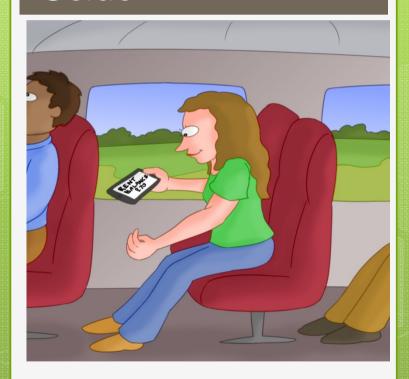
Did you know you can log onto MyHomeOnline and do the following:-

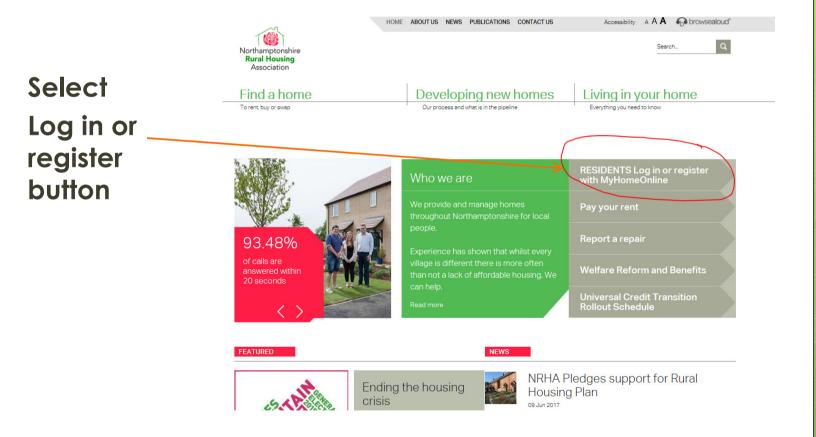
- Check your rent balance
- Check we have received your payment
- Make a payment
- \* Report a repair (Not an emergency repair)
- Check we have processed your repair
- Amend your Personal Details, telephone numbers etc
- Add/delete Household Members (not Names on the Tenancy)
- Send us a message

## My Home Online Residents' Portal Sign Up and User Guide



Northamptonshire Rural Housing Association

## Go to: www.northamptonshirerha.org.uk



## Register with My Home Online

## Select Register

Select
Yes from the drop down menu

Current Tenancy Number can be found on your recent Statement/Swipe Card or call the Association on 0300 1234 009

Complete the details and Click Register —



Welcome to myhomeonline:





This service is available to all residents including garage tenants.

Enter your registration details below and click the "Register" button. Your details will then be validated by a member of our Customer Service Team by the end of the next working day. Until then you can login but you won't have full access.

Once we've validated your account:

- You will be sent a verification code by email use this after logging in to gain full access
- · You will have access to a history of your repairs, your rent account and your personal information
- · For security reason you will also receive a letter through the post to confirm your registration

If you are a tenant of emh homes then for the question 'Are you know to the organisation?' please answer Yes.





This service is available to all residents including garage tenants.

Enter your registration details below and click the "Register" button. Your details will then be validated by a member of our Customer Service Team by the end of the next working day. Until then you can login but you won't have full access.

Once we've validated your account:

- You will be sent a verification code by email use this after logging in to gain full access
- You will have access to a history of your repairs, your rent account and your personal information
- For security reason you will also receive a letter through the post to confirm your registration

If you are a tenant of emh homes then for the question 'Are you know to the organisation?' please answer Yes.



- Your Registration will be approved by the Association and notification of this will be sent to you by email and in the post.
- When we have confirmed your registration you will be provided with log in details.
- Once you have registered, you can log on 24/7 via our website and access the following functionalities:-

What you can do when registered...



Update your personal details

Update your household details

Check Your Rent Account

Make a rent payment

What you can do when registered... Report a repair Check your Repair history Add a correspondence Send us a address message View your messages If you have any problems And lots call 0300 1234 more..... 009 and we can register you