



MyAccount
registration

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What is **MyAccount**?

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

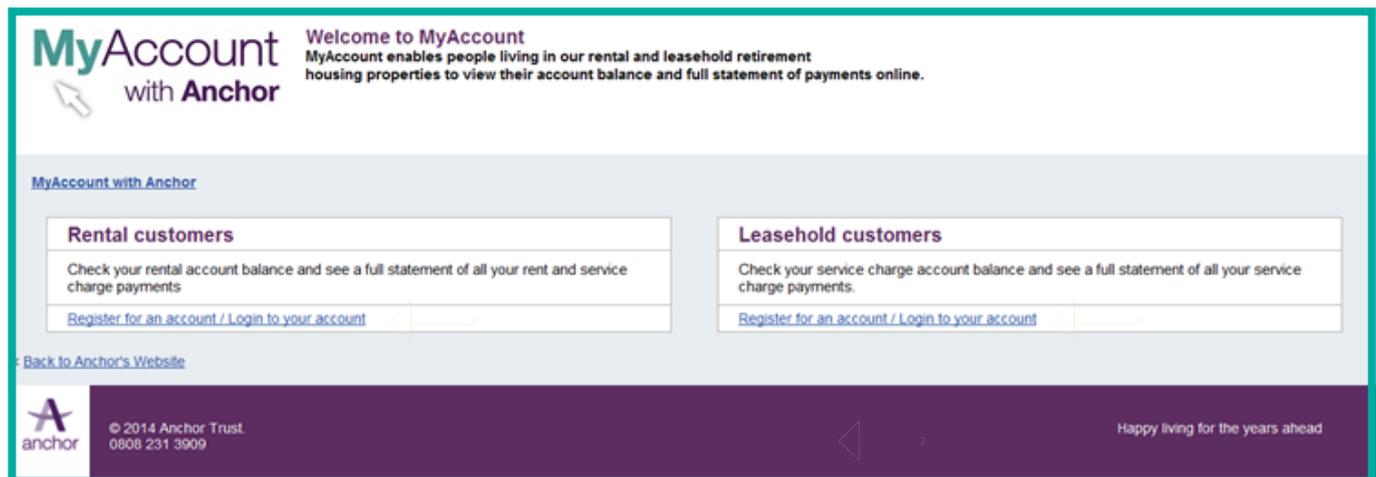
In the future we will look to expand **MyAccount** to enable customers to complete a variety of tasks including repair requests and online surveys.

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).

How to register for **MyAccount**

To register for **MyAccount** you must first select which service you require from the main page by clicking one of the links highlighted in blue.



The screenshot shows the 'MyAccount with Anchor' website. At the top left is the logo 'MyAccount with Anchor' with a mouse cursor icon. To the right is a welcome message: '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.' Below this is a section titled 'MyAccount with Anchor' containing two main options: 'Rental customers' and 'Leasehold customers'. Each option includes a brief description of the service and a blue link to 'Register for an account / Login to your account'. At the bottom left is the Anchor logo and contact information: '© 2014 Anchor Trust. 0808 231 3909'. At the bottom right is the slogan 'Happy living for the years ahead'.

This will launch the log in screen (as below)

Click on the [Register for an account](#) link

The registration screen will open, and you'll need to enter different pieces of personal information. This includes surname, date of birth, a unique reference number, email address and a telephone number.

Note: you can only register for an account if you provide a valid email address. We will send your username and password by email.

- 1 Enter your **surname**
- 2 Enter your **date of birth**. Click on the calendar drop down button to the right of this section to open an online calendar. This ensures that dates are entered into the system correctly.
- 3 Enter the **unique reference number** which can be either your tenancy reference (which can be found on your tenancy agreement) or your payment reference number (which can be found on your most recent rent statement). You can also use you're person reference (customer number) or application reference.



- 4 Enter a **valid email address**. Anchor Hanover will use this email address to send your username and password, this will also be used if you forget your password and need to use the forgotten password function in **MyAccount**
- 5 Enter a **telephone number**
- 6 For **registration contact method**, please select email. This will allow Anchor Hanover to email your username and password to you
- 7 Click [Register](#) in the bottom right hand corner

If you have entered the information correctly, registration will be automatic and emails containing user details will be sent separately to the email address you have provided. These emails are sent instantly, but you'll need to allow a reasonable amount of time for these emails to be received by your email provider.

If any of the details entered do not match the records held by Anchor Hanover then an error message will be displayed, stating "Unable to uniquely identify you from the details given". Please try again. If too many unsuccessful attempts are made the site will close. If this happens, please contact Anchor Hanover's Customer Centre on **0800 731 2020** for further assistance.

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