

**Q. Can I register with a personal email address?**

A. Yes, when you first register we recommend that you use a personal email address so that you can access your Vivup account from home or when you are out and about! If you wish to change your email at a later date please contact Vivup Customer Support Team on 01252 784540 or email [customersupport@vivup.co.uk](mailto:customersupport@vivup.co.uk)

**Q. I have entered in my email incorrectly – what should I do?**

A. You will need to contact our customer support team to update your email address, please contact Vivup Customer Support Team on 01252 784540 or email [customersupport@vivup.co.uk](mailto:customersupport@vivup.co.uk)

**Q. What information do I need to provide to register?**

You will need to provide your, name, personal email address and payroll reference number (all eight digits which will include the zero pre fix)

**Q. Where can I find my employee number (payroll reference number)?**

A. You will need your payroll reference number to complete your account registration, this can be found on MY HR employee self-service/payslip or may be on your SCC ID badge.

**Q. What if I can't find my payroll reference number anywhere?**

A. If you can't find your payroll reference number, please submit the registration form leaving the employee number field blank and click on "Forgotten Details" on the next page. You will then be required to provide answers to security questions. An administrator will review and approve your registration at the earliest opportunity.

**Q. I don't know my payroll reference number and submitted answers to the security questions, what now?**

A. Your registration is currently under review with People Services. They will approve your registration at the earliest opportunity normally within 72 hours. If you do not receive a response after this time frame please contact People Services by emailing [hradvice.guidance@staffordshire.gov.uk](mailto:hradvice.guidance@staffordshire.gov.uk) .

**Q. I have forgotten my password, how can I reset this?**

A. On the Login page, you will see a link under the Login button that says "Forgotten password?". Please click this link and you will be prompted to enter the email address that you registered with. After clicking "Continue" you will receive an email with a link to reset your password.

If you have any difficulty resetting your password please contact the Vivup Customer Support team on 01252 784540 or email [customersupport@vivup.co.uk](mailto:customersupport@vivup.co.uk)

**Q. I am an agency worker, can I register for a Vivup account?**

A. Yes, when completing the information on the registration page please ensure that you enter your booking number into the “Employee Number” field. Please note that the system will not automatically recognise your details after clicking “next” at the bottom of the page. In order to proceed, please click the “forgotten details” button and enter in the requested information of Name, Date of Birth and in Department, please type Agency Worker. Once your registration has been verified you will receive an email to confirm.

**Q. What is the “My Profile” page on the Vivup portal for?**

A. The ‘My Profile’ page holds your registration information and the rest of the fields are optional. Please note that you are not required to enter information in the fields on the My Profile page and you will not be prompted to do so. The only information included on your My Profile is the information required for registration which is Title, First Name, Last Name, pay reference and Email.

If you find yourself on the My Profile page and do not want to provide any of the additional information, just click the “back” button on your browser to leave the page.

**Q. Who should I contact if I have any questions about the Vivup benefits portal?**

A. If it is about processing of a lifestyle savings benefit please contact the Vivup Customer Support team on 01252 784540 or email [customersupport@vivup.co.uk](mailto:customersupport@vivup.co.uk).

If it is a question relating to a payroll deduction please contact the General Salaries Mailbox  
ssc.generalsal@staffordshire.gov.uk

**Q. Can I access all of the benefits on the Vivup portal?**

A. Most of the benefits are available to all permanent, temporary, and casual employees and also agency workers. However, there may be certain benefits, particularly those which require a payroll deduction, which will have specific eligibility criteria therefore will not be available to all.

**Q. If I don't sign up for a Vivup account will this mean that I will not have access to any staff benefits?**

A. If you don't register for a Vivup account you will not be able to access the Lifestyle Discount offers. The Wellbeing Offering and Salary Finance can also be found on the StaffsSpace pages.