

# MyAccount leasehold







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#### What is MyAccount?

MyAccount allows leaseholders/freeholders to securely:

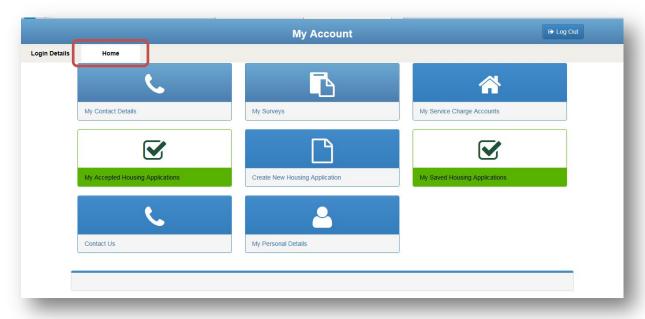
- Access their personal information, including account details
- Set up a Direct Debit
- Update their personal details
- Make an online payment
- Apply to rent with Anchor

In the future we will look to expand **My**Account to enable leaseholders/freeholders to complete a variety of tasks including repair requests and online surveys.

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 (www.anchor.org.uk).

When you log into **My**Account you will see the home screen below. Where ever you are in **My**Account you can return to this page by clicking the **Home** button in the grey bar at the top of the screen.



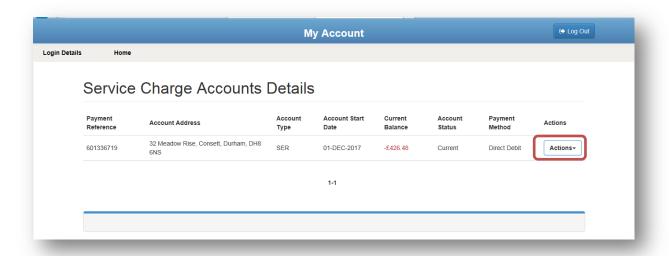
### Viewing your statement online

One of the key benefits of **My**Account is it allows leaseholders/freeholders to securely access information about their service charge account including balances and payments. **My**Account ensures that leaseholders/freeholders can always get up-to-date information about their balance and payment details.

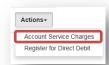
After successfully logging into **My**Account you will need to select the required service. In this case you would click the **My Service Charge Accounts** button from the Home screen.



This will open the **Service Charge Accounts Details** screen.

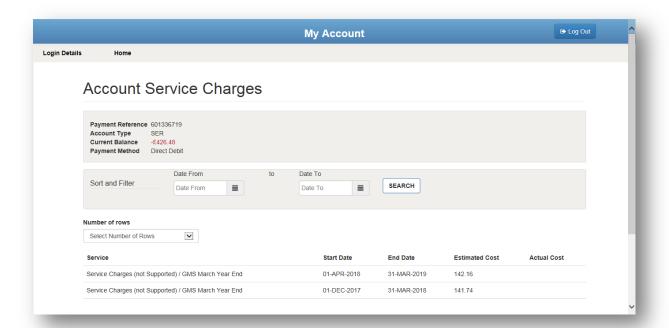


This initial screen is an overview of the accounts you hold with Anchor. Multiple accounts will be shown where relevant. The information in these accounts cannot be edited or deleted.



If you click the **Actions** button next to the relevant account and then click **Account Service Charge** from the drop down menu.

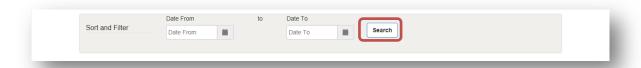
The Account Services Charges screen gives you an overview of all service charge transactions that have been applied to your account, the most recent is always at the top.



If you scroll down you can click on the **Go To Account Statement** button to bring up your account statement.



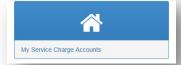
You can use the **Sort and Filter** section to search for credit or debit transactions and transactions between two dates. Just select the criteria that you want to search and click the **Search** button.

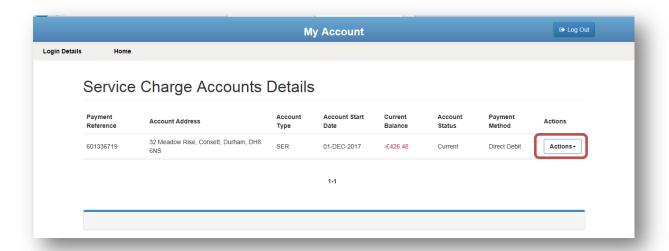


## **Setting up a Direct Debit**

Direct Debit provides an easy way for you to pay your service charge automatically each month. If your 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

Open your Account Overview Screen by clicking the **My Service Charge Accounts** button from the Home screen.





If you click the **Actions** button next to the relevant account and then click **Register for Direct Debit Online** from the drop down menu and follow the instruction to fill in your bank account details.

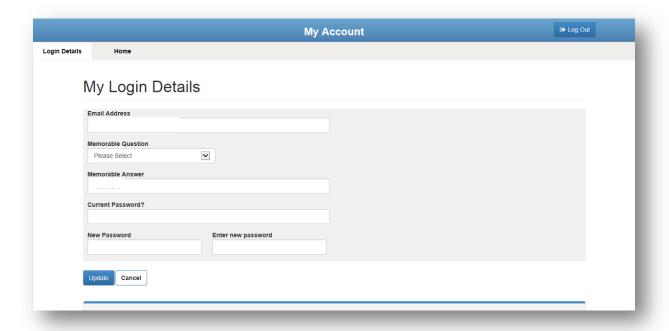


If you are already registered to pay by Direct Debit and wish to amend your Direct Debit please call us on **0800 731 2020**.

# **Updating My**Account **Details**

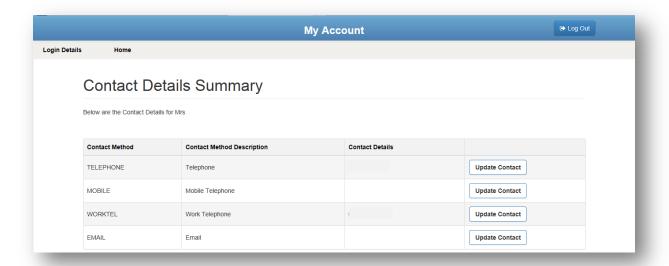
There are three separate areas where you can update your details, depending on what you want to change login details, contact details or personal details.

**Login Details -** here you can change the email address you use to log on, your password and memorable question.

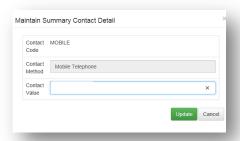


You can access this page from anywhere in **My**Account by clicking the **Login Details** button in the grey bar at the top of the screen. Make any changes you require and click **Update**.

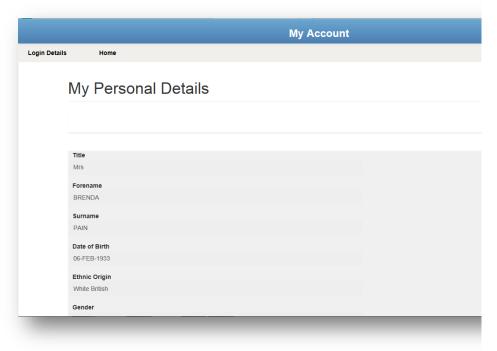
**My Contact Details** – here you can change your contact phone numbers and email addresses. From the Home screen click on the **My Contact Details** button.



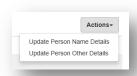
To change any of your contact detail, click on the **Update Contact** button next to the line that you want to change. Type in the correct information on the **Contact Value** box and click the **Update** button.



**My Personal Details** – here you change any of your personal information such as name, language or National Insurance number.



To update your personal details, click on the **Actions** button and select to update your name or other details.



## **Housing Application Form**

If you wish to apply to live in an Anchor rental property you can apply online. If you already live with us you can log in with your account and apply for a different property. Click on the **Create**New Housing Application button on the **Home** menu.



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.

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 <a href="www.anchor.org.uk">www.anchor.org.uk</a> 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 **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 <a href="mailto:contact@anchor.org.uk">contact@anchor.org.uk</a>