



MyAccount rental guide



Happy living for the years ahead



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What is **MyAccount**?

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

Rental customers – online statements

One of the key benefits of **MyAccount** is it allows our rental customers 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 blue 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 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](#) for provides a detailed statements for the account

The screenshot shows two side-by-side panels. The left panel, titled 'Your account overview', contains a table with the following information:

Current balance	130.00 DEBIT
Account	RENT ACCOUNT
Account status	Current
Your reference number	<input type="text"/>
Account address	<input type="text"/>
Payment method	Direct Debit
	View account statement for <input type="text"/>

The right panel, titled 'Monthly charges', contains a table with the following information:

Gross rent	492.30

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 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	Payment Reference	<input type="text"/>	Balance	130.00 DEBIT	Payment Method	Direct Debit
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From (DD/MM/YYYY) To (DD/MM/YYYY)

Date	Transaction	SubType	Credit	Debit	Balance	
06/06/2014	MANUAL ADJUSTMENT	Refund Adjustment	1.08		130.00	DEBIT
01/03/2014	STANDARD DEBIT			486.93	131.08	DEBIT
01/03/2014	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	Direct Debit Payment	60.92		355.85	CREDIT
24/02/2014	STANDARD HOUSING BENEFIT	BACS payment - HBS	393.24		294.93	CREDIT
01/02/2014	STANDARD DEBIT			486.93	98.31	DEBIT
01/02/2014	PAYMENT RECEIVED FROM THE ACCOUNT HOLDER	Direct Debit Payment	60.92		388.62	CREDIT
27/01/2014	STANDARD HOUSING BENEFIT	BACS payment - HBS	393.24		327.70	CREDIT

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 **0808 231 3909**. 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 **0808 231 3909** Monday to Friday, 9am to 5pm or email us at contact@anchor.org.uk