

# General

## What is 'My Account' ?

This service enables you to:

- ▲ view details of your tenancy,
- ▲ view and print your rent statement,
- ▲ pay your rent,
- ▲ change your contact details.

The service is secure and free to use and only takes a minute to set up.

## Can I perform a transaction at anytime of the day or night?

The service is available anytime day or night. Occasionally our web-site may undergo maintenance which may mean the service is suspended temporarily. Any transactions will show immediately, there is no waiting period.

## Who do I contact if I am having difficulties with entering information on 'My Account' ?

Please read through our frequently asked questions and you may find your answer. Alternatively customer services team are available on 0845 155 1486 Monday to Friday 7am to 8pm and Saturday 8am – 12pm.

## Is the service secure?

The service uses internet standard for secure communications. This means that when you are logged into the portal all your communication is encrypted so that no-one can compromise your account or your debit card details. This is the same technology the banks and all your favourite on-line retailers use.

## Can I still use the service if I leave Home?

Once registered you will be able to access 'My Account' even if you move out of your property. This will let you review previous rent statements and pay any outstanding arrears.

## Can I still use this service if I don't have an email address?

To use 'My Account' you will need a valid email address.

## How do I get an email address?

The easiest way to create your email account and get your first email address is to use a *free online service*.

There are four major online email account providers - Gmail (run by Google), Windows Live Hotmail (owned by Microsoft), AOL and Yahoo! Mail. You have the choice to pick one you like.

Remember When you create an email account you get an email address to which people can send email to you. Each email address is unique which means *no two people in the world can have the same email address*. Just like

your postal address, which is one of a kind, your email address belongs only to you.

Gmail - [mail.google.com](mailto:mail.google.com)

Windows Live Hotmail – [www.hotmail.com](http://www.hotmail.com)

AOL - [www.aol.co.uk/](http://www.aol.co.uk/)

Yahoo! Mail - <http://uk.yahoo.com/>

### **What type of card can I pay my rent with?**

At the moment the service allows you to pay with a debit card only. This is currently under review to allow additional types of cards. There is also no transaction fee for using your debit card to pay your rent through the Web Self Serve.

### **How do I start to use it?**

The service is free and secure to use and to start using all you need to do is register which only takes a minute.

You will need your tenancy reference number and a valid email address. Your tenancy reference can be found on your tenancy agreement.

## **Registration**

### **What is a Tenancy agreement number and where can I find it?**

A Tenancy agreement number is a unique number assigned to you when you joined home group. This can be found on your tenancy agreement. If you can't find your tenancy reference number you can contact us on 0845 155 1486 Monday to Friday 7am to 8pm and Saturday 8am – 12pm.

### **I have a joint tenancy, who should register?**

Both tenants will be able to log in and use web self serve.

### **What should I choose as my username and password?**

Select your user name and password carefully, just as you would when signing up for any other service. Keep in mind that your user name is case sensitive (*USER* and *user*, for example, are considered different names), and choose a password that's easy for you to remember but difficult for a stranger to guess. And be sure to make a note of your selections: You'll need this user name and password when you're ready to sign in to web self serve.

Remember your username must have at least 6, but no more than 30 letters and have at least one number. Passwords must contain at least 8, but no more than 20 letters and have at least one number.

### **Can I change my password and username at a later stage?**

You will be able to change your password anytime from the left hand menu, once you activate web self serve.

### **What happens if I forget my username or password?**

Don't worry if you forget your password. You can re-register in 3 easy steps and choose a new username and/or password. Home Group has no access to your registration, username or password details.

### **Will my username or password expire?**

Your details will not automatically expire but you can change them at any time by re-registering.

### **I have put all my details in but it will not let me register?**

Double check to make sure the spelling and the right number of letters has been used for your username and password. If no error box is showing and you still are unable to register please call us on 0845 155 1486 Monday to Friday 7am to 8pm and Saturday 8am – 12pm

### **How do I activate my account?**

Once you have registered you will receive an email with a link that will activate your web self serve. Simply log into your email account and click the link to begin.

### **What if I have not received an email?**

Always check your 'spam' folder as this will be the first email we have sent you. If you still have not received an email, re-register double checking the spelling of your email address.

## **Registered User**

### **Once registered how do I log in the next time?**

To log in use the links below:

Customers [click here](#)

Clients [click here](#)

### **What if I did not log in the time it is showing on my front screen?**

If you feel your security details may have been accessed please re-register choosing a new username and password. If you decide to re-register then all previous accounts will be deleted to prevent further access.

### **What if my personal details are incorrect?**

You are able to amend your email and telephone numbers on 'My Account' . If any other details are incorrect please call us on 0845 155 1486 Monday to Friday 7am to 8pm and Saturday 8am – 12pm

## **Rent**

### **What does “CR” and “DR” mean?**

If the '**Balance**' shows as a **credit**, this means there will be 'CR' immediately after your final balance. If you have 'DR' immediately after your final balance you will need to make arrangements with Home to clear your arrears. Please contact your local office to avoid debt recovery action being taken against you.

### **If the balance is wrong what do I do?**

If you are in receipt of housing benefit, payments are paid monthly. Check when a payment was last made. If you have concerns of missing payments or would like support understanding your rent statement please call us on 0845 155 1486 Monday to Friday 9am to 5pm.

### **How far back can I get my rent statements?**

Statements can be generated from the start of your tenancy.

### **Can I print my rent statement?**

After you have selected the dates you require there is an option to be able to print your rent statement.

### **What kind of card can I use to pay with?**

At the moment the service allows you to pay with a debit card only. This is currently under review to allow additional types of cards. There is also no transaction fee for using your debit card to pay your rent through the Web Self Serve.

### **What is an authorisation code?**

An authorisation code is your reference number which confirms you have made a payment. It would always be advisable to write this down for your own records.

### **Do I get a receipt and can I print it?**

Once your payment has been authorised it will appear immediately on your rent statement and you will also receive email confirmation. You can print your

email as confirmation of payment which is your receipt. This will also have the authorisation code on.

**If I have paid the wrong amount what should I do?**

If you have underpaid you can then make an additional payment using 'My Account' for difference. If you have over paid you have the option to leave this on your account and can be used for future rent. If you require a refund please call us on 0845 155 1486 Monday to Friday 7am to 8pm and Saturday 8am – 12pm

**What if my payment has been declined?**

Please check with your bank.