

My Aston Benefits FAQ's

Where can you find the portal on the Intranet?

Follow the link <https://www.aston.ac.uk/staff-public/hr/Benefits-and-Rewards> and click on My Staff Benefits portal.

Where can I find the app?

In your app store search for HAPI and select the yellow HAPI icon

How do I register?

Where it says Company name enter Aston University

Enter your Aston network ID for username and your network password

If you have any issues registering please contact HAPI on 0800 542 5930 (Mon – Fri 8.30 -5.30)

If I add a family member do they have to live with me?

Yes, family members must reside at the same address as yourself.

Is there a limit on discount vouchers available?

Different stores have different limits, but generally they are between £500 and £1,000, you would need to check the specific stores limit before making a large purchase.

If there are store discounts will you still be able to get the e-voucher discount?

If you apply the store discounts and then request an e-voucher for the store total you will still get the additional discount.

Can you use supermarket vouchers online as well as in store?

For most stores reloadable cards can only be used in store, but e-vouchers can be used in store or online, please check the individual terms & conditions.

Does the voucher have to be for more than the value of the purchase?

Most vouchers have to be to the nearest £, so if you round up the amount it avoids having to pay the remaining pence separately, outstanding balances can then be used on subsequent purchases.

If there is an issue when using a voucher who do I contact?

You would need to contact the actual store provider with voucher issues.

Can you use the same reloadable card for different stores?

Only if it is something like a Love2shop card, individual stores have their own reloadable cards.

What is the Company code that Tusker are asking for when registering for Car Lease scheme?

The company code for Aston is AST1.