



MyAccount registration



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 **MyAccount** 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.

How to register for MyAccount

To register for **MyAccount** you must click **Register as New Customer** on the main log in page.

Login

Welcome to MyAccount.
MyAccount enables Customers to access Anchor's online services.

Login to your account

Username/Email Address
Enter your email address here

Forgot username?

Password
Enter your password Show

Forgot password?

Memorable answer

Not logged in

The Register as a New Client screen will appear. Enter your email address in the **Email Address** field. Enter a password in the **Provide a Password** field. Your password must have at least:

- Eight characters
- One capital letter
- One lower case
- One number

Click the **Next** button.

Register as a New Client

You need to be either a:

- Current Tenant (the tenancy is in your name)
- Applicant (the application is in your name)
- Former tenant (the former tenancy is in your name)

Email Address *

Enter your email address

* required

Use your email address to create an account and also to sign in again

Create a password

Your password must have at least:

- Eight characters
- One capital letter
- One lower case
- One number

Provide a Password *

Enter your password Show

Password Strength

Next Cancel

Not logged in

You will receive an e-mail with a link to continue your registration. Click on the link in the e-mail and follow the instructions. You will have four hours to complete this before the link expires.

My Account

Register Check Email

We have sent an email to with a link to continue registration

Check your email and activate the link before it expires in 4 hours.

If this email expires or is wrong, you will need to start the registration process again. Check your spam folder before you contact support on 0800 731 2020.

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 **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 **MyAccount** 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 **MyAccount** 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