

## FAQ – Essex Food Rewards

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### **What is Essex Food Rewards?**

Essex Food Rewards is the University of Essex's rewards and loyalty app.

As a registered Essex Food Rewards user, you receive loyalty points with every purchase made in our Essex Food outlets. For every £1 you spend you'll be rewarded with five points, each point is worth 1p, so that's a 5% discount on every purchase. You can then redeem your points as money off or full payment of future transactions.

Please note that this offer is not valid in Student Union outlets.

You can view and manage your account with your Essex Food Rewards app or via our [desktop site](#).

### **How do I get Essex Food Rewards on my phone?**

Download the app

You can start paying and earning points with Essex Food in four simple steps:

- Visit the App Store or Google Play, search for 'Essex Food' and download the free app or sign up to our desktop version on the browser on your smartphone
- Register your account
- Choose from loyalty only or loyalty and cashless payment (you will need to enter your bank card details for this)
- Start paying and collecting points in any of our outlets

### **Does my password have to match my University password?**

No! You can make up a new password for your Essex Food Rewards account.

### **I can't download the app, what can I do?**

Not to worry, you can access Essex Food Rewards from a desktop and from the [browser](#) on your phone to collect loyalty points in the same way.

### **Why do I have to keep logging in every time I access the app?**

When you login there is an option to tick the boxes 'Remember my login' and 'Keep me logged in'. Just select these two then every time you open the app you will be directed straight to your home page.

### **How do I reset my password?**

When you are logged into your account click on the 3 horizontal lines on the top left of the screen, this will open a menu section. Then click on 'account management', then 'change password' and fill in the form. If you are not logged into your account, click on the word 'forgotten' in the password bar and fill in the form.

### **Where can I see the menus?**

Menus can be found in the documents section in the side menu. They are also on the home page.

### **What happens when I register for an Essex Food Account?**

Once you have registered and signed into your account you will be able to manage your loyalty points, promotional offers and purchase statements.

### **How do I accumulate/ spend my loyalty points?**

Every time you make a purchase in one of our Essex Food outlets and have your app QR code scanned, you will receive loyalty points. You will also be able to collect and redeem points in the same way via your phone's browser. Simply ask at the till to pay with your points when you want to spend them and have your app scanned.

### **Any other issues?**

For any questions about Essex Food Rewards please email [ecscomms@essex.ac.uk](mailto:ecscomms@essex.ac.uk)