

# User guide

# lunch benefit

## **Congratulations! You now have a lunch benefit via Epassi.**

Put a silver lining on your every day with your lunch benefit. Take the opportunity to socialize with your colleagues, enjoy a good meal and relax. With Epassikortet lunch card you can make purchases at all places that offers food and accepts VISA, on site or online.

### **Card activation.**

To activate your lunch card you need to make a first purchase with your PIN code, after that, you can use the blip function. Please note that you can not choose or change your PIN code.

To view your PIN code you need to log into the app "Epassikortet", which you can download through App Store or Google Play. When you are logged in you then click on "Mitt konto" (my account) in the top right corner, and then on "Visa PIN-kod" (view PIN code). You can also log in on the web at [lunch.epassi.se](http://lunch.epassi.se).

The easiest way to log into your account is with your Bank-ID, but you can also log in with your email. If you choose to log in with your email you need to click on "ny användare" (new user) and insert your email adress. You will then receive a link through which you can create a new password and log in.

### **Top-ups.**

Under "laddningar" (top-ups) you can view your top-up calendar for

upcoming top-ups. There you can also choose to either pause or activate an top-ups.

### **Mitt kort (my card).**

Under "Mitt Kort" (my card) you will find account information, settings, and support.

There you can also block your card and order a new one if needed. Click on "Beställ kort" (order card) and identify yourself with Bank-ID. It normally takes 5-12 working days for your new lunch card to be delivered to your home address. If you would need to change your address, you need to contact the support who will do it manually.

### **Support.**

If you have any questions about how Epassikortet works, you are always welcome to visit our FAQ on [epassi.se/sv/anstalld/lunchkort/faq](https://epassi.se/sv/anstalld/lunchkort/faq) where you will find answers to common questions. You can also contact us by email, [lunchkort@epassi.se](mailto:lunchkort@epassi.se), or by phone, 08-555 172 20 .