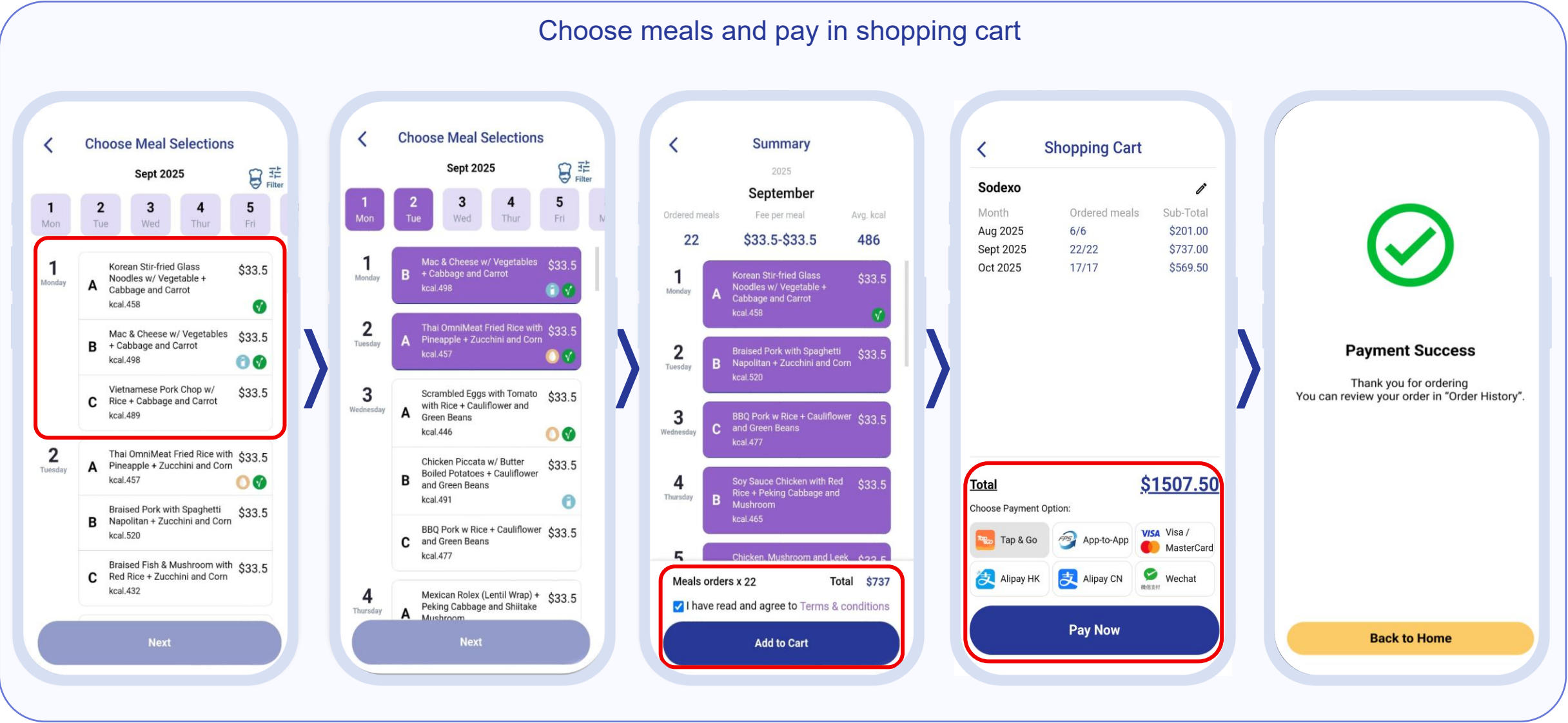
- Bypassed months will be locked - the system assumes no orders are required.
- Locked months automatically reopen for ordering by **15th of each month**.

### Ordering by Period (3 Months)

- 1) Choose “Choose Meal Selection” to continue with your order
- 2) **Do Not** choose “ Not order for [Month]”, as this will lock your account for the selected month and system will assume no orders are required for locked months.
- 3) Ensure all meal orders for the entire 3 months period are added to your cart **Before** complete your payment.

# STEP 4: Ordering

Choose meals and pay in shopping cart



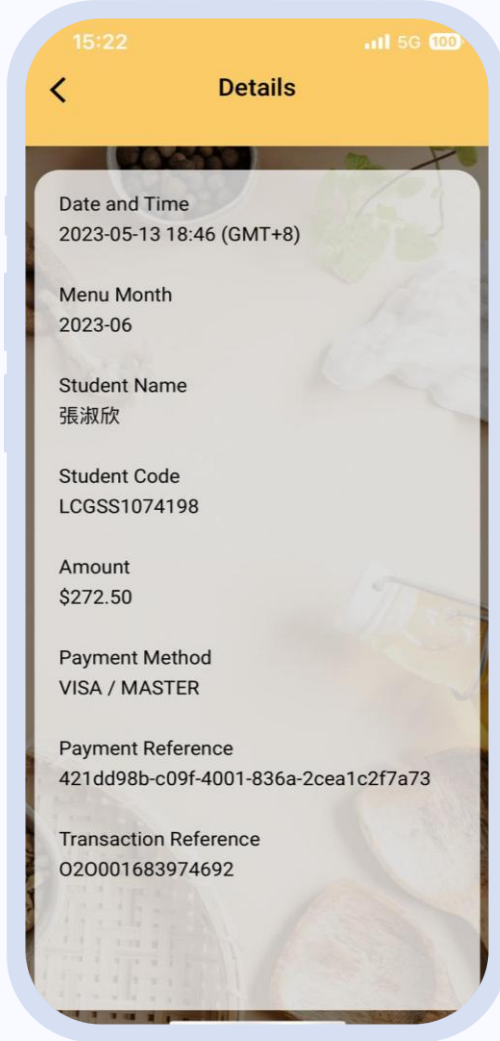
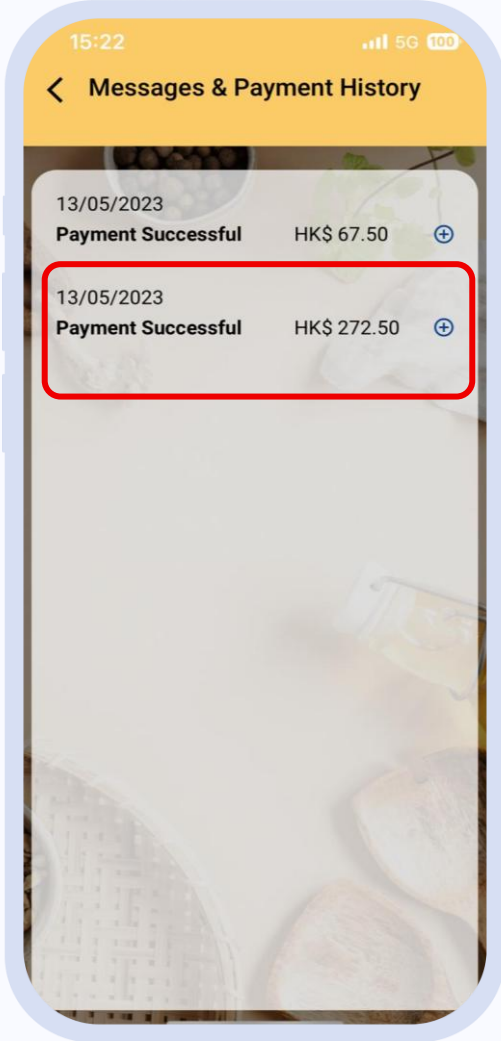
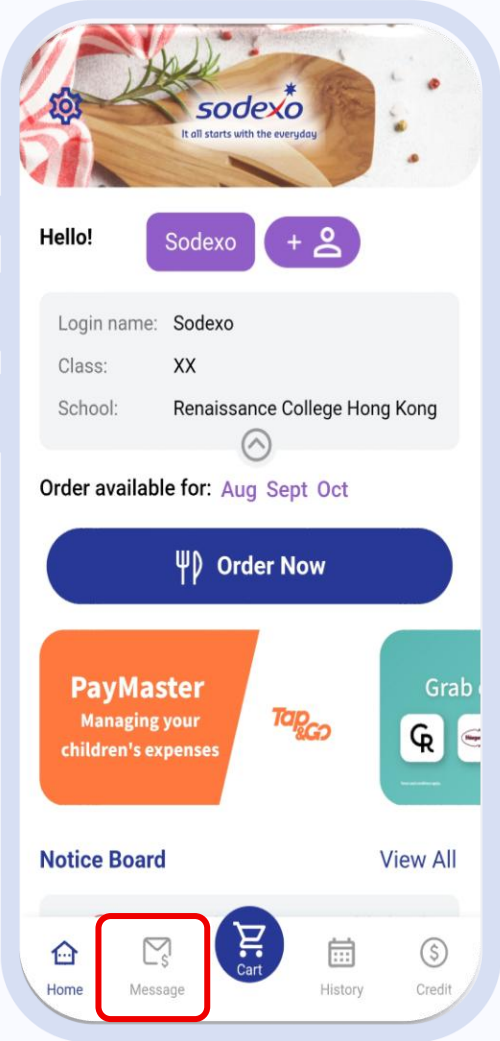


149



## Parent can filter different food categories in app

# STEP 5: Payment History



# Late Enrollment

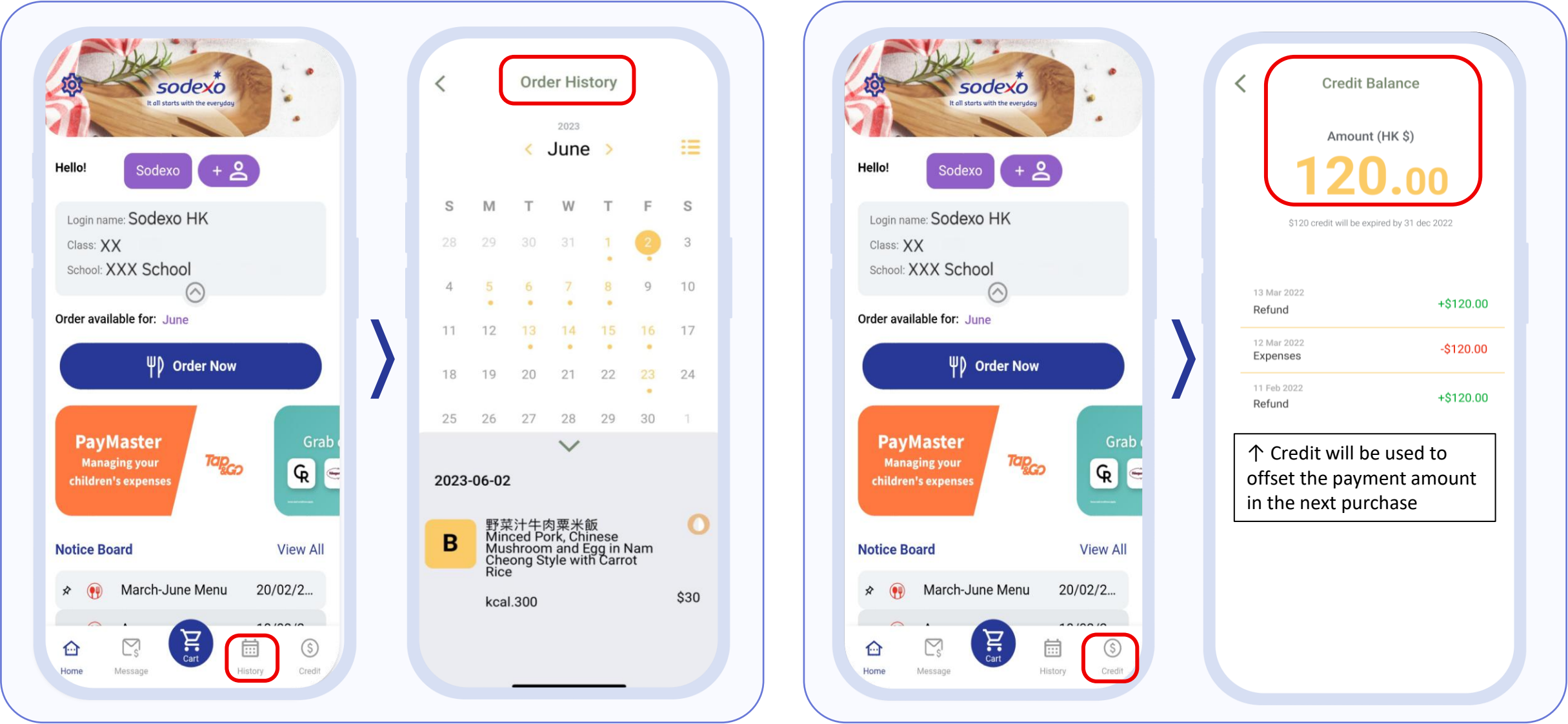
The screenshot shows the 'Orders' screen for September 2025. It displays the following information:

- Menu Days:** 22
- Fee per meal:** \$33.5 - 33.5
- Order cut-off day:** 2025-09-05 7:00 pm
- Late charge day:** 2025-08-29
- Buttons:** 'Not order for September' and 'Choose Meal Selections'.

The deadline for online enrollment for the follow month will be by 28<sup>th</sup> of the current month

A surcharge of **HKD\$50** will be imposed for late enrollments after 28<sup>th</sup> of the current month.

# Order History & Credit





# Meal Cancellation



## **SCHOOL SUSPEND DUE TO BAD WEATHER:**

Automatic refunds to all students

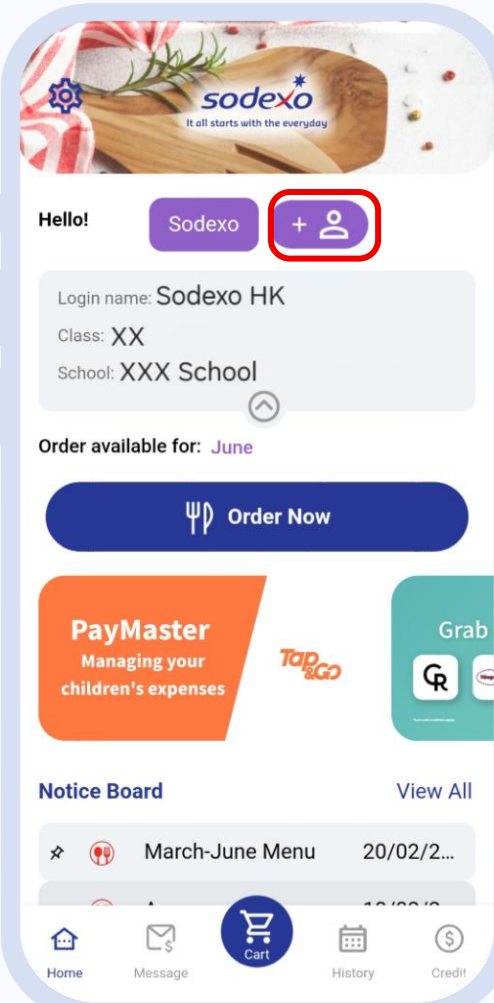
## **SICK LEAVE:**

Please inform our Catering Manager by sending an email to [unit.rchk.hk@sodexo.com](mailto:unit.rchk.hk@sodexo.com) before 8:30am on the day of leave

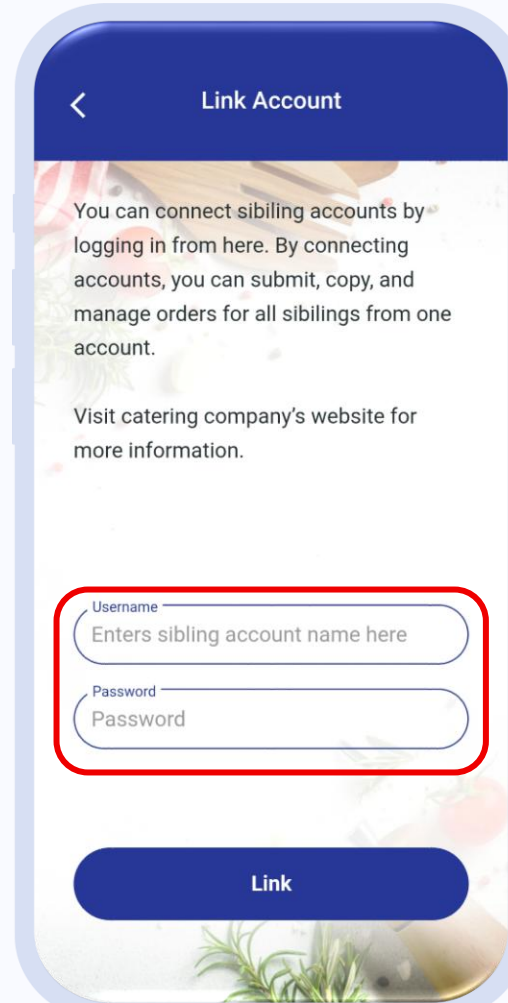
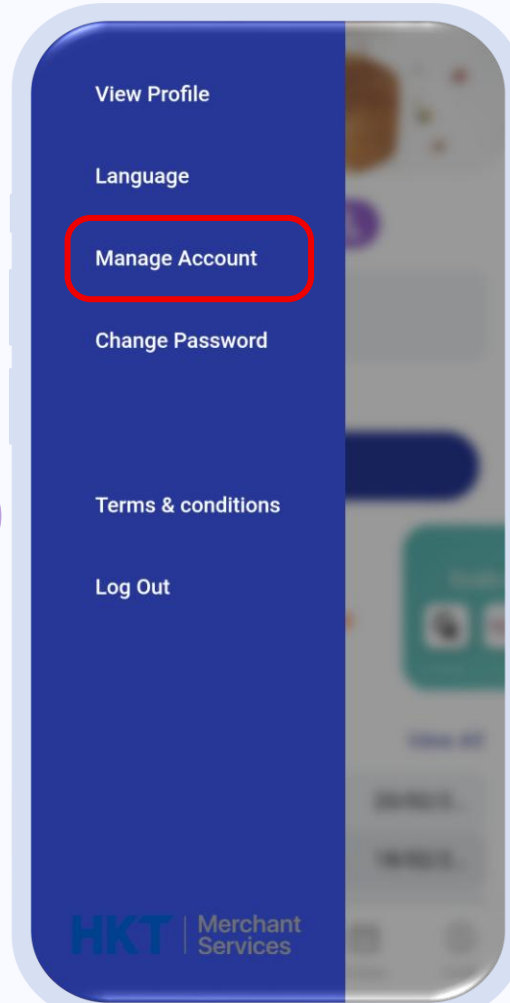
\*Late notifications and other personal reasons for lunch cancellation will not be accepted.

\*All meal cancellation will be refunded via a credit to your ordering account.

# Sibling Account



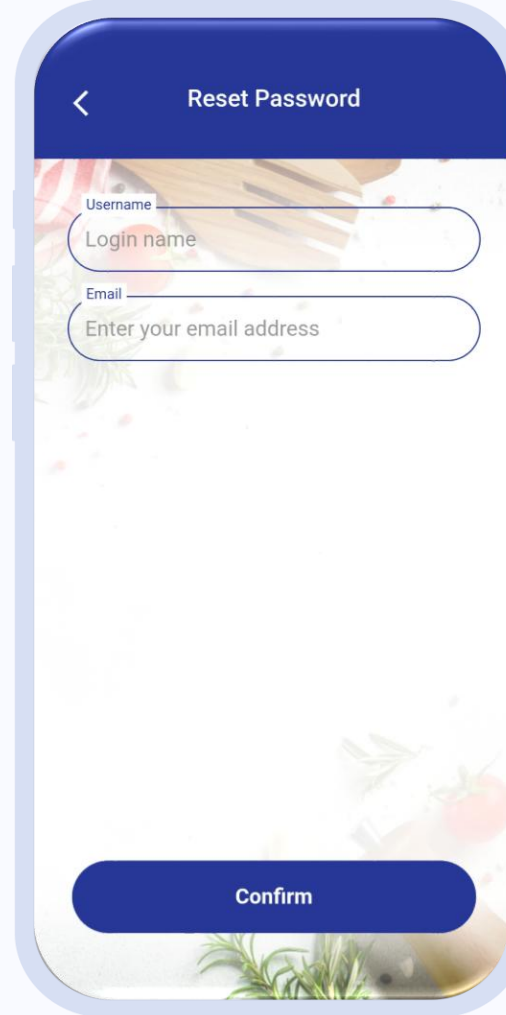
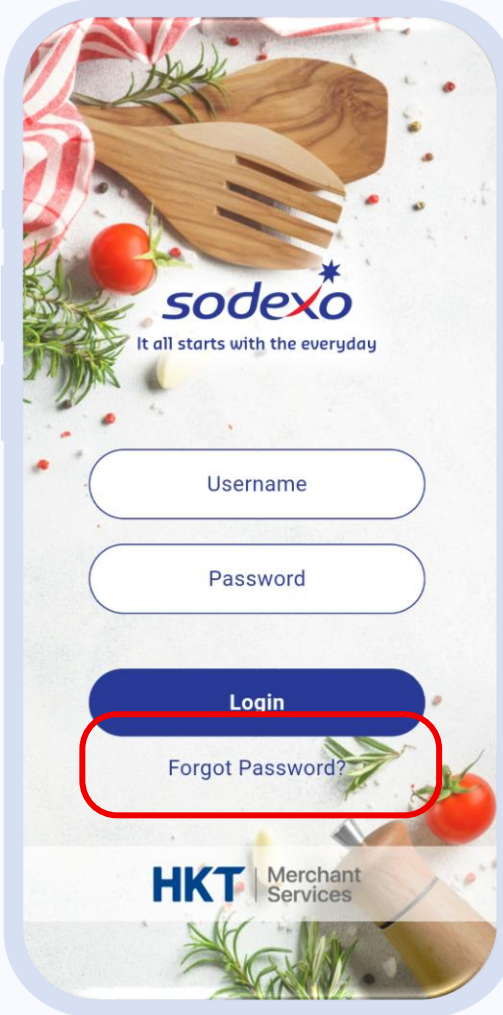
OR



Parent can add sibling account to one login.

Input the sibling app login name and password to merge the account in app.

# Forgot Password



If parent has provided email address in the app, you can select "Forgot Password" at Login Page.

Input "Login Name and Email Address" to verify the identity.

New password will send to your email address.

# Personal Information Collection Statement



All personal data collected will only be used for lunch enrollment or related matters at Renaissance College Hong Kong.

Sodexo (HK) Limited will not transfer the personal data collected to any third party, unless the individual concerned has given express consent for a change of use of data or such use is permitted by law.



Thank You

