



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

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.

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

Viewing your statement online

One of the key benefits of MyAccount is it allows tenants to securely access information about their rent balance and payments (the same information currently provided on quarterly account statements).

We would encourage as many tenants as possible to access their details through MyAccount rather than receiving quarterly account statements. This will reduce the amount of paper used for printing and ensure tenants can always get up-to-date information about their latest balance and payment details.

After successfully logging into MyAccount you will need to select the required service. In this case you would click the orange highlighted link below Rental customers.

Rental Customers

Check your rental account balance and see a full statement of all your rent and service charge payments

[Register for an account / Login to your account >](#)



This will open the Your Account Overview 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.

The information available on this screen (image 1) is:

- 1 Current balance will show the current balance of the account
- 2 Account shows the account type
- 3 Account status will show this as a current or former account
- 4 Your reference number will show the unique reference number of this account
- 5 Account address will display the property address of this account
- 6 Payment method will display the payment method of the account
- 7 Monthly charges will show the current monthly charges applied to this account
- 8 Clicking on the 'View account statement' button provides detailed statements for the account

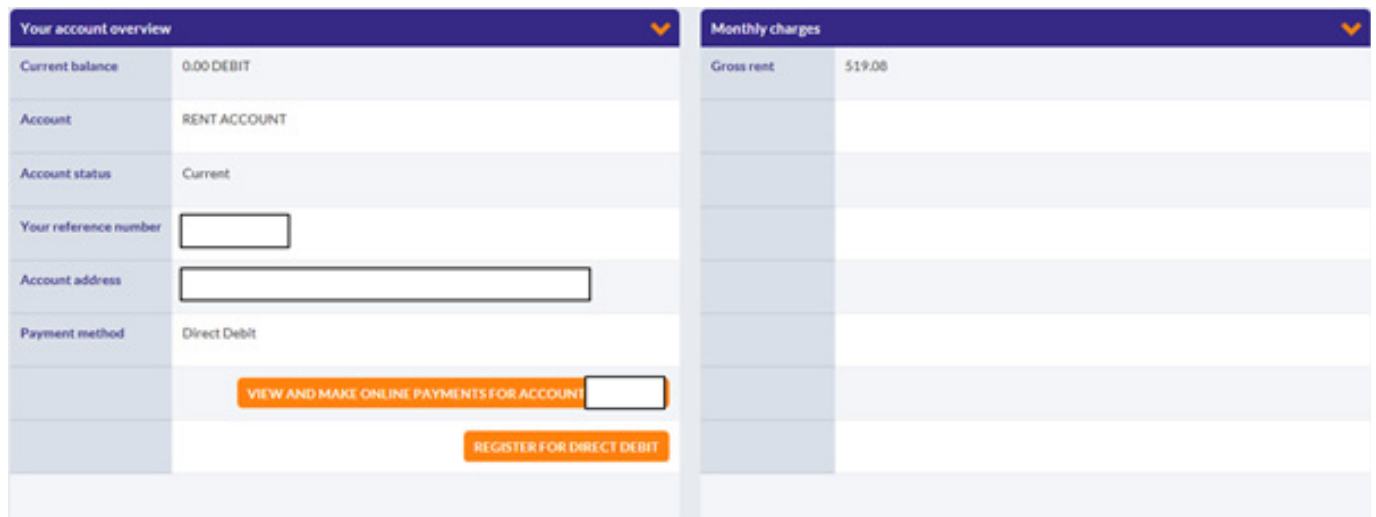


Image 1

Your account statement shows all transactions recorded on the account (Anchor's earliest records online start on the 1 April 2003) with the most recent transactions first. The list of transactions can be refined by selecting the calendar from and to dates and clicking search.

The information available on this screen (image 2) is:

- 1 The account information is displayed in the top section, this helps to ensure you are in the correct account where multiple accounts exist
- 2 **Search** from and to fields with the search button
- 3 **Date** is the date the transaction was recorded
- 4 **Transaction** is the transaction description
- 5 **Sub type** is the transaction sub type description
- 6 **Credit** is any payments that are credited to the account
- 7 **Debit** are any charges debited from the account (e.g. monthly charges)
- 8 **Balance** is the running balance of the account



Your account overview							
Account	RENT ACCOUNT	Your reference number		Balance	288.56 DEBIT	Payment method	New swipe card to be sent to tenant
From (DD/MM/YYYY)		<input type="text"/>	<input type="text"/>	To (DD/MM/YYYY)		<input type="text"/>	<input type="button" value="SEARCH"/>
Date	Transaction	Credit	Debit	Balance			
28/04/2017	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	50.00		288.56	DEBIT		
01/05/2017	STANDARD DEBIT		557.09	338.56	DEBIT		
27/04/2017	STANDARD HOUSING BENEFIT	455.64		218.53	CREDIT		
31/03/2017	STANDARD HOUSING BENEFIT	455.64		237.11	DEBIT		
31/03/2017	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	50.00		692.75	DEBIT		
01/04/2017	STANDARD DEBIT		557.09	742.75	DEBIT		
27/03/2017	STANDARD HOUSING BENEFIT	455.64		185.66	DEBIT		

Image 2

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/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.

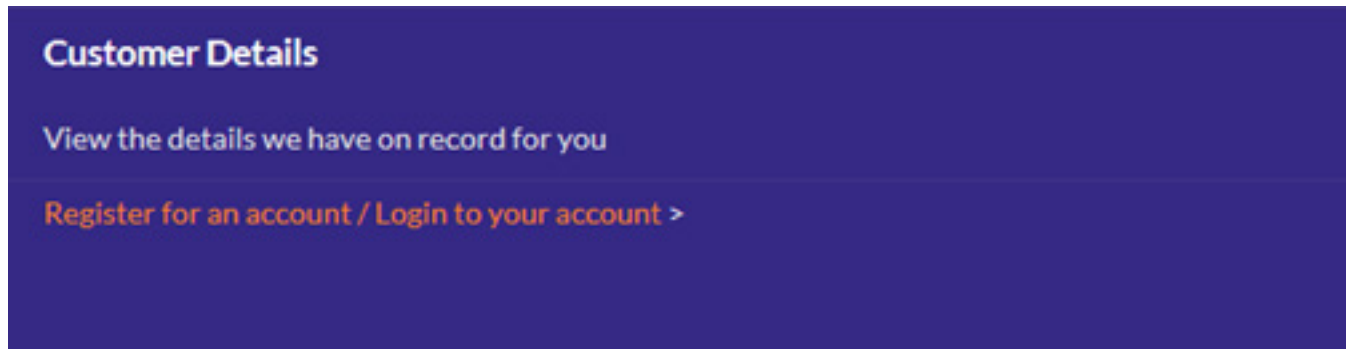
Setting up a Direct Debit couldn't be easier. Click on the 'Register for Direct Debit' button and follow the instruction to fill in your bank account details. If you are already registered to pay by Direct Debit and wish to amend your Direct Debit please call us on 0800 731 2020.

Your account overview		Monthly charges	
Current balance	0.00 DEBIT	Gross rent	519.08
Account	RENT ACCOUNT		
Account status	Current		
Your reference number	<input type="text"/>		
Account address	<input type="text"/>		
Payment method	Direct Debit		
	<input type="button" value="VIEW AND MAKE ONLINE PAYMENTS FOR ACCOUNT"/>		
	<input type="button" value="REGISTER FOR DIRECT DEBIT"/>		



Update my **details**

The Customer Details section allows you to view and update your personal details with any changes to your circumstances. You can update members of the household and also view any current applications you have with us.



The information available on this screen (image 3) is:

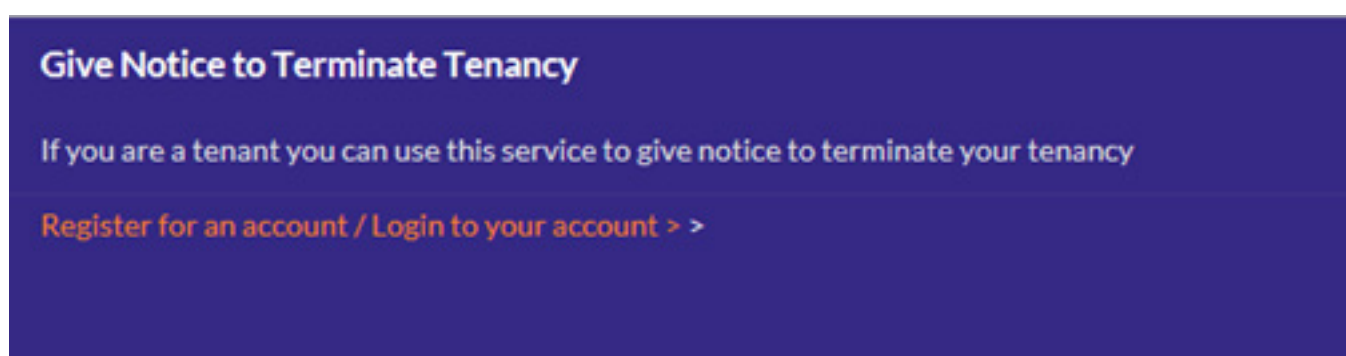
- 1 Your main account details.
- 2 Your contact information
- 3 Other details about you
- 4 Open applications (should you have any)
- 5 Correspondence address
- 6 Any people associated with your household or tenancy.

Contact Details			
Contact Type	Valid From	Contact Information	
Email	11/11/2013	<input type="text"/>	DELETE CONTACT
Mobile	27/11/2008	<input type="text"/>	DELETE CONTACT
Telephone	14/08/2008	<input type="text"/>	DELETE CONTACT
ADD NEW CONTACT			

Image 3

You can use the orange buttons to amend any section you require. Some changes may require you to submit further evidence to verify the change – if you do, we will follow up with an email to your registered email address and explain exactly what you need to provide.

Giving notice to terminate tenancy





In this section you can provide your notice to leave Anchor. You must give at least one month's notice.

1. **Expected Tenancy End Date** is the date which you have chosen to vacate the property.

You may be required to provide a signed form to complete your notice. If you do we will be in touch to let you know.

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 [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 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@anchor.org.uk