

## FAQs

Question	Answer
<p><b>Login queries – why can't I log in?</b></p>	<p>As we've built an entirely new website you need to setup your password the first time you login. You can use your existing password and email address that you have registered with CSSC. Once you've reset your password once, you can use the normal login tab on the home page.</p>
<p><b>Tastecard – how do I get one, my redemption code doesn't work?</b></p>	<p>Tastecard is located in the 'Everyday Savings' section on the website. The direct link is <a href="http://cssc.co.uk/tastecard">cssc.co.uk/tastecard</a> or you can search for it using the 'Search bar'. Scroll down to the 'How to get your card' section and follow the simple instructions.</p>
<p><b>Update personal details</b></p>	<p>You can update your details by clicking on the 'My Account' button on the top right hand corner and click on 'Update account'.</p>
<p><b>Direct Debit amendments</b></p>	<p>You can make amendments to your Direct Debit in 'My Account' and click on 'Update payment details'.</p>
<p><b>Shop purchase queries – where are my vouchers/can't find my Ecode email</b></p>	<p>You can view order history in 'My Account'.</p>
<p><b>Refund my purchase</b></p>	<p>Contact our members services team for refunds on <a href="mailto:headoffice@cssc.co.uk">headoffice@cssc.co.uk</a> or call 01494 888444.</p>
<p><b>Why can't I access My savings+?</b></p>	<p>Your account may not yet have been set up in 'My Savings+'. Please contact <a href="mailto:headoffice@cssc.co.uk">headoffice@cssc.co.uk</a> or call 01494 888444.</p>
<p><b>Finding pages on the new website</b></p>	<p>Locations of the top 40 most visited pages on the new website are listed in the attached document.</p>
<p><b>What will happen to the pages I've saved or bookmarked on the old site?</b></p>	<p>We're copying as many pages as possible from the old site to the new site, but some of your pages won't transfer across. You can use the 'Search' function to find any new pages or check our list of new/old pages.</p>

<b>Why have you changed the website?</b>	Members want to access the site through mobile and tablet devices. So we've optimised our site for mobile use as well as modernising our look and feel and improving our search functionality to make it easier to find what you want.
<b>Where can I download my voucher for my event?</b>	You can view your event history in 'My Account' tab.
<b>Where can I find the CSSC Lotto?</b>	The Lotto is located in the 'Everyday Savings' section. Click on 'Your savings and offers'. When you've clicked through to the 'My Savings+' platform you will find the Lotto in the 'Community section'.
<b>Where are the cinema tickets?</b>	Cinema tickets can be accessed from the 'quick link' on the home page. It's also located in the 'Things to Do' section on the website. The direct link is <a href="http://cssc.co.uk/cinema">cssc.co.uk/cinema</a> or you can search for it using the 'Search bar'.
<b>Where can I see what's on in my local area?</b>	You can search for what's on in your area by searching by postcode or area at the bottom of the home page or using the 'Search bar'.
<b>Where can I find gym discounts in my local area?</b>	From the home page go to 'Everyday Savings'. Scroll down for 'Gym membership' details.
<b>Where can I find my Digital Membership Card?</b>	Your Digital Membership Card will have been sent to your registered email address. If you need another copy go to 'My Account' and 'Request a Digital Card'.
<b>Where are the sports pages?</b>	From the home page go to 'Get Active'. Scroll down for 'Choose your activity' details.
<b>Where can I find the historic sites?</b>	From the home page go to 'Things To Do'. Scroll down for 'Explore the past' details.
<b>Where is the financial assistance information?</b>	Information on financial assistance can be found under 'Get Active', 'We can help'.
<b>Where are the shopping discounts?</b>	Shopping discounts are located in 'Everyday Savings'.
<b>How can I see what I've booked through CSSC?</b>	You can view order and event history in your 'My Account'.

<p><b>How do I reset my password?</b></p>	<p>Click on the 'Login' button on the top right hand side of the website. You will see the option 'Forgot Your Password'. Click this and follow the process.</p>
<p><b>How do I get a refund if I cancel an event?</b></p>	<p>Please contact the organiser to request a refund. This will then be progressed via the relevant Area/Regional Treasurer.</p>
<p><b>How do I claim back my entry fee for an event that I completed?</b></p>	<p>For activity subsidies go to 'Get Active', 'We can help' then 'Activity Subsidy Scheme'.</p>
<p><b>How do I make a payment for an event?</b></p>	<p>On the event ticket page select the number of tickets you wish to purchase and click 'Buy'. Further information will be requested after this step such as personal details (if required) and payment card details.</p>
<p><b>How can I contact an event organiser?</b></p>	<p>An Event Organisers information will be presented within the Events Page or within the Event Description.</p>