EdenRed

How to reset password

1. Open your internet browser and type the below into the top search bar.

https://yorkhospitals-nhs.rewardgateway.co.uk/signin

← ⟳ 🔒 https://yorkhospitals-nhs.rewardgateway.co.uk/signin
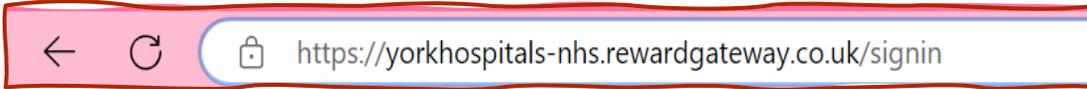
2. Click 'Forgotten your details?'

Forgotten your details?

Login

MyAdvantages

Let's help you access your account

Please enter your email address.
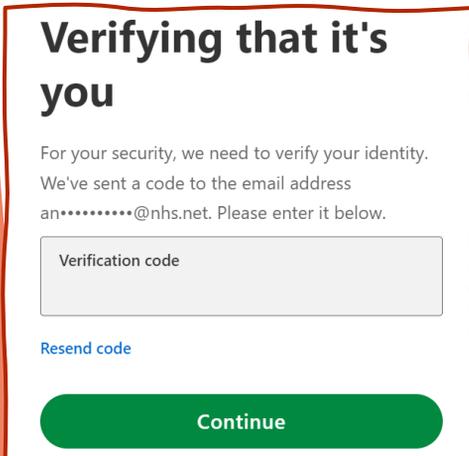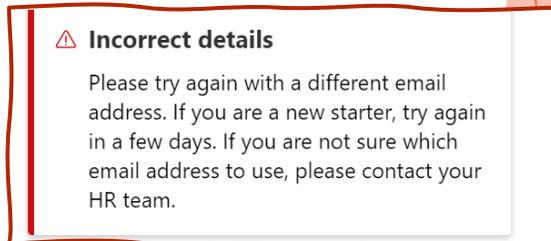
Email Address
example.email@nhs.net
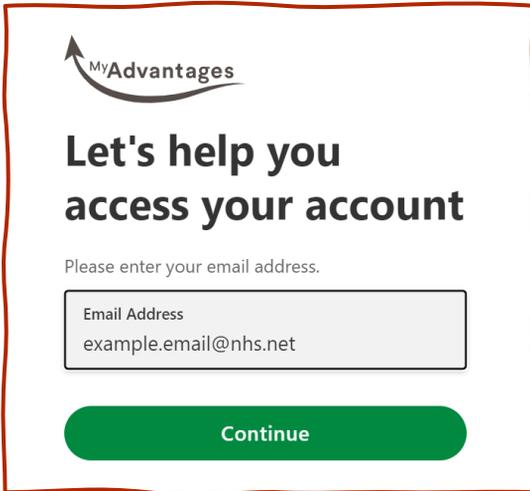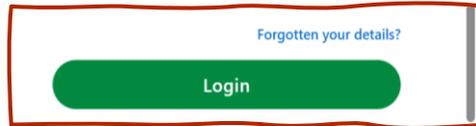
Continue

3.

Type your @nhs.net email into the box and click 'continue'.

Please note, you can only access EdenRed with an @nhs.net email. If you are still using a @york.nhs.uk email or don't have an @nhs.net email, please contact IT. Once you have an @nhs.net email, contact Staff Benefits so we can arrange setting up your account.

4. If you receive this message, your @nhs.net email is not registered to an account yet.

Contact yhs-tr.staffbenefits@nhs.net

⚠ **Incorrect details**

Please try again with a different email address. If you are a new starter, try again in a few days. If you are not sure which email address to use, please contact your HR team.

Verifying that it's you

For your security, we need to verify your identity. We've sent a code to the email address an••••••••••@nhs.net. Please enter it below.

Verification code
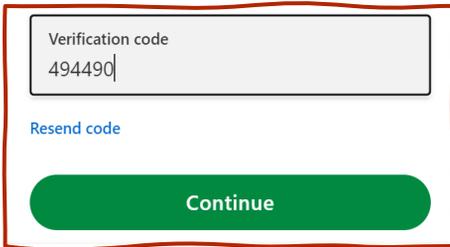
Resend code

Continue

5.

If you have an account with EdenRed, this message will appear.
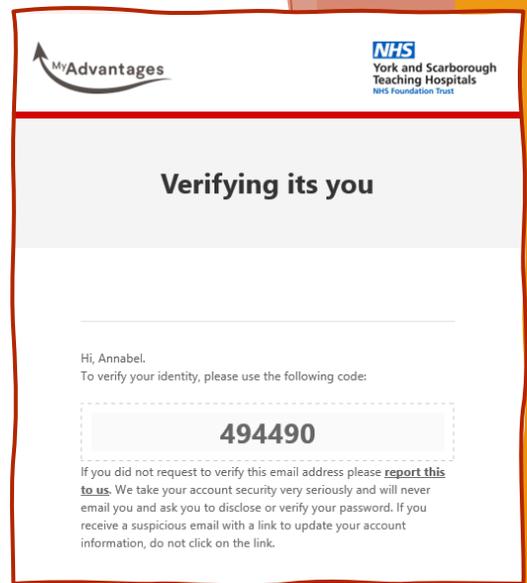
Head to your inbox to get your verification code.

6. This is an example of the email you will receive in your outlook inbox.

If you did not request a password reset, but have this email in your inbox, click 'report this to us' below the verification code.

MyAdvantages

NHS
York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Verifying its you

Hi, Annabel.
To verify your identity, please use the following code:

494490

If you did not request to verify this email address please **report this to us**. We take your account security very seriously and will never email you and ask you to disclose or verify your password. If you receive a suspicious email with a link to update your account information, do not click on the link.

Verification code
494490

Resend code

Continue

7. Once your code is pasted in the box, click 'Continue'.

8. Choose a new password and click 'Confirm'.

You should be redirected to the EdenRed My Advantages website, if you are presented with the below message, open a new tab and type in the EdenRed web address again (see step 1), then log in using your new password.
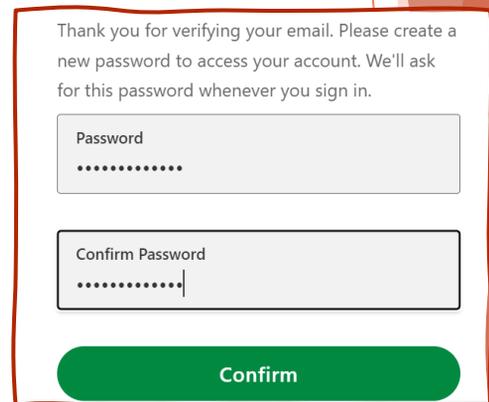
Thank you for verifying your email. Please create a new password to access your account. We'll ask for this password whenever you sign in.

Password
••••••••••••

Confirm Password
••••••••••••

Confirm
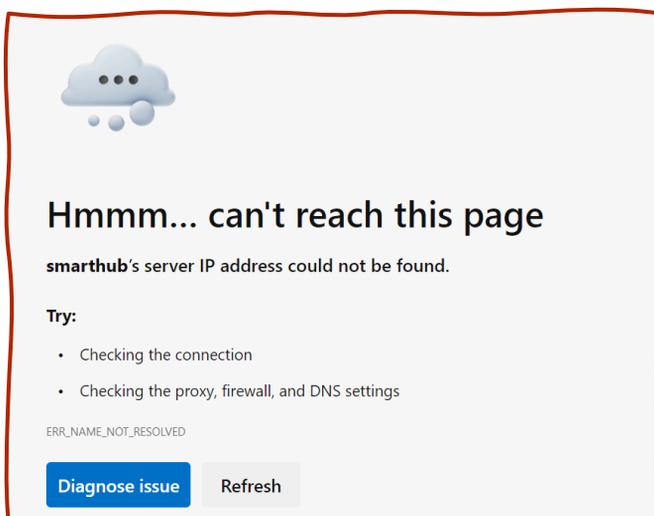
Hmmm... can't reach this page

smarthub's server IP address could not be found.

Try:

- Checking the connection
- Checking the proxy, firewall, and DNS settings

ERR_NAME_NOT_RESOLVED

Diagnose issue   Refresh