



## Frequently Asked Questions

### **Q. What's open in Café 300?**

As of July 19, 2021, stations and hours are as follows.

Grill, serving made-to-order hot breakfast and lunch

Monday to Friday

7:30 – 10 AM, 11 AM – 2 PM

Taqueria, serving made-to-order Tex-Mex favorites

Monday to Friday

11 AM – 1:30 PM

Deli, serving a selection of chef features or build your own

Monday to Thursday

11 AM – 1:30 PM

Tossed, made-to-order salads with a selection of chef features

Monday to Thursday

11 AM – 1:30 PM

To order, please visit the kiosk screens in Café 300, order online, or via our mobile app. More information below. Please note that Café 41 remains closed. Be sure to read the menu each week to see what's new.

### **Q. What methods of payment can I use?**

We are currently cash free. Self-checkout kiosks currently accept credit and debit cards, mobile pay, badge pay, and gift cards.

### **Q. How do I sign up for badge pay?**

Visit [mycafe.systopiacloud.com](https://mycafe.systopiacloud.com) and create an account using your LAN ID. Load funds onto your badge using a debit or credit card of your choice. The portal is flexible and you can set it up to auto-recharge when your balance is low.

Paying in the café becomes even faster and easier when using Badge Pay – just tap your badge and choose the Badge Pay option. Your total will be deducted from your badge balance and your loyalty points will be credited to your account.

Detailed transaction history is available on the portal so you can easily track your spending.



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### **Q. How do I order from my desktop?**

The badge pay portal at [mycafe.systopiacloud.com](https://mycafe.systopiacloud.com) is also used to place a café order from your desktop, laptop, or tablet. Once you have created an account using your LAN ID, simply click Order Food. Selection your location (Café 300) and pick up or delivery time. Make selections and customize your order. View your basket and pay using your account balance or credit/debit card.

### **Q. How do I order from the mobile app?**

To get started, visit the app store on your iOS or Android mobile device and download **mySYSTOPIA**. Follow the prompts to add your workplace. The six character key code for HCSC is **989980**. If you have already created an account on [mycafe.systopiacloud.com](https://mycafe.systopiacloud.com), you can sign in using these same credentials. Otherwise, create an account using your LAN ID.

To place an order, locate the Order Food tab and click Get Started. Selection your location (Café 300) and pick up or delivery time. Make selections and customize your order. View your basket and pay using your account balance or credit/debit card.

### **Q. What are loyalty points?**

Every person with an HCSC ID badge is automatically enrolled in our loyalty points program. Each time you check out in the café, tap your badge at the register to view your points balance and accumulate loyalty points for your purchase. If you are using the desktop or mobile platform, your account will automatically accumulate loyalty points with every purchase.

Earn Points with Each Purchase: You earn 1 loyalty point for every 1 dollar spent (pre-tax), rounded down to the nearest dollar. You can earn loyalty points at any HCSC café location if you travel to Richardson, Abilene, or Helena.

Viewing Your Points Balance is Easy: Log into your account at [mycafe.systopiacloud.com](https://mycafe.systopiacloud.com) to view your loyalty points balance or simply tap your badge at the register to view your badge pay balance and loyalty points balance (in parenthesis) in the top right corner of the screen. This information will also print on your receipt.

Your Rewards, Your Way: You can redeem 50 points for \$2 in rewards or 100 points for \$5 in rewards. Once you've collected enough points, scan your items and prior to paying, select the Loyalty Points button in the bottom left corner of the screen. You will be prompted to redeem your points.

While you do continue to accumulate loyalty points with desktop or mobile purchases, you can only redeem them while making purchases in the café.



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Automatic Redemption: Loyalty point accrual caps at 500. Once you reach 500, your points will automatically turn into \$25, which will be applied to your purchase. If your purchase does not exceed \$25, the balance will be applied to your badge pay balance. Your new loyalty points balance will be 0.

### **Q. I get an error message when I tap my badge. Help!**

More often than not, you are simply tapping the wrong area on your badge. The badge readers read information in the center of the badge. Tap your badge against the reader where your picture is. Do not tap the chip end.

### **Q. What if I lose my badge?**

Your replacement badge will be linked to the same badge pay and loyalty points account. You will never lose funds or points on your badge.

### **Q. Where do I get a gift card?**

When in the café, let a café attendant or manager know you would like to purchase a gift card. You can apply any amount to a gift card and pay using credit or debit card, mobile pay, or badge pay. Gift cards can be used at any HCSC café location and make great gifts!

If you'd rather pay with a cost center, you can order gift cards through our [catering department](#).

### **Q. How can I voice my opinions of the café?**

We love hearing from our guests! Please click [HERE](#) to leave us a comment, whether you've had a positive experience in the café or have a suggestion for us. You may also [email us directly](#).

### **Q. Where can I find your menu ahead of time?**

Our [menu](#) is posted to our Dining Website on Friday afternoons to help you plan lunch for the following week.

### **Q. Where can I find nutritional information for the items served in the café?**

Many menu items will have a small sign nearby to display calories, saturated fat, sodium, carbohydrates, sugar, and protein. This should be all the information you need to count carbs or calculate WW points. For more detail information nutrition information, including ingredient lists, you can visit the [nutrition page](#) on our Dining Website. Be sure to select the correct café, date, and meal period.

Intermittently, Chef's specials will be offered that are not in our recipe database and will therefore not have nutrition information available. If you have questions regarding ingredients or preparation methods of those menu items, please ask a café manager or chef.



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**Q. I heard I can log foods served in the cafes in the MyFitnessPal app. How does that work?**

Most menu items served in the café can be pulled up on the MyFitnessPal app using your smart phone. Just open the app and scan the barcodes you see on the food identifiers. You can also search "FLIK" and the name of the menu item to add café favorites.

**Q. Is catering available?**

Yes! We cater everything from continental breakfast to casual lunches to holiday parties and evening receptions. View our Catering Guide and place an order for your next meeting or event [HERE](#). Don't hesitate to ask about custom menus.