

Welcome to Edenred Childcare Vouchers

A new online account

You will now receive your Childcare Vouchers from Edenred. Your employer will be placing the Childcare Vouchers order for you regularly on your behalf. You can control how many childcare vouchers you want on a monthly basis using the new mylifestyle benefits hub.

Managing payment to your carer(s) will be easy through an online account. You will receive your personal membership number via email when your Childcare Vouchers account has been created for you.

Pay your carer through your account

Login to your Childcare Vouchers account at mychildcarevouchers.co.uk Here you can manage payments to your child carer. Please note: You will receive your login details for your new Edenred Childcare Vouchers when your account is ready to use.

Paying your carer is simple. Electronic Childcare Vouchers are credited to your online account by your employer, usually on or around the same day you get paid. You can transfer vouchers to your carer(s), up to your current balance, either individually using the 'Payment' option, or by setting up a 'Standing Order'. If your carer has chosen to be paid directly into their bank account, they'll receive payment 3-4 working days after you make a transfer to them.

It's easy to add a new carer. To pay a carer you need their Edenred account number which begins with a P - please contact your carer directly to obtain this. Any carer that has accepted Edenred Childcare Vouchers before will already have an account with us.

If your carer has not accepted Edenred vouchers before, they'll need to affiliate with Edenred by visiting childcarevouchers.co.uk and clicking on "Start accepting Childcare Vouchers" in the Childcare Providers section.

If you need further guidance, you will find educational videos to help you manage your Childcare Vouchers once logged in to your Childcare Vouchers account.

Your data is secure with Edenred

Secure transfer and storage of your data is of upmost importance to the Department. You can be assured that Edenred's data transfer and storage systems are robust and have achieved full cross Government accreditation.

Want to stop your vouchers?

Consider that Childcare Vouchers can be used for children up to 15 years old (16 years old if they are registered disabled). This includes afterschool clubs, swimming lessons and sports clubs. [Find out more.](#)

1. Login to [mylifestyle](#), click the 'mybenefits' tab and select **Childcare Vouchers**
2. Delete your monthly amount, then click 'Update basket'
3. Click 'Next – confirm and checkout' to continue
4. Confirm you have read the Terms & Conditions. **Then click the green 'Submit your choices' button.**
5. You will receive an email confirming your choices. Your choice is effective from the following month's salary.

If you have any queries, please contact your employers HR Department. For frequently asked questions around the Childcare Vouchers scheme, [please click here.](#)

How to make changes to the amount of vouchers you take

Salary sacrifice amounts can be managed as part of a benefits change on [mylifestylehub.co.uk](#)

1. Login to [mylifestyle](#), click the 'mybenefits' tab and select **Childcare Vouchers**
2. Choose your new monthly amount, then click 'Update basket'
3. Click 'Next – confirm and checkout' to continue
4. Confirm you have read the Terms & Conditions. **Then click the green 'Submit your choices' button.**
5. You will receive an email confirming your choices. Your choice is effective from the following month's salary.

!PLEASE NOTE:

Any amount changes can only be made in monthly windows. See when your monthly windows are open on [mylifestylehub.co.uk](#). Simply login and click the **Benefits Selection dates** quick link on the welcome page.

