Is Edenred Down Right Now? Live Status, Outages & Fixes

Current Live Status: Edenred is **Up / Operational** . No widespread outage is currently detected.

- **Reports in the last hour:** 7 (Usual level at this hour: ≈ 4, representing a +75% change compared to the hour before).
- **24-Hour Uptime:** 97.92% (30 minutes of outage detected in total over the last 24 hours).
- **Last Outage:** 11 hours ago (lasted 30 minutes with a peak of 24 reports in a 15-minute window).
- **Target Site:** edenred.it

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Edenred Outages and Problems Summary

Over the past 24 hours, **315 user reports** were submitted for Edenred, measured in 15-minute monitoring windows. Most recent reports originate from Italy, where the majority of Edenred activity and issue reporting is concentrated.

24-Hour Status Breakdown

- **Normal Activity:** 23 hours 15 minutes (267 total reports).
- **Elevated Activity:** 15 minutes (10 reports; more than 1.5x usual level).
- **Outage Level:** 30 minutes (38 reports; more than twice usual level and far above the daily average).
- **Recent Incident Timeline:**
- *Outage:* Ended 11 hours ago (Lasted 30 min | 24 peak reports).
- *Elevated Reports:* Ended 13 hours ago (Lasted 15 min | 10 peak reports).

Edenred in November 2026

Since November 3, 2026, a total of **1,107 problem reports** have been logged. For more comprehensive data, view the Monthly report for November 2026.

Breakdown of Reported Issues (Worldwide Share of 109 Recent Detailed Reports)

1. **Login:** 37%
2. **App:** 28%
3. **Website:** 17%
4. **Purchases:** 16%
5. **Payments:** 2%
6. **QR Code:** 2%

Edenred Reports Around the World

In the last 24 hours, 330 total problem reports were logged across participating regions. Current reporting levels show normal operation in all tracked countries.
Country,Status Now,Reports (Last Hour),Reports (Last 24 Hours)
Italy,Normal,7,317
Mexico,Normal,0,13
Belgium,Normal,0,0
Bulgaria,Normal,0,0
Country historical totals since November 4, 2026: Italy (1,104 reports, 2 outage days), Belgium (264 reports, 0 outage days), Mexico (46 reports, 0 outage days), Bulgaria (1 report, 0 outage days).

Edenred Problem Spikes (Last 30 Days)

Since November 3, Edenred has experienced **5 outage spikes** and **7 periods of elevated reports** . The single longest disruption occurred on November 12, lasting 55 minutes.

Daily Report Summary (November 3 – November 13)

- **Nov 3:** 1 report
- **Nov 4:** 46 reports
- **Nov 5:** 44 reports
- **Nov 6:** 36 reports
- **Nov 7:** 17 reports
- **Nov 8:** 20 reports
- **Nov 9:** 74 reports
- **Nov 10:** 239 reports *(Outage spike)*
- **Nov 11:** 252 reports *(Outage spike)*
- **Nov 12:** 343 reports *(Outage spike)*
- **Nov 13:** 35 reports

Key Disruption Events on November 11–12

- **Thu 12 Nov (22:50–23:20 CET):** Outage | Lasted 30 min | 26 peak reports

- **Thu 12 Nov (21:05–21:20 CET):** Outage | Lasted 15 min | 13 peak reports
- **Thu 12 Nov (16:25–16:45 CET):** Elevated | Lasted 20 min | 10 peak reports
- **Thu 12 Nov (15:12–16:08 CET):** Elevated | Lasted 55 min | 11 peak reports
- **Thu 12 Nov (11:57–12:15 CET):** Elevated | Lasted 18 min | 11 peak reports
- **Thu 12 Nov (10:38–11:19 CET):** Elevated | Lasted 41 min | 11 peak reports
- **Wed 11 Nov (21:59–22:26 CET):** Outage | Lasted 27 min | 20 peak reports
- **Wed 11 Nov (21:02–21:23 CET):** Elevated | Lasted 20 min | 10 peak reports

How to Fix Edenred Not Working

If Edenred is operational on the server side but failing locally, perform the following troubleshooting steps in order:

- **Check Edenred Status:** Verify user report trends at the top of the page before modifying device settings to confirm whether a broader system issue exists.
- **Restart the Edenred App:** Force-close the application completely (Swipe up and pause on iPhone; tap Recents and swipe away on Android). Test on Wi-Fi and mobile data independently to bypass captive portal restrictions.
- **Update the Edenred App:** Ensure the latest version is installed via the Apple App Store or Google Play Store.
- **Clear App Data:**
- *Android:* Navigate to Settings > Apps > Edenred > Storage and cache and select **Clear cache** (use Clear storage only if prepared to re-authenticate).
- *iOS:* Navigate to Settings > General > iPhone Storage > Edenred, select **Offload App** , and then reinstall it.

While Edenred Is Down: What to Use Instead

When core services or app functions are unreachable, consider the following fallbacks:

- **Ticket Restaurant Card:** Attempt payment using the physical card at Point-of-Sale (POS) terminals if the mobile application fails to open or present digital barcodes.
- **edenred.it in a Browser:** Access the account management interface via a mobile or desktop web browser if the app is unresponsive.
- **Pluxee Italia:** Applicable if an employer provides alternate meal vouchers or welfare credits via Pluxee.
- **Up Day:** Usable as a fallback solution if your enterprise issues Day vouchers or if the merchant accepts the Day system network.

Biggest Edenred Problems So Far

Ranked by the highest volume of user reports within a single 15-minute window (Archive tracking began October 5, 2026; all times CET):

1. **Thu 12 Nov 2026, 22:50 CET:** Outage | Lasted 30 min | **26 reports** in 15 min
2. **Wed 11 Nov 2026, 21:59 CET:** Outage | Lasted 27 min | **20 reports** in 15 min
3. **Tue 10 Nov 2026, 08:04 CET:** Outage | Lasted 47 min | **14 reports** in 15 min

Problems at the Same Time as Edenred

Since November 3, all 12 of Edenred's major report spikes overlapped with service disruptions on other platforms, pointing to potential shared infrastructure issues (such as underlying cloud providers or network backbones).

Most Frequent Correlated Disruptions

- Caixa Econômica Federal – Overlapped 11 times
- Sunrise – Overlapped 11 times
- Capital One – Overlapped 9 times
- GOV.BR – Overlapped 9 times
- Vivo – Overlapped 9 times
- Instagram – Overlapped 9 times

Overlapping Outages During Edenred's Latest Spike (Thu 12 Nov, 22:50 to 23:20 CET)

- Caixa Econômica Federal (Outage: 10:04 to Nov 13, 06:39)
- Capital One (Outage: 10:15 to Nov 13, 01:50)
- GOV.BR (Outage: 11:20 to Nov 13, 07:50)
- Vivo (Outage: 11:35 to Nov 13, 04:05)
- Archive of Our Own (Outage: 13:05 to Nov 13, 10:20)
- Wells Fargo (Outage: 13:05 to Nov 13, 06:35)
- Pix (Outage: 13:20 to Nov 13, 04:50)
- Microsoft Teams (Outage: 15:50 to Nov 13, 10:20)

When People Report Edenred Problems

Based on 37 days of baseline monitoring data since October 5, 2026 (excluding major outage spikes):

- **Busiest Hour of the Day: 14:00 to 15:00 CET** (averages 1.8 reports/day).
- **Busiest Day of the Week: Thursday** (averages 55 reports/day).

Average Reports by Day of the Week

- **Monday:** 14 reports
- **Tuesday:** 35 reports
- **Wednesday:** 48 reports
- **Thursday:** 55 reports
- **Friday:** 13 reports
- **Saturday:** 3.5 reports
- **Sunday:** 3.9 reports

About Edenred

Edenred (edenred.it) operates as an Italian financial services platform managing Ticket Restaurant meal vouchers and employee benefits for businesses, workers, bars, and supermarkets. An outage affects authentication, digital voucher payments, real-time balance inquiries, and welfare benefit transactions.

During a service degradation event, the **MyEdenred app** frequently exhibits failure signs first (e.g., login denial, stale balance displays) prior to total domain unreachability. POS terminals at merchant checkouts may reject digital voucher authorization or hang indefinitely during processing.

Edenred IP Address, Servers, and Network Technical Data

- **IPv4 Addresses:** 104.21.69.227, 172.67.214.152
- **IPv6 Addresses:** 2606:4700:3032::6815:45e3, 2606:4700:3032::ac43:d698
- **Network Provider:** AS13335 (Cloudflare, Inc., registered in the US)
- **Server Check Origin:** Cloudflare Frankfurt (FRA) Data Centre (Response time: 67 ms)
- **DNS Hosting:** safebrands.fr
- **HTTPS Certificate:** Issued by GlobalSign nv-sa (Valid until May 17, 2027)
- **HTTP/3 Support:** Yes

Global Latency Check (check-host.net)

11 of 12 test nodes retrieved responses from www.edenred.it (2 nodes returned HTTP 403 bot blocks while confirming server reachability):

Location,Result,Latency / Time,IP Address Reached
"Frankfurt, Germany",Up,50 ms,172.67.214.152
"Vienna, Austria",Up,"2,401 ms",104.21.69.227
"Milan, Italy",Up,24 ms,104.21.69.227
"Paris, France",Up,63 ms,104.21.69.227
"Amsterdam, Netherlands",Up,71 ms,172.67.214.152
"Madrid, Spain",No result,–,–
"Warsaw, Poland",Up,39 ms,104.21.69.227
"Dallas, USA",Up,137 ms,104.21.69.227
"Los Angeles, USA",Up,120 ms,104.21.69.227
"São Paulo, Brazil",Up,63 ms,172.67.214.152
"Singapore, Singapore",Up (HTTP 403),34 ms,104.21.69.227
"Tokyo, Japan",Up (HTTP 403),43 ms,172.67.214.152

Edenred FAQ

Is Edenred down right now?

Status monitoring evaluates user-submitted incident data against established baselines in 15-minute segments over a rolling 24-hour window. If your personal connection fails while status remains normal, test access across cellular data versus Wi-Fi.

Why can't I log in to MyEdenred or the Edenred Italia account area?

Verify credential validity directly on the web browser interface at edenred.it. If password reset emails fail to arrive, verify junk folders and wait several minutes prior to re-requesting. Simultaneous failure across login, balance display, and processing points to a service-side failure.

My Ticket Restaurant balance is missing or has not updated after a payment. What should I do?

Refresh your mobile app wallet on a secure connection. Keep physical receipts for pending transactions to prevent duplicate payment authorizations. Compare mobile values against web account portals on edenred.it.

Why was my Ticket Restaurant payment refused at a restaurant or supermarket?

Refusals stem from POS terminal errors, network timeouts, or item eligibility rules. Use physical cards where digital payments fail, or request merchant retry.

Why does the app show no nearby places that accept my vouchers?

Grant explicit location permissions to the application and disable VPNs or local ad-blockers. Perform manual text searches by city or address if auto-location yields blank results.

Official Channels & Support

Because Edenred does not maintain a centralized, public real-time system status page, monitor updates directly via:

- **Official Website:** edenred.it
- **X (Twitter):** @Edenred_Italia *(Note: No outage posts logged by @Edenred_Italia in the last 14 days)*
- **Facebook:** Edenred Italia Facebook Page

Check Status of Other Services

- Is ARK: Survival Evolved down?
- Is Arlo down?
- Is Arma 3 down?
- Is Arma Reforger down?
- Is Armstrong down?
- Is Aruba.it down?
- Is Arvig down?
- Is Asana down?
- Is Asda down?
- Is ASN Bank down?
- Is Assassin's Creed down?
- Is Associated Bank down?
- Explore all 1,848 tracked services

Major Active Disruptions Elsewhere Right Now

- Microsoft Outlook – 17,903 reports/h
- Microsoft 365 – 6,455 reports/h
- Microsoft Store – 1,289 reports/h
- 999 Emergency Telephone Number – 879 reports/h
- WhatsApp – 705 reports/h