

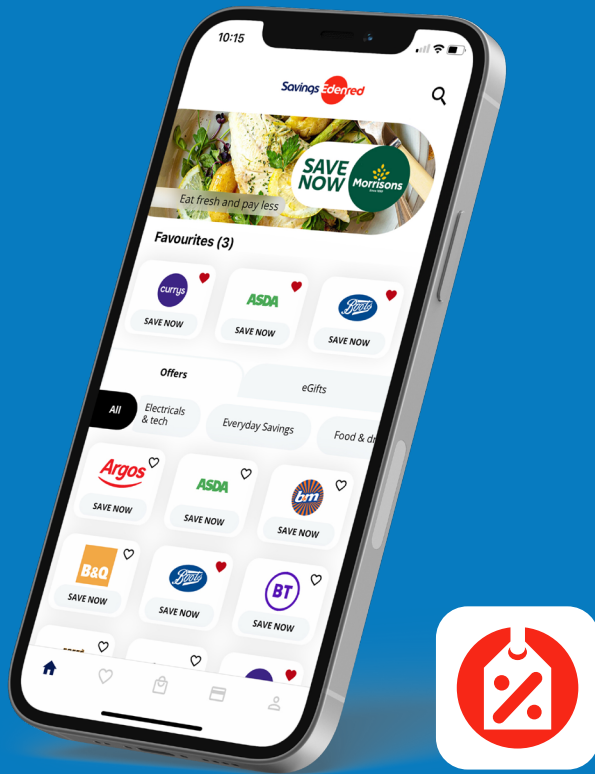
How to log in to mylifestyle and the Edenred Savings app

Your troubleshooting guide

If you're reading this guide – you're already registered for mylifestyle, your employee benefits hub. Through mylifestyle, you can access a range of benefits and discounts to help you save money and boost your lifestyle.

Unless you're a new starter (less than 6 weeks in post) you'll have received your mylifestyle log in details already. If you can't find them in your inbox, check your spam/junk/deleted folders. If you still can't find them, you can log in to mylifestyle with your work email address as your username and reset your password.

If you're having trouble logging in to the desktop site or the app, follow the steps below.



Struggling to log in to the Edenred Savings app? Try this:

- 1 Check if you've downloaded the correct app – it's called Edenred Savings.
- 2 If you have the correct app but you're getting an error message and still can't log in, you'll need to reset your password on the desktop site instead.
- 3 Open an up-to-date internet browser (Google Chrome works best).
- 4 Go to www.edenred.uk.com/ccsmylifestyle
- 5 Click 'Forgotten Password?'
- 6 Enter your work email address as username and you will be sent an email to reset your password. (The email should arrive instantly, but it can be quarantined by your organisation, in which case it could take some time to be cleared.)

Edenred mylifestyle

Member sign in

Please Sign In if you have been issued a username and password to sign in.

USERNAME
e.g. studio12345
Username - is a required field

PASSWORD
Password - is a required field

☒ REMEMBER ME

FORGOTTEN PASSWORD?

Sign in

- 7 Check your junk/spam folder if you can't find the email.
- 8 Once you have successfully reset your password you will then be able to log in to the app with the same username and password.
- 9 If your log in is unsuccessful numerous times you will need to contact the Edenred helpdesk to unblock your account – a message will display on the log in screen if you need to do this.

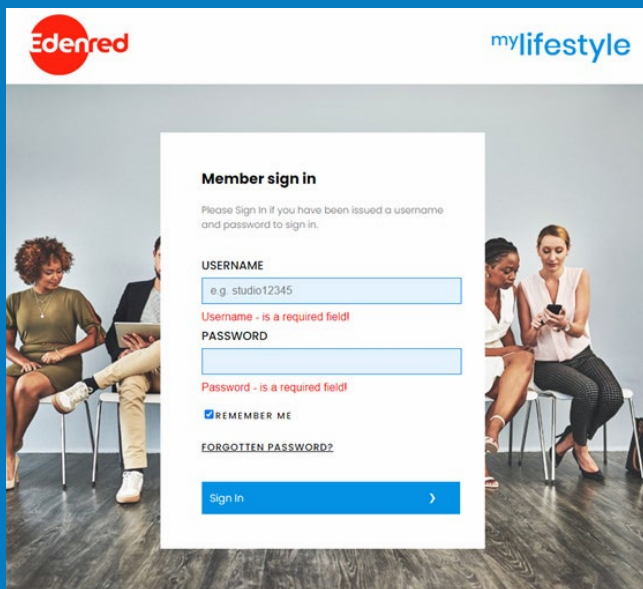


If you haven't already, you can download the 'Edenred Savings' app from any app store to access discounts on the go. Just log in with the same details that you use for mylifestyle.



Struggling to log in to the mylifestyle hub? Try this:

- 1 Open an up-to-date internet browser (Google Chrome works best).



Edenred mylifestyle

Member sign in

Please Sign in if you have been issued a username and password to sign in.

USERNAME
e.g. studio12345
Username - is a required field!

PASSWORD
Password - is a required field!

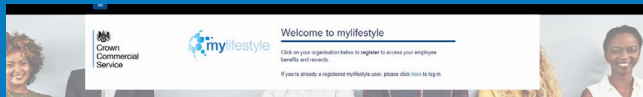
☒ REMEMBER ME

[FORGOTTEN PASSWORD?](#)

[Sign In](#)

2

Then head to www.edenred.uk.com/ccsmylifestyle
(the log in page looks like this)

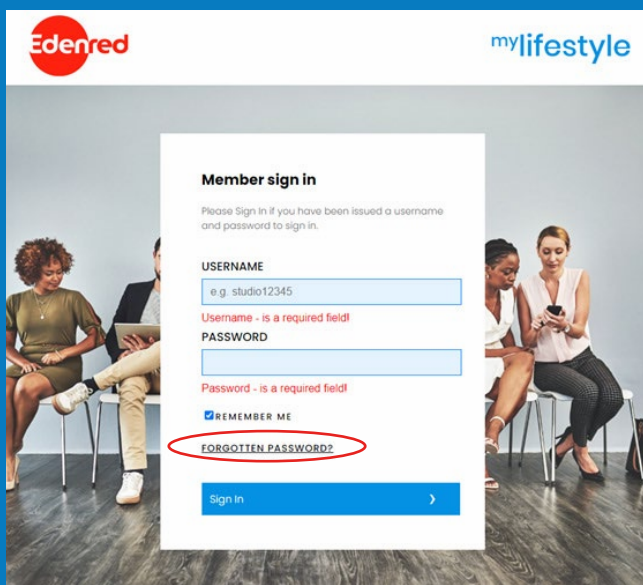


3

If you've ended up on this page this is the incorrect log in page for you.

4

Click 'here' at the top of the page and clear your cache by pressing ctrl + F5 to go to the correct log in page (www.edenred.uk.com/ccsmylifestyle).



Edenred mylifestyle

Member sign in

Please Sign in if you have been issued a username and password to sign in.

USERNAME
e.g. studio12345
Username - is a required field!

PASSWORD
Password - is a required field!

☒ REMEMBER ME

[FORGOTTEN PASSWORD?](#)

[Sign In](#)

5

Click 'Forgotten Password'?

6

Enter your work email address as username and you will be sent an email to reset your password. (The email should arrive instantly, but it can be quarantined by your organisation, in which case it could take some time to be cleared.)

Don't know your Login Details?

Please enter email address below that you have registered with your account. This could be your work email, or your home email if these have been set up. An email will be sent to the address you provide with instructions on how to reset your password and login to your account.

Email Address

[Back](#) [Next](#)

If you do not have a registered Email address with us, then please click on the About Us link below, where you will find useful contact details.

[About Us](#) | [Privacy Policy](#) | [Terms & Conditions](#)

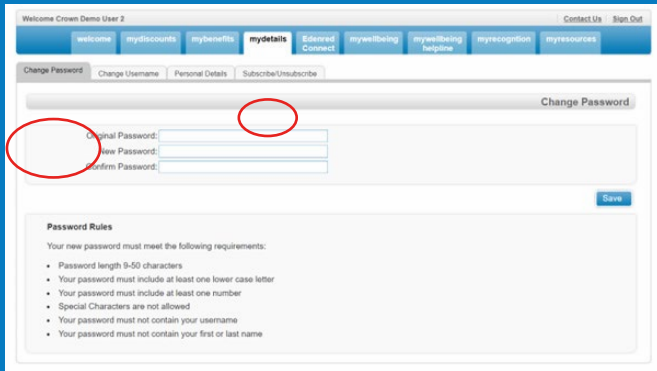
If your employer has said you have employee benefits on mylifestyle, you already have an email address registered with us, so there's no need to get in touch. If you're a new starter, you'll get setup a few weeks after joining.



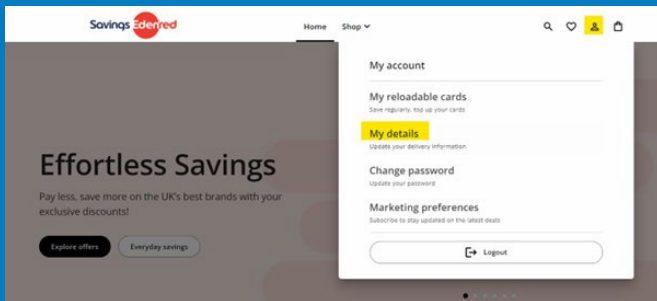
- 7** Check your junk/spam folder if you can't find the email.
- 8** Once you have successfully reset your password you will then be able to log in to the app with the same username and password.
- 9** If your log in is unsuccessful numerous times you will need to contact the Edenred helpdesk to unblock your account – a message will display on the log in screen if you need to do this.

Make logging in easier

You can manage your details once you're logged in to mylifestyle. For example, you can change your username and password to something more memorable.



The screenshot shows a web interface for a user named 'Welcome Crown Demo User 2'. The navigation bar includes links for 'welcome', 'mydiscounts', 'mybenefits', 'mydetails', 'Edenred Connect', 'mywellbeing', 'mywellbeing helpline', 'myrecognition', and 'myresources'. Below the navigation bar, there are tabs for 'Change Password', 'Change Username', 'Personal Details', and 'Subscribe/Unsubscribe'. The 'Change Password' tab is active, showing a form with three input fields: 'Original Password', 'New Password', and 'Confirm Password'. The 'Original Password' and 'New Password' fields are circled in red. Below the form, there is a 'Password Rules' section with a list of requirements: 'Your new password must meet the following requirements: Password length 9-50 characters, Your password must include at least one lower case letter, Your password must include at least one number, Special Characters are not allowed, Your password must not contain your username, Your password must not contain your first or last name'. A 'Save' button is located at the bottom right of the form.



Plus, if you make sure your personal details are fully completed, it will help make it quicker when you're placing orders. The most important place to add your details is on the Edenred Savings site that opens when you click mydiscounts on your mylifestyle benefits site.

For more support with logging in or other enquiries, please contact the Edenred helpdesk:

helpdesk-uk-vbr@edenred.com