



SMARTSPENDING APP

Getting the App on your phone

Step 1 – Have you got a JLR email or Personal email address?

JLR Email address – If you have one of these you will already be registered to the discounts system (note if you have a JLR email address this will be the default one used for the discounts)

Personal Email Address – This needs to be provided to HR Direct if you are unsure if they have this then contact HR Direct on **0800 121 4747**

Step 2 – Access to JLR Network

JLR Network – JLR email address – if you have a JLR email address then you will be able to access the JLR network on the JLR device and access Your JLR discounts via the people portal.

Covisint Access to JLR Network – Those who only have provided a personal email address will have to access the JLR network through Covisint. When you have provided your email address to HR direct you will receive an email to register for Covisint. Complete this registration.

Step 3 – Getting the Smart Spending app on the phone and working.

You can download the SmartSpending™ app from both the Apple App Store and the Google Play Store. To find it, search for 'SmartSpending' – without any space in between. Or, if you search for 'Reward Gateway' then you'll find it too.

Look for this icon.



Once downloaded open the app

1. You will be prompted for your user name/email – type in your email address
2. This will be your JLR one if you have a JLR email address or the personal email address provided to HR Direct if you do not have a JLR email address.
3. The system will send you a PIN code to your email address
4. Type this pin into the SmartSpending app and the app will provide you access.

Note occasionally you will need to re-enter a new PIN to the app which by going through the above process the system will email you a new PIN.

Step 4 – Go shopping

The following contains FAQs for the app.

- Can I register my account on the app?

We're afraid not. To use the app, you'll need to first register on your employer provided discounts website. We're working on bringing a registration feature to the app very soon. So, watch this space!

- Why do I have to PIN protect the app?

You'll be asked to choose a PIN when you first log into the app – this is all about data security. We insist on PIN protection to keep your data secure and to ensure your discounts remain exclusively for you. Having a PIN also means you will always be logged into the app for quick, instant access. And, if you've got a phone with fingerprint recognition then you can use that too!

- How can I find and use my Instant Vouchers in the SmartSpending App?

Instant Vouchers which you buy will be saved into the app's digital wallet. And this is whether you purchase them in the app or on the website. To find them, tap the menu button in top left of the app and then tap 'My Instant Vouchers'. From here you can view your vouchers and use them in-store or online. You can also filter your Instant Vouchers how you prefer.

- Why there is an option to manually mark vouchers I have used?

Unfortunately we have no way of knowing if the voucher gets used as we are not able to track the retailer and find out. This is why we allow you to manually mark as used any voucher that you know have 0 balance remaining. By keeping track of your used vouchers you can completely forget about them and you no longer have to remember if you have any amount left on the voucher.

- If I put things in my basket on the website will they appear in the app's basket?

Yes! And we call this a unified basket. If you start a purchase on the website and don't complete it then it will appear in the app's basket for checkout. This works both ways.

- Why are some of the offers not appearing in the app?

This is something we're working on. Due to the hundreds of offers available, getting them all onto the app is an ongoing job. We're sorry if your favourite is not yet on the app and we'll be working to make sure it's there soon

- Which ways I can save money with the app?

Saving money in the app can be done by purchasing Instant Vouchers at a discount amount, by shopping with Cashback offers on your smartphone, and by topping up existing Reloadable Cards. When using the Cashback offers, make sure you click the link in the app first.

- What happens when I need help?

Help is always at hand, 24 hours a day, 7 days a week. To find it, tap the menu button in the top left and then tap 'Help'. You'll be whisked to our online chat feature where you can speak with a fellow human from our Employee Support Team or you can ring the customer service team at Reward Gateway on 0203 780 1891