



**MyAccount**  
password reset



## How to reset your MyAccount password

- 1 From the Main Menu click "Register for an account / Login to your account".

**MyAccount with Anchor**

Welcome to MyAccount  
MyAccount enables people living in our rental and leasehold retirement housing properties to view their account balance and full statement of payments online.

[MyAccount with Anchor](#)

Rental Customers	Leasehold Customers
Check your rental account balance and see a full statement of all your rent and service charge payments	Check your service charge account balance and see a full statement of all your service charge payments.
<a href="#">Register for an account / Login to your account</a>	<a href="#">Register for an account / Login to your account</a>

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- 2 Click "Forgotten your password?".

**MyAccount with Anchor**

[MyAccount with Anchor](#) Log in

**Login**

\* Username

\* Password

Answer to your Memorable Question  
(If this is your first login, leave blank)

[Back to MyAccount homepage](#)

[Forgotten your password?](#)  
[Register for an account](#)

- 3 Enter your username in the \*My username field.

MyAccount with Anchor

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### Forgotten Password

\* My username

If you have forgotten your password please enter your username and we will send you a new password by email

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- 4 You will now receive an email with your new password.

MyAccount with Anchor

Welcome to MyAccount

MyAccount enables people living in our rental and leasehold retirement housing properties to view their account balance and full statement of payments online.

MyAccount with Anchor

Your password has been changed, and will be sent to you soon

#### Rental Customers

Check your rental account balance and see a full statement of all your rent and service charge payments

[Register for an account / Login to your account](#)

#### Leasehold Customers

Check your service charge account balance and see a full statement of all your service charge payments

[Register for an account / Login to your account](#)

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## MyAccount security

Anchor takes the security of all customer information extremely seriously. In order to protect the security of personal data held within **MyAccount**, the system closes if you're logged in but haven't used it for 10 minutes or more.

Should you forget your password, this can be reset and reissued automatically by clicking on the [Forgotten your password?](#) link on the log in screen.

The password will be reset automatically and an email will be issued to your registered email address containing these revised details. If you do not receive an email or if you have forgotten your username contact the Anchor Customer Centre on **0800 731 2020**. You will be asked a number of security questions to confirm your identity, ensuring we only pass information to the correct customer.

## Accessing MyAccount from a shared computer

If the computer used to access your account information is used by other people (for example a computer in a public library), it is strongly advised that you log off before leaving the computer and close the web browser. This will protect your personal details from being seen by another user.

Simply click the **Log off** button in the top right of the **MyAccount** web page and then close the current web session, and ideally delete your browsing history.



Your settings Log Off

## Further information

Should you have any questions about registering, accessing or using **MyAccount** please call us on **00800 731 2020** Monday to Friday, 9am to 5pm or email us at [contact@anchor.org.uk](mailto:contact@anchor.org.uk)