How to register on the Refresh site and add/replace cards

First head to this website:

https://www.mcr-symphony.net/loyaltyweb/login.aspx?id=qfbnoxkosf

As a new user you need to set your password using your University of Leeds email address – enter the email in both boxes as indicated above. You are then sent an email with a link which you must click on to be redirected back to the website to create a password – this link is only valid for 24 hours.

When you have created the password you can then go back to the website and log in to view your account

On the right hand side click on Sign in
Enter the email and password that was just created

The home screen is displayed showing your purses and recent activity
If you have lost your card – there is a £10 charge for each lost card (1 free lost card per user). To avoid paying this, you can download the Refresh App and link it to your account.

To mark a card as lost or if a new mobile device is to be used to remove the original app device, go to Your Account

Then in account details you can change your password and change cards and devices.

Click Open on Cards and Devices

Mark cards/devices as lost/remove them here. If adding a new card enter the card number and click on Add Card.

The new card is now ready to use.