MyAccount
logging on

Happy living for the years ahead

What is MyAccount?

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

The information that you can see on **My**Account is live so it's up-to-date. It is the same information used by us at Anchor.

MyAccount can be accessed from the Anchor website.

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 **My**Account.

Enter your username and password, once you click login, you will be able to enter a memorable question and answer. This provides extra security for users.
Click the **Login** button
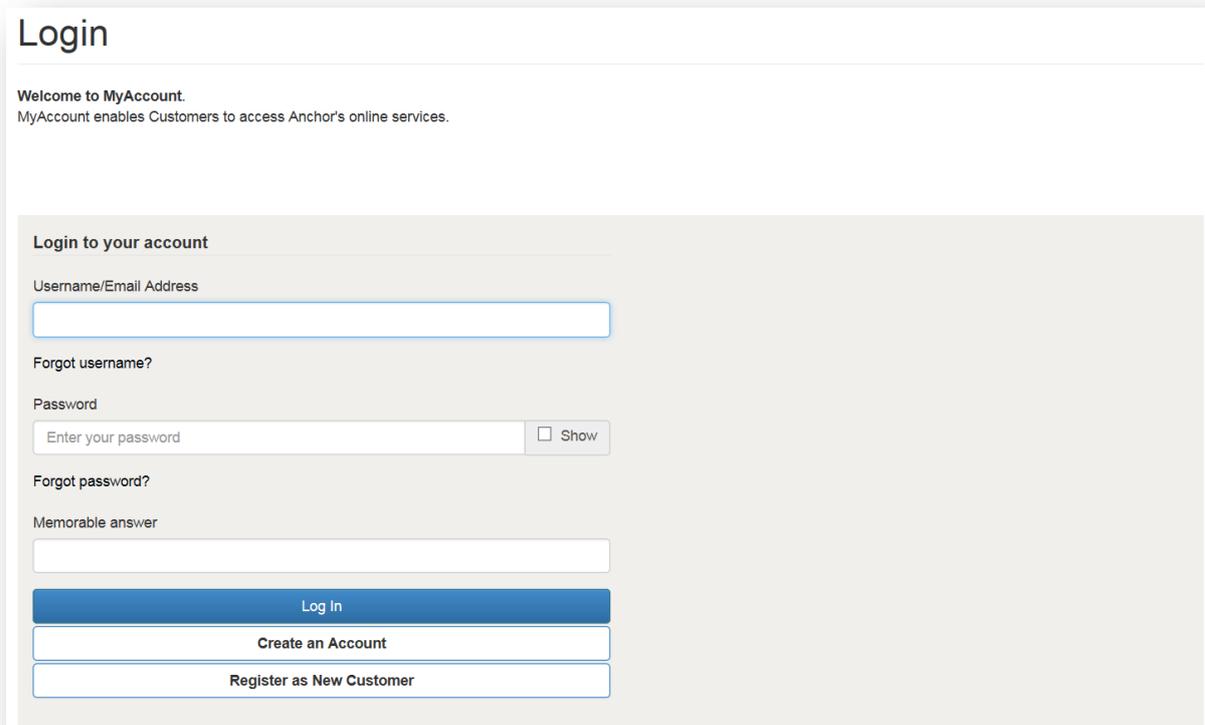
This will return you to the **My**Account home page. You can tell that you are logged in as in the top right hand corner you will see the button **Log out**.
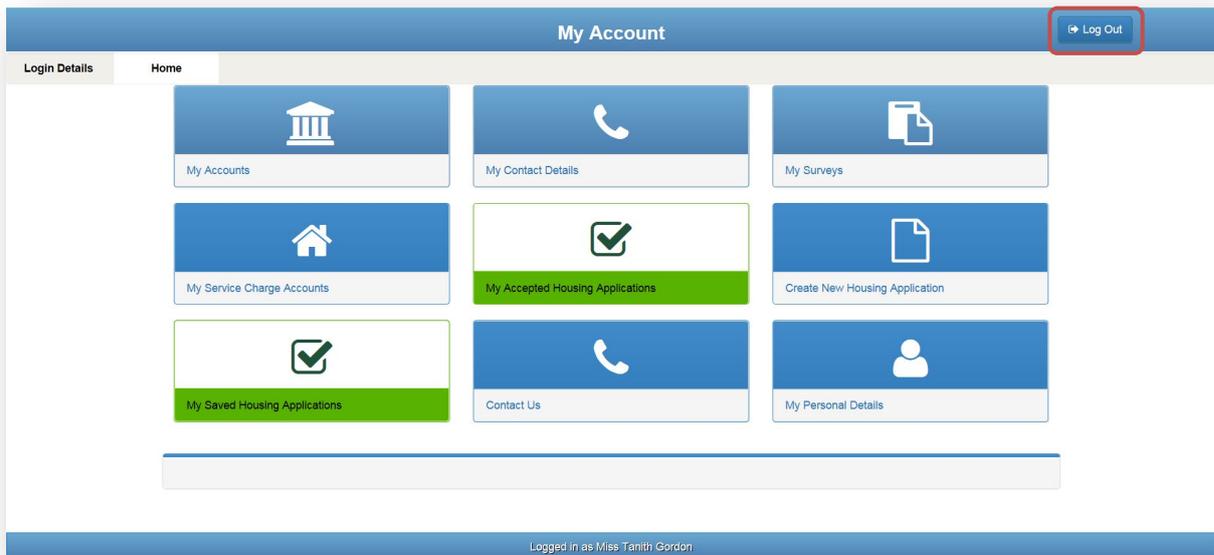
MyAccount security

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 **Forgot 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 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 Out** 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 and Saturday 8am to 4pm, or email us at contact@anchor.org.uk