



# MyAccount full guide



**Happy living** for the years ahead

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### 1. What is **MyAccount**?

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

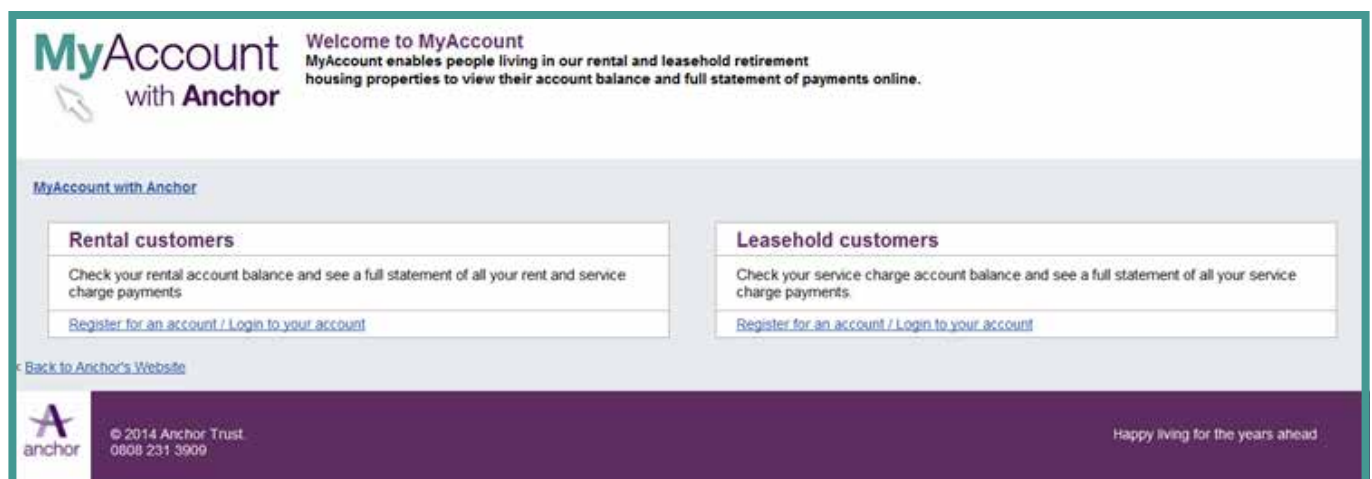
In the future we will look to expand **MyAccount** to enable customers to complete a variety of tasks including repair requests and online surveys.

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](http://www.anchor.org.uk)).

### 2. How to register for **MyAccount**

To register for **MyAccount** you must first select which service you require from the main page by clicking one of the links highlighted in blue.



**MyAccount with Anchor**

Welcome to MyAccount  
MyAccount enables people living in our rental and leasehold retirement housing properties to view their account balance and full statement of payments online.

[MyAccount with Anchor](#)

<p><b>Rental customers</b></p> <p>Check your rental account balance and see a full statement of all your rent and service charge payments</p> <p><a href="#">Register for an account / Login to your account</a></p>	<p><b>Leasehold customers</b></p> <p>Check your service charge account balance and see a full statement of all your service charge payments.</p> <p><a href="#">Register for an account / Login to your account</a></p>
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[Back to Anchor's Website](#)

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This will launch the log in screen (as below)

Click on the [Register for an account](#) link

The registration screen will open, and you'll need to enter different pieces of personal information. This includes surname, date of birth, a unique reference number, email address and a telephone number.

**Note:** you can only register for an account if you provide a valid email address. We will send your username and password by email.

- 1 Enter your **surname**
- 2 Enter your **date of birth**. Click on the calendar drop down button to the right of this section to open an online calendar. This ensures that dates are entered into the system correctly.
- 3 Enter the **unique reference number** which can be either your tenancy reference (which can be found on your tenancy agreement) or your payment reference number (which can be found on your most recent rent statement). You can also use you're person reference (customer number) or application reference.

- 4 Enter a **valid email address**. Anchor will use this email address to send your username and password, this will also be used if you forget your password and need to use the forgotten password function in **MyAccount**
- 5 Enter a **telephone number**
- 6 For **registration contact method**, please select email. This will allow Anchor to email your username and password to you
- 7 Click [Register](#) in the bottom right hand corner

If you have entered the information correctly, registration will be automatic and emails containing user details will be sent separately to the email address you have provided. These emails are sent instantly, but you'll need to allow a reasonable amount of time for these emails to be received by your email provider.

If any of the details entered do not match the records held by Anchor then an error message will be displayed, stating "Unable to uniquely identify you from the details given". Please try again. If too many unsuccessful attempts are made the site will close. If this happens, please contact Anchor's Customer Centre on **0808 231 3909** for further assistance.

### 3. Logging on – using MyAccount for the first time

You should have received your username and password emails after completing registration, once you have these details you will then be able to login to **MyAccount**.

Select the service you require by clicking the link highlighted in blue and proceed to enter your username and password, once you click login, which is located in the bottom right hand corner, you will be able to:

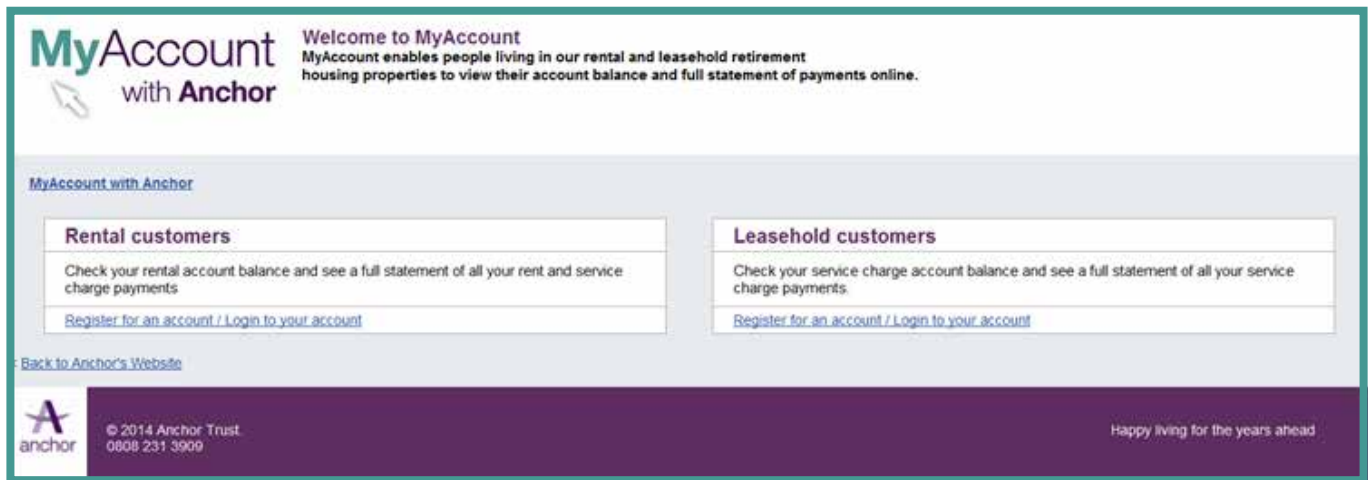
- 1 Choose a new username (this should be something unique and memorable)
- 2 Re-enter the current password and choose a new one (this must be at least 6 characters and contain at least one number and one uppercase character for example Anch0r)
- 3 Type a memorable question and answer. This provides extra security for users.
- 4 Click the **Login** button (bottom right hand corner)

The screenshot shows a 'Login' registration form with the following fields and labels:

- \* Default username: 316213
- \* Choose a new username: 316213
- \* Re-enter current password: [Empty field]
- \* Choose a new password: [Empty field]
- \* Re-type new password: [Empty field]
- \* Type in a memorable question (you will be asked for the answer whenever you log in): [Empty field]
- \* Type in the answer to your memorable question: [Empty field]

Buttons: 'Cancel' (bottom left) and 'Login' (bottom right).

This will return you to the **MyAccount** home page. You can tell that you are logged in as in the top right hand corner you will see two new buttons Your settings and Log off.

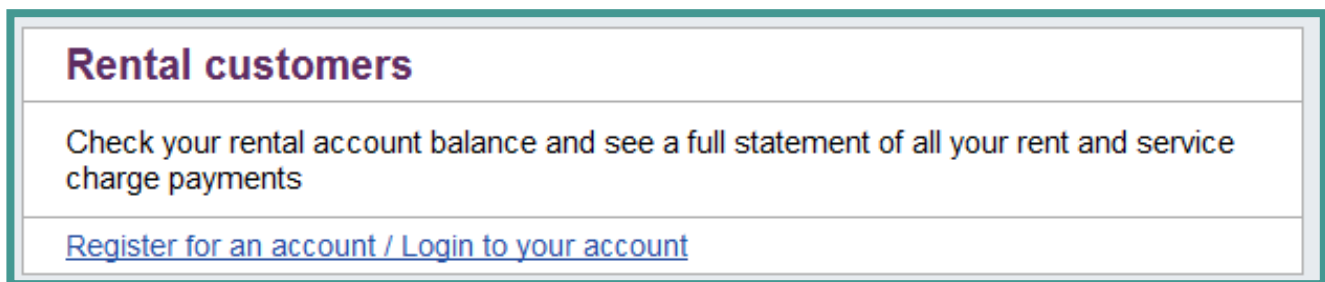


## 4. Rental customers – online statements

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.



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

**Your account overview**

Current balance	130.00 DEBIT
Account	RENT ACCOUNT
Account status	Current
Your reference number	<input type="text"/>
Account address	<input style="width: 100%;" type="text"/>
Payment method	Direct Debit
	<a href="#">View account statement for</a> <input type="text"/>

**Monthly charges**

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

## 5. Leasehold customers – online statements

One of the key benefits of **MyAccount** is it allows leasehold customers to securely access information about their service charge account including balances and payments. This is the first time that leasehold customers have had access to their accounts and MyAccount ensures that leasehold customers 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 blue highlighted link below Leasehold customers.

**Leasehold customers**

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

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[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 **Payment reference** will show the unique reference number of this account
- 2 **Account address** will display the property address of this account
- 3 **Account type** shows the account type
- 4 **Account start date** indicates the date that the account starts
- 5 **Current account balance** will show the current balance of the account
- 6 **Account status** will show this as a current or former account
- 7 **Payment method** will display the payment method of the account
- 8 Clicking on the [Click here for further details](#) takes you to your account service charges page

**Leasehold customers**

<b>Payment Reference</b>	<input type="text"/>
<b>Account Address</b>	<input type="text"/>
<b>Account Type</b>	LEASEHOLD SERVICE CHARGE ACCOUNT
<b>Account Start Date</b>	01/02/2011
<b>Current Account Balance</b>	152.09 DR
<b>Account Status</b>	Current
<b>Payment Method</b>	Standing Order
<a href="#">Click here for further details</a>	



The account service charge screen displays the charges that have been applied to this account and the periods that the charges applied from and to. The first section is the account information – this helps to ensure you are in the correct account where multiple accounts exist.

The information available on this screen is:

- 1 **Payment reference** shows the unique reference number of this account
- 2 **Account type** shows the account type
- 3 **Current account balance** will show the current balance of the account
- 4 **Payment method** will display the payment method of the account

**Account Service Charges**

Payment Reference

Account Type: LEASEHOLD SERVICE CHARGE ACCOUNT

Current Account Balance: 152.09 DR

Payment Method: Standing Order

The next section is a history of the charges that have applied to this account. The current or most recent is always at the top.

The information available on this screen is:

- 1 Search **from** and search **to** with the search button
- 2 **Service** is a description of the service applied to the account
- 3 **Start date** is the date the service is charged from
- 4 **End date** is the date the service is charged to
- 5 **Monthly charge** is the monthly cost of this service
- 6 Clicking on [Go to account statement](#) provides a detailed statements for the account

From (DD/MM/YYYY)   To (DD/MM/YYYY)

Service	Start Date	End Date	Monthly Charge
Service Charges (not Supported) / GMS March Year End	01/04/2014	31/03/2015	154.59
Service Charges (not Supported) / GMS March Year End	01/04/2013	31/03/2014	152.09
Service Charges (not Supported) / GMS March Year End	01/04/2012	31/03/2013	147.45
Service Charges (not Supported) / GMS March Year End	01/04/2011	31/03/2012	131.84
Service Charges Supporting People / GMS March Year End	01/04/2011	31/03/2012	9.39
Service Charges Supporting People / GMS March Year End	01/02/2011	31/03/2011	8.50
Service Charges (not Supported) / GMS March Year End	01/02/2011	31/03/2011	132.73

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Your account statement shows all transactions recorded on the account (Anchor's earliest records 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.
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- 7 **Debit** is any charges debited from the account (e.g. monthly charges)
- 8 **Balance** is the running balance of the account

## 6. 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.

## 7. 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

## 8. 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](mailto:contact@anchor.org.uk)