



MyAccount
logging on



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What is MyAccount?

MyAccount allows Anchor Hanover customers to securely access their personal information including rental and leaseholder account details.

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 Hanover.

MyAccount can be accessed from the Anchor Hanover website (www.anchorhanover.org.uk).

Logging on – using MyAccount for the first time

You should have received your username and password emails after completing registration, once you have these details you will then be able to login to MyAccount.

Select the service you require by clicking the link highlighted in blue and proceed to enter your username and password, once you click login, which is located in the bottom right hand corner, you will be able to:

- 1 Choose a new username (this should be something unique and memorable)
- 2 Re-enter the current password and choose a new one (this must be at least 6 characters and contain at least one number and one uppercase character for example Anch0r)
- 3 Type a memorable question and answer. This provides extra security for users.
- 4 Click the **Login** button (bottom right hand corner)



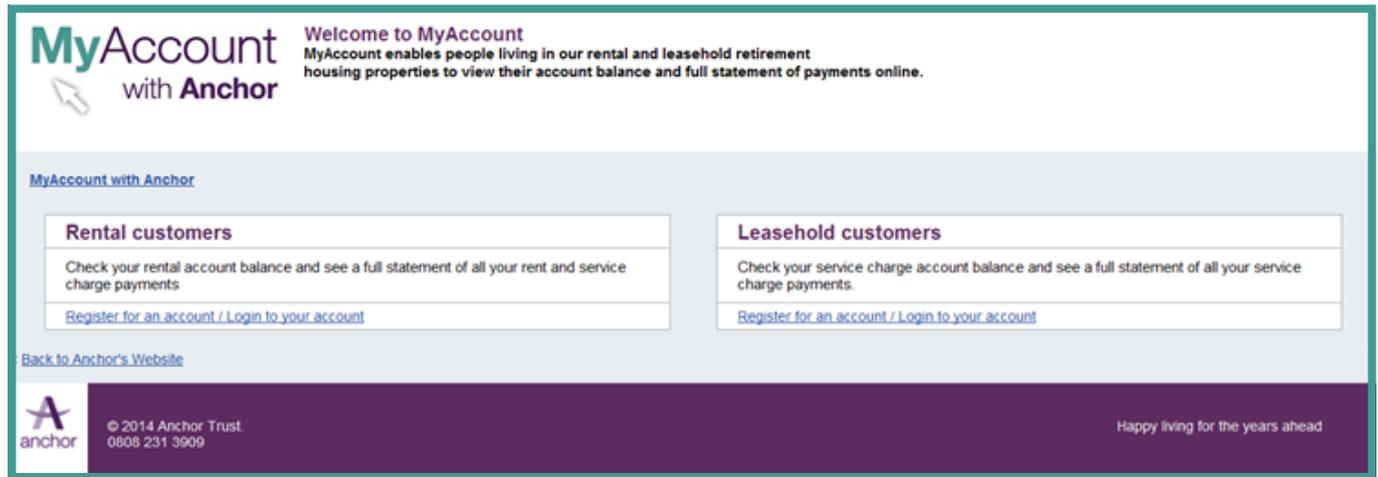
The screenshot shows a registration form titled "Login" with the following fields:

- * Default username: 316213
- * Choose a new username: 316213
- * Re-enter current password: [empty]
- * Choose a new password: [empty]
- * Re-type new password: [empty]
- * Type in a memorable question (you will be asked for the answer whenever you log in): [empty]
- * Type in the answer to your memorable question: [empty]

At the bottom left is a "Cancel" link and at the bottom right is a "Login" button.



This will return you to the **MyAccount** home page. You can tell that you are logged in as in the top right hand corner you will see two new buttons Your settings and Log off.



MyAccount security

Anchor Hanover 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 Hanover 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 **0800 731 2020** Monday to Friday, 9am to 5pm or email us at contact@anchorhanover.org.uk