



MyAccount rental guide



Happy living for the years ahead

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What is MyAccount?

MyAccount allows tenants to securely:

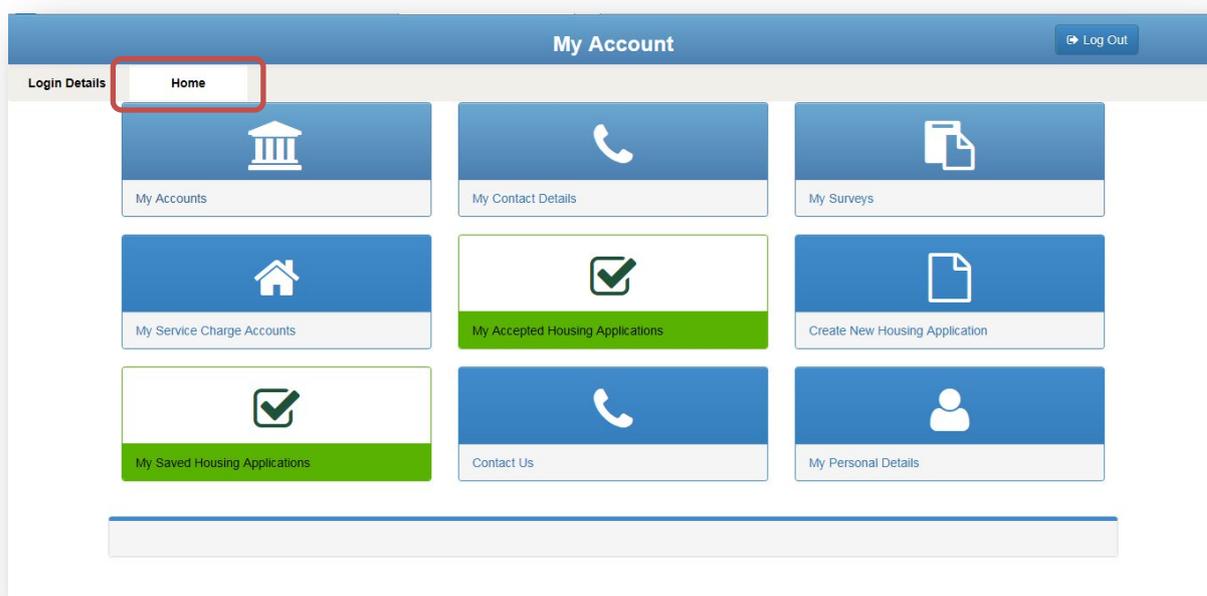
- Access their personal information, including account details
- Set up a Direct Debit
- Update their personal details
- Make an online payment
- Apply to rent with Anchor

In the future we will look to expand **MyAccount** to enable tenants 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.

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

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



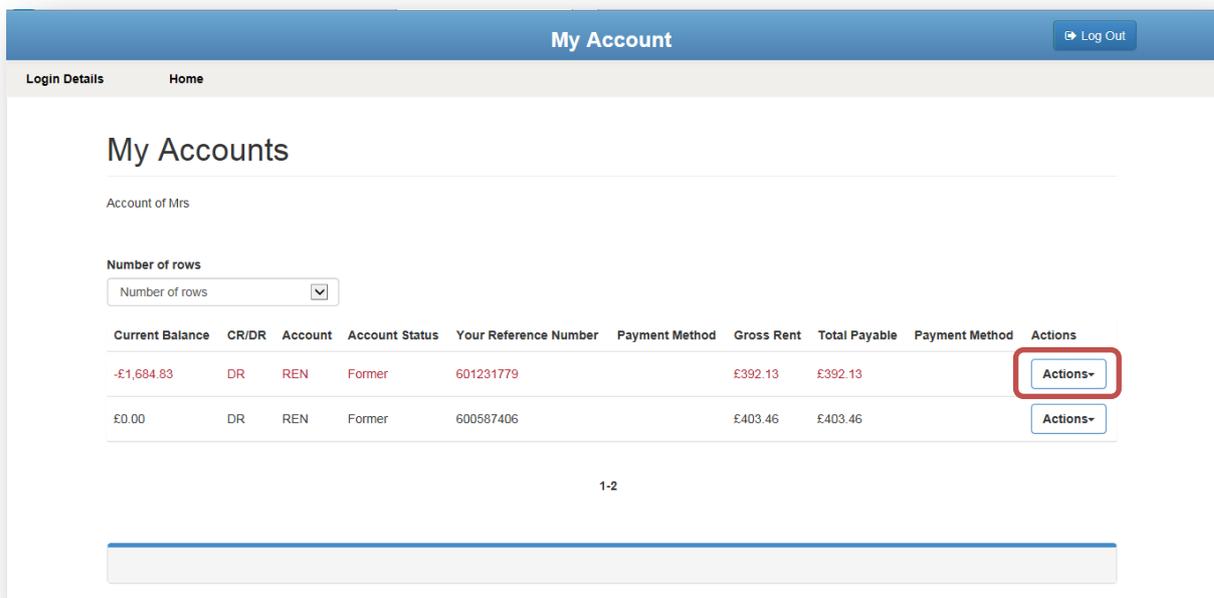
Viewing your statement online

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

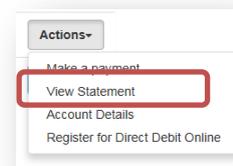
After successfully logging into **MyAccount** you will need to select the required service. In this case you would click the **My Accounts** button from the Home screen.



This will open the My Accounts 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 **View Statement** from the drop down menu.



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

My Account Log Out

Login Details Home

Account Statement

RENT ACCOUNT -£1,684.83
Balance

You can make a payment for this account using this button [Pay Now](#)

Sort and Filter View

Show Date From to Date To

Number of rows

Date	Transaction	Credit	Debit	Balance
28-SEP-2018	STANDARD DEBIT	-	392.13	-£1,684.83 IN ARREARS
01-JUL-2018	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	60.00		-£1,292.70

The information available on this screen is:

- 1 **Balance** will show the current balance of the account to the top right of the screen
- 2 **Date** will display the property address of this account
- 3 **Transaction** shows the type of transaction completed i.e. standard housing benefit or payment received from the account holder
- 4 **Credit** amount paid into the account
- 5 **Debit** the standard debit charge into the account
- 6 **Balance** the balance column shows a running total for the account

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 **View** button.

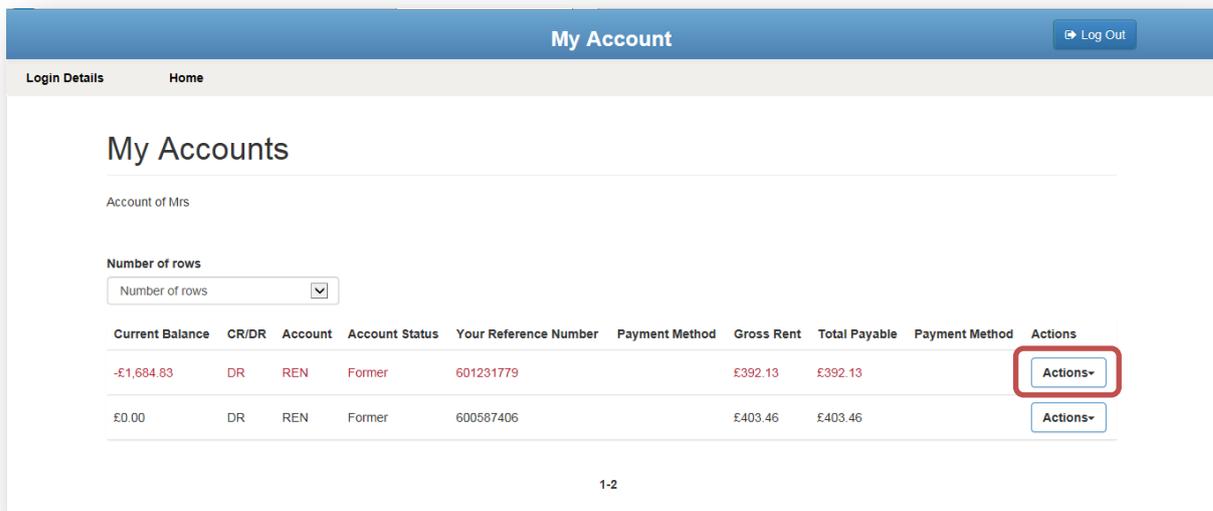
Sort and Filter View

Show Date From to Date To

Setting up a Direct Debit

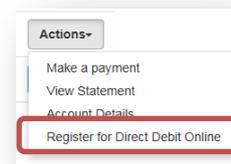
Direct Debit provides an easy way for you to pay your rent and service charge automatically each month. If your rent and service charge amount changes, your payment can be automatically updated without you having to do anything. We will always give you notice of any changes before they happen

Open your Account Overview Screen by clicking the **My 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.

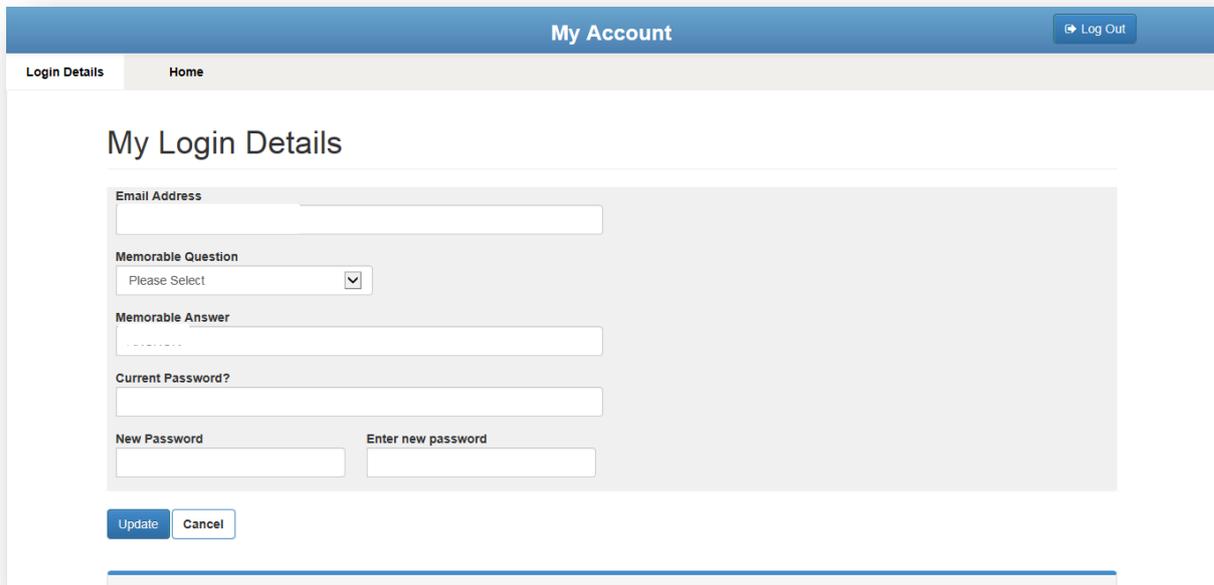
If you are already registered to pay by Direct Debit and wish to amend your Direct Debit please call us on **0800 731 2020**.



Updating MyAccount 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.

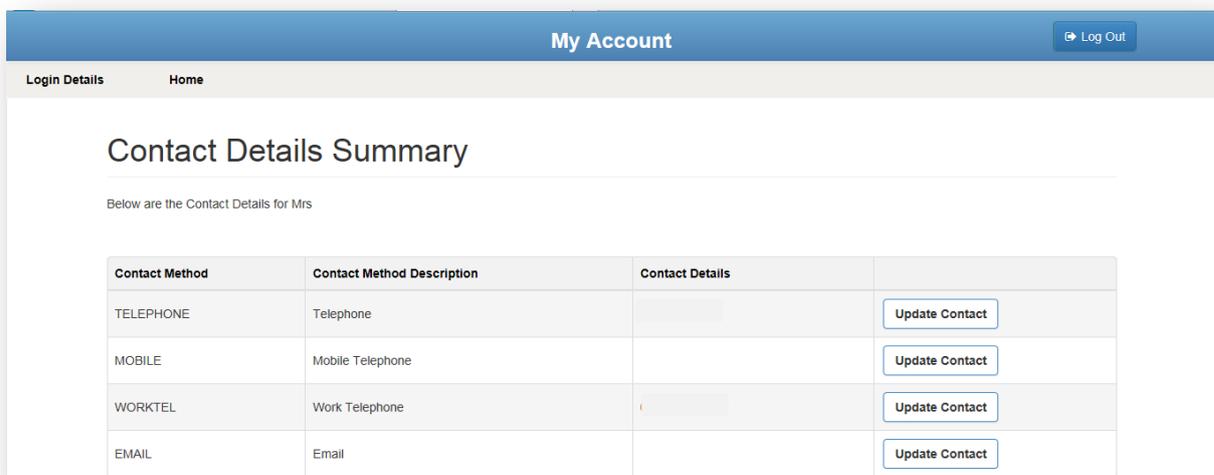
Login Details - here you can change the email address you use to log on, your password and memorable question.



The screenshot shows the 'My Account' interface with the 'Login Details' tab selected. The page title is 'My Login Details'. It contains several input fields: 'Email Address' (text input), 'Memorable Question' (dropdown menu with 'Please Select' and a downward arrow), 'Memorable Answer' (text input with a dotted line), 'Current Password?' (text input), and 'New Password' (two text inputs, one labeled 'Enter new password'). At the bottom, there are 'Update' and 'Cancel' buttons.

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

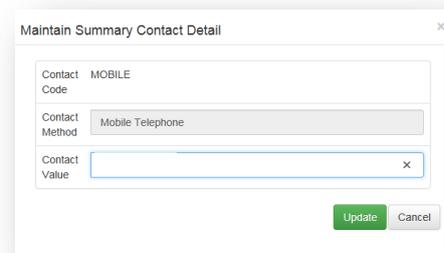
My Contact Details – here you can change your contact phone numbers and email addresses. From the Home screen click on the **My Contact Details** button.



The screenshot shows the 'My Account' interface with the 'Contact Details' tab selected. The page title is 'Contact Details Summary'. Below the title, it says 'Below are the Contact Details for Mrs'. There is a table with four columns: 'Contact Method', 'Contact Method Description', 'Contact Details', and an action column. Each row has an 'Update Contact' button.

Contact Method	Contact Method Description	Contact Details	
TELEPHONE	Telephone		Update Contact
MOBILE	Mobile Telephone		Update Contact
WORKTEL	Work Telephone		Update Contact
EMAIL	Email		Update Contact

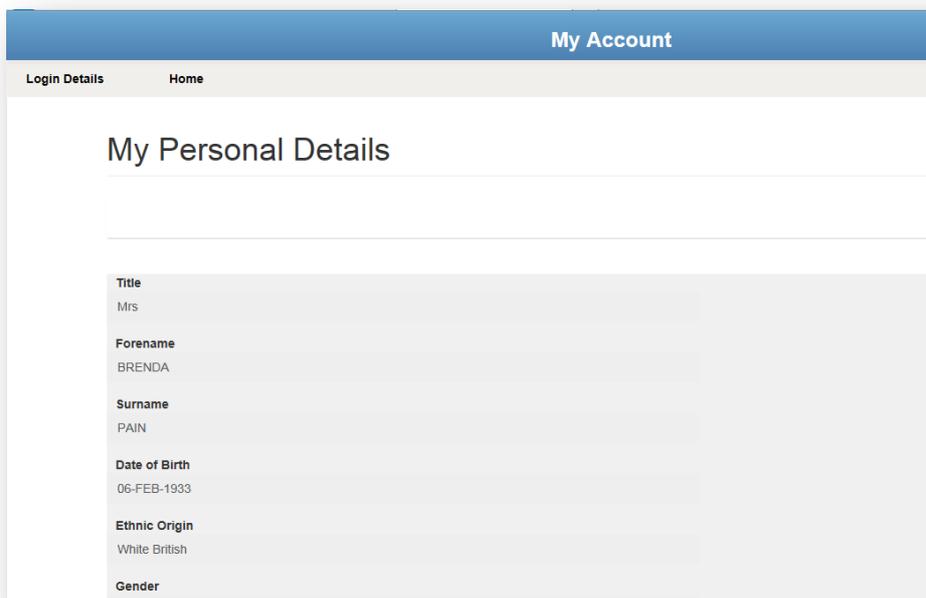
To change any of your contact detail, click on the **Update Contact** button next to the line that you want to change. Type in the correct information on the **Contact Value** box and click the **Update** button.



Maintain Summary Contact Detail

Contact Code	MOBILE
Contact Method	Mobile Telephone
Contact Value	<input type="text"/>

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



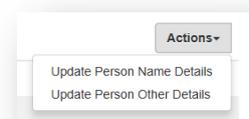
My Account

Login Details Home

My Personal Details

Title	Mrs
Forename	BRENDA
Surname	PAIN
Date of Birth	06-FEB-1933
Ethnic Origin	White British
Gender	

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



Actions

- Update Person Name Details
- Update Person Other Details

Making Online Payments

Making a payment couldn't be easier, form the **Accounts Statement** screen, and click the **Pay Now** button.

My Account Log Out

Home

Account Statement

RENT ACCOUNT -£1,684.83
Balance

You can make a payment for this account using this button **Pay Now**

Sort and Filter Show Date From Date To

All Transactions to

Number of rows

Date	Transaction	Credit	Debit	Balance
28-SEP-2018	STANDARD DEBIT	-	392.13	-£1,684.83 IN ARREARS
04-JUL-2018	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	50.00		-£1,292.70

On this page your PRN will be automatically populated and you will need to enter the amount you wish to pay and click the **Next** button.

anchor Home

Make your payment

Please enter your Payment Reference Number (PRN) Step 1 of 3

Payment Reference Number

PRN * 

19 digit number from your card or barcode

Amount * £

Items marked with * must be completed

Next

Need help?
For further help, you can contact our payment provider, allpay:
Email internetpayments@allpay.net
Call 0844 557 8320 *
Between 8:00am and 6:00pm, Monday to Friday.
** allpay Limited would like to make you aware that calls to this number will be charged at 7 pence per minute plus your phone company's access charge, which may vary depending on provider.*

Easy, fast 3 step process
Make a payment by just entering your PRN and payment card details here.

The next page will display a summary of your payment amount details and PRN. Please check the amount is correct and click **Next**. You can click the **Back** button if you wish to change the amount or click the **Cancel** button to end the online payment process.

Home

anchor

Make your payment

Please confirm the payment details Step 2 of 3

Payment Summary

Payment to	ANCHOR TRUST
PRN	982€
Amount	£100.00

[Back](#) [Next](#) [Cancel](#)

Need help?

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Email internetpayments@allpay.net

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Fully compliant with the Payment Card Industry Data Security Standard (PCI DSS)
[Privacy](#) [Terms](#) [Cookies](#)

On the last page you will need to enter the 16 digit number along the front of your payment card, the expiry date and the security code (the last 3 digits on the signature strip on the back of your card).

Please enter your name as it appears on the card in the **Cardholder Name** field and click the **Pay Now** button to complete your online payment.

Home

anchor

Make your payment

Please enter your payment details Step 3 of 3

Secured By 256bit SSL Cert

Card Number

Expiry(mm/yy) / Security Code

Cardholder Name

[PAY NOW](#)

Need help?

For further help, you can contact our payment provider, allpay:

Email internetpayments@allpay.net

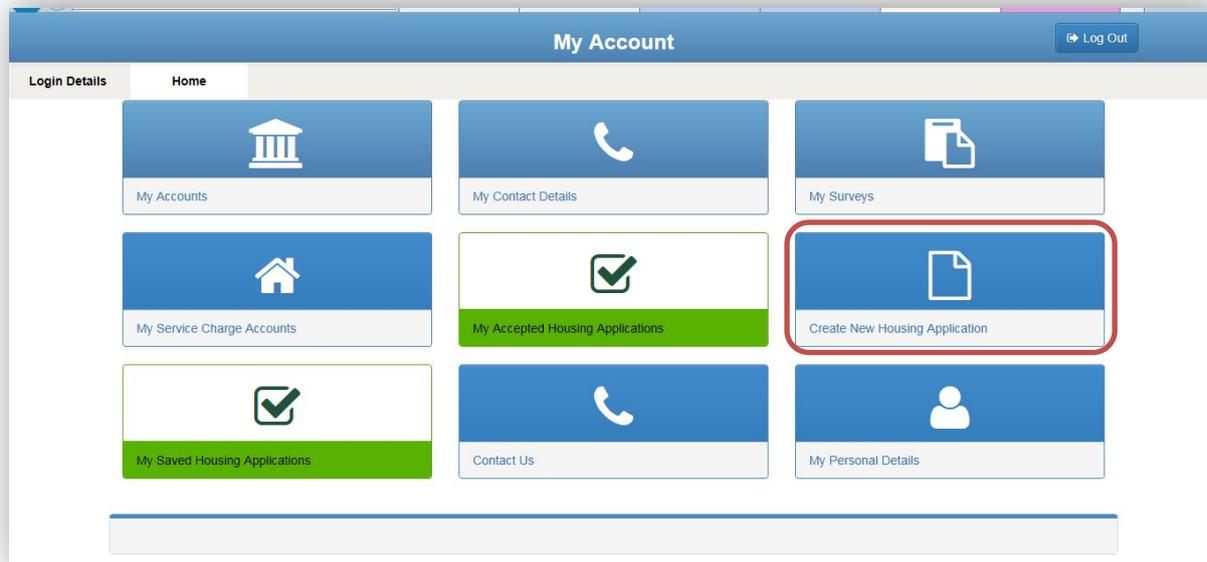
Call 0844 557 8320 *

Between 8:00am and 6:00pm, Monday to Friday.

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Housing Application Form

If you wish to apply to live in an Anchor 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 www.anchor.org.uk 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 **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