anchor

MyAccount
rental guide

Contents

What is MyAccount?

MyAccount allows tenants to securely:

- Access their personal information, including account details
- Set up a Direct Debit
- Make an online payment
- Update their personal details
- Contact us
- Apply to rent with Anchor

In the future we will look to expand MyAccount to enable customers to complete a variety of tasks including repair requests and online surveys.

The information that you can see on MyAccount is live so it's up-to-date. It is the same information used by us at Anchor. **My**Account can be accessed from the Anchor website (www.anchor.org.uk).

Viewing your statement online

One of the key benefits of MyAccount is it allows tenants to securely access information about their rent balance and payments (the same information currently provided on their account statements).

We would encourage as many tenants as possible to access their details through MyAccount rather than receiving an account statement. This will ensure tenants can always get up-to-date information about their latest balance and payment details and reduce the amount of paper used for printing.

After successfully logging into MyAccount you will need to select the required service. In this case you would click the orange highlighted link below Rental customers.

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

![MyAccount logo]

This will open the Your Account Overview screen. This initial screen is an overview of the accounts you hold with Anchor. Multiple accounts will be shown where relevant. The information in these accounts cannot be edited or deleted.

The information available on this screen (image 1) is:

1. Current balance will show the current balance of the account
2. Account shows the account type
3. Account status will show this as a current or former account
4. Your reference number will show the unique reference number of this account
5. Account address will display the property address of this account
6. Payment method will display the payment method of the account
7. Monthly charges will show the current monthly charges applied to this account
8. Clicking on the 'View account statement' button provides a detailed statement for the account

Your account overview		Monthly charges	
Current balance	0.00 DEBIT	Gross rent	519.08
Account	RENT ACCOUNT		
Account status	Current		
Your reference number			
Account address			
Payment method	Direct Debit		
	VIEW AND MAKE ONLINE PAYMENTS FOR ACCOUNT		
	REGISTER FOR DIRECT DEBIT		

Your account statement shows all transactions recorded on the account (Anchor's earliest records online start on the 1 April 2003) with the most recent transactions first. The list of transactions can be refined by selecting the calendar from and to dates and clicking search.

The information available on this screen (image 2) is:

1. The account information is displayed in the top section, this helps to ensure you are in the correct account where multiple accounts exist
2. **Search** from and to fields with the search button
3. **Date** is the date the transaction was recorded
4. **Transaction** is the transaction description
5. **Sub type** is the transaction sub type description
6. **Credit** is any payments that are credited to the account
7. **Debit** are any charges debited from the account (e.g. monthly charges)
8. **Balance** is the running balance of the account

Your account overview

Account	RENT ACCOUNT	Payment Reference		Balance	130.00 DEBIT	Payment Method	Direct Debit

From (DD/MM/YYYY) [   ] To (DD/MM/YYYY) [   ] Search

Date	Transaction	SubType	Credit	Debit	Balance	
06/06/2014	MANUAL ADJUSTMENT	Refund Adjustment	1.08		130.00	DEBIT
01/03/2014	STANDARD DEBIT			486.93	131.08	DEBIT
01/03/2014	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	Direct Debit Payment	60.92		355.85	CREDIT
24/02/2014	STANDARD HOUSING BENEFIT	BACS payment - HBS	393.24		294.93	CREDIT
01/02/2014	STANDARD DEBIT			486.93	98.31	DEBIT
01/02/2014	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	Direct Debit Payment	60.92		388.62	CREDIT
27/01/2014	STANDARD HOUSING BENEFIT	BACS payment - HBS	393.24		327.70	CREDIT

Setting up a Direct Debit

Direct Debit provides an easy way for you to pay your rent and service charge automatically each month. If your rent/service charge amount changes, your payment can be automatically updated without you having to do anything. We will always give you notice of any changes before they happen.

Setting up a Direct Debit couldn't be easier. Click on the 'Register for Direct Debit' button and follow the instruction to fill in your bank account details. If you are already registered to pay by Direct Debit and wish to amend your Direct Debit please call us on 0800 731 2020.

Your account overview		Monthly charges	
Current balance	0.00 DEBIT	Gross rent	519.08
Account	RENT ACCOUNT		
Account status	Current		
Your reference number	[ ]		
Account address	[ ]		
Payment method	Direct Debit		
	VIEW AND MAKE ONLINE PAYMENTS FOR ACCOUNT [ ]		
	REGISTER FOR DIRECT DEBIT		

Making an online payment

Making an online payment is quick and simple. Simply click on the 'View Statement/Make a Payment Online' button on your account overview.

Your account overview			Monthly charges	
Current balance	43.45 DEBIT		Gross rent	479.23
Account	RENT ACCOUNT			
Account status	Current			
Your reference number				
Account address				
Payment method	New swipe card to be sent to tenant			
	VIEW STATEMENT / MAKE A PAYMENT ONLINE FOR ACCOUNT			
	REGISTER FOR DIRECT DEBIT			

Once on your account statement page click on the 'To Make a Payment Online' button near the top of the page.

Your account overview						
Account	RENT ACCOUNT	Your reference number		43.45 DEBIT	Payment method	New swipe card to be sent to tenant
					TO MAKE A PAYMENT ONLINE CLICK HERE	
From (DD/MM/YYYY)			To (DD/MM/YYYY)			SEARCH

On this page your PRN will be automatically populated and you will need to enter the amount you wish to pay and click the 'Next' button.

Make your payment

Please enter your Payment Reference Number (PRN)   Step 1 of 3

Payment Reference Number

PRN *

19 digit number from your card or barcode

Amount * £

Items marked with * must be completed

Next

The next page will display a summary of your payment amount details and PRN. Please check the amount is correct and click 'Next'. You can click the 'Back' button if you wish to change the amount or click the 'Cancel' button to end the online payment process.

Make your payment

Please confirm the payment details   Step 2 of 3

Payment Summary

Payment to	ANCHOR TRUST
PRN	
Amount	£1.00

[Back] [Next] [Cancel]

On the last page you will need to enter the 16 digit number along the front of your payment card, the expiry date and the security code (the last 3 digits on the signature strip on the back of your card).

Please enter your name as it appears on the card in the 'Cardholder Name' field and click the 'Pay Now' button to complete your online payment.

Make your payment

Please enter your payment details   Step 3 of 3

Secured By 256bit SSL Cert 🔒

Card Number

[Card Number]

Expiry(mm/yy)   **Security Code** ⓘ

[MM] / [YY]   [Security Code]

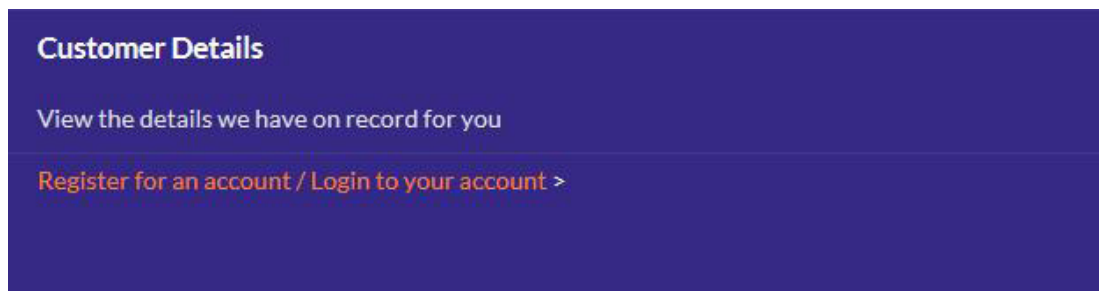**Cardholder Name**

[Cardholder Name]

[PAY NOW]

[Cancel]

You can click the 'Cancel' button at any stage to end the online payment process.

Update my details

The Customer Details section allows you to view and update your personal details with any changes to your circumstances. You can update members of the household and also view any current applications you have with us.

Customer Details

View the details we have on record for you

Register for an account / Login to your account >

The information available on this screen (image 3) is:

1. Your main account details.
2. Your contact information
3. Other details about you
4. Open applications (should you have any)
5. Correspondence address
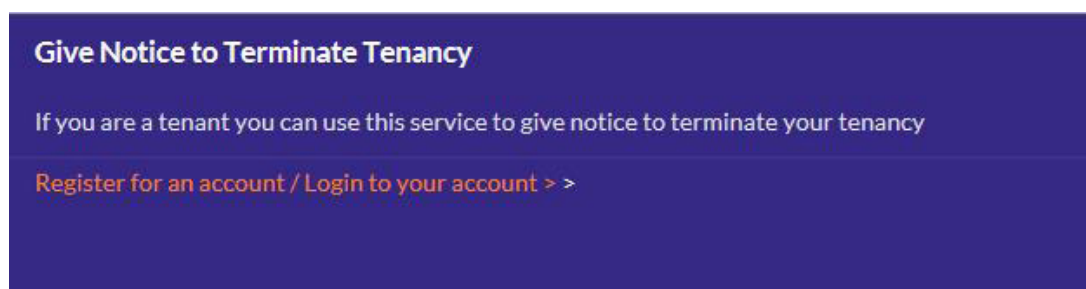6. Any people associated with your household or tenancy.

Contact Details				
Contact Type	Valid From	Contact Information		
Email	11/11/2013			DELETE CONTACT
Mobile	27/11/2008			DELETE CONTACT
Telephone	14/08/2008			DELETE CONTACT
ADD NEW CONTACT				

Image 3

You can use the orange buttons to amend any section you require. Some changes may require you to submit further evidence to verify the change – if you do, we will follow up with an email to your registered email address and explain exactly what you need to provide.

Giving notice to terminate tenancy

In this section you can provide your notice to leave Anchor. You must give at least one month's notice.

Give Notice to Terminate Tenancy

If you are a tenant you can use this service to give notice to terminate your tenancy

Register for an account / Login to your account > >

Expected Tenancy End Date is the date which you have chosen to vacate the property.
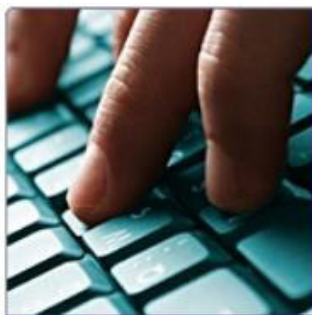
Tenant Details	⌄

Name	
Address	

Payment Reference	Property Address	Notice Received Date	Expected Tenancy End Date	
				GIVE NOTICE TO TERMINATE TENANCY

You may be required to provide a signed form to complete your notice. If you do we will be in touch to let you know.

Contact us

The contact us section allows you to submit your complaint, compliment and enquiry online.

Firstly, choose the reason you would like to contact us.

Contact Us

If you want to get answers and information, you can Contact us online.

We also welcome feedback on any aspect of our services

Register for an account/Login to your account >

Contact us	⌄

Please choose the reason for contact.

* Reason for Contact	Please Select ⌄

NEXT

Simply fill in the form and submit your contact. If your issue is urgent it may be better to call us on 0800 731 2020 Monday to Friday, 8am to 6pm, Saturday 10am to 4pm. We aim to look in to your query within 48 hours.

Housing Application Form

If you wish to apply to live in an Anchor property you can apply online. If you already live with us you can log in with your account and apply for a different property. If you're new to Anchor choose the "Non-Registered User" option where you will be able to set up an account to manage your application.

Create Housing Application Form for a Non-Registered User

If you are not a registered user, or don't wish to register, then click here to Complete A Housing Application Form

Click here to complete a Housing Application Form >

Housing Application Form for existing clients

If you are a registered user, then click here to Complete a Housing Application Form

Housing Application Form for existing clients >

Before you start it will be useful to have a few things to hand. The form requires you to answer questions about you and anyone applying with you. Below is a list of information you will need.

- The National Insurance Number for you and anyone applying with you
- The date of birth for you and anyone applying with you
- Address details
- Telephone number details

Anchor provides housing to the over 55s, so to be eligible to move in you must be 55 at the time of your application. If your application is for more than one person, only one person on the application needs to be over 55 years or older.

It's all you

Housing Application Form

What is a Housing Application -

Print Current Page

Save

At any point you can choose to save the application and come back to it at a later date by choosing save from the menu.

Work through each section of the application. If you miss anything that we require you will be prompted before you can move on to the next section.

Once you have got to the location choices section you can select where you would like to live. By visiting www.anchor.org.uk you can view all our locations and choose which are suited to you.

Find the city or town where you are looking to move and choose the location/s where you would like to live. You can apply for up to five locations. Select your first option and click next. After making at least one selection you can skip the subsequent pages.

Finally, you will be presented with a declaration. It is important to you read and understand this before confirming. You can come back and view or amend your application at any time should anything change.

MyAccount **security**

Anchor takes the security of all customer information extremely seriously. In order to protect the security of personal data held within **My**Account, 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 My Account **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 **My**Account web page and then close the current web session, and ideally delete your browsing history.

Further information

Should you have any questions about registering, accessing or using **My**Account please call us on **0800 731 2020** Monday to Friday, 8am to 6pm, Saturday 10am to 4pm, or email us at contact@anchor.org.uk

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