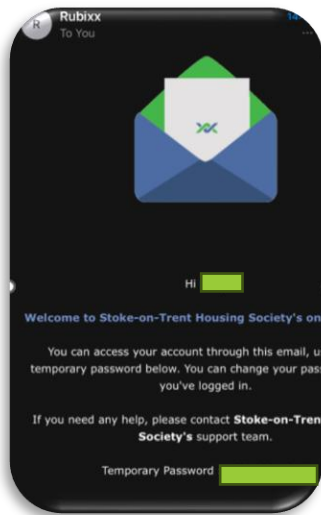




A GUIDE TO MY ACCOUNT

HOW TO SIGN UP AND LOG INTO MY ACCOUNT

SIGN UP



Contact Stoke-on-Trent Housing Society on **01782 968566** to request access to your **My Account**.

You will then receive an Email from Rubixx inviting you to join the online portal.

Click the link in the email to access the online portal - The email will provide you with a temporary password and you will be able to change this as you register.

Please note the temporary password is only valid for 24 hours.

Once you have completed this registration you will then be able to log into the portal to view your My Account.

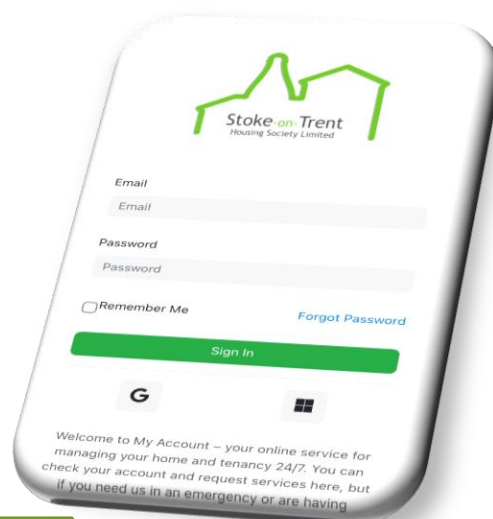
Log in

Once registered you can log into your account from the email invitation you initially received or by clicking the My Account log in tab on our website (see below link):



[Welcome - Stoke-on-Trent Housing Society](#)

This will take you to the log in page.



There are 5 different sections of My Account and the Menu is on the left-hand side of the

UPDATING YOUR DETAILS

portal.

You can complete the below actions in the **ME** section of your account:



- Update your email address
- Reset your password
- Update your National Insurance Number
- Update your contact details
- Add information about you and your circumstances
- Report a repair

Update your email

Click the Update Email button – enter your new email address and click Save.

Reset password

Clicking this will send a reset password email to your email address, where you will be able to click the link to reset your password.

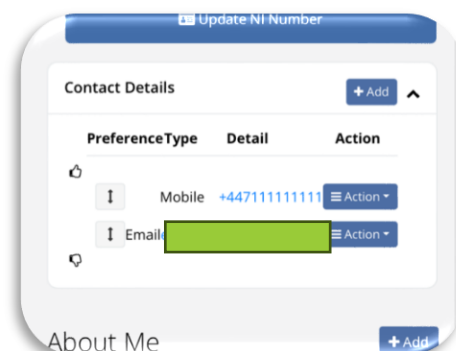
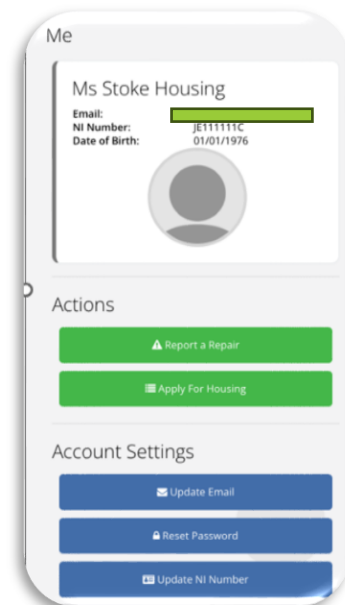
Update your National Insurance Number

Click the Update NI Number button, enter your NI number and click Save.

Update your contact details

If you wish to add contact details, click the Add button or click the Action and Edit to update your details or Action and Remove if the details are no longer in use.

You can also use the Thumbs up and down buttons to put the contact methods in order of preference.



Adding information about yourself and your circumstances

In the About Me section you can add important information about yourself and your circumstances or update any information we have that may be incorrect.

This includes:

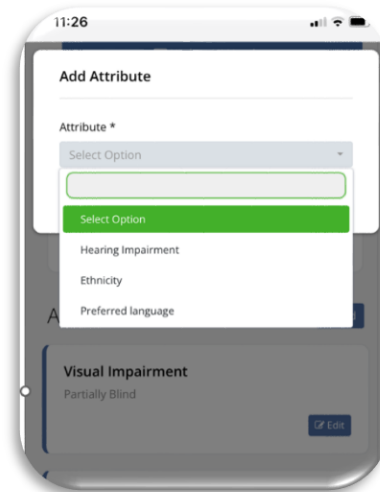
Visual or Hearing Impairments

Disabilities

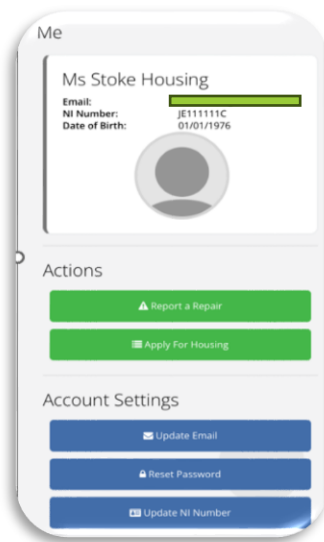
Ethnicity

Preferred language.

Click Add and select the attribute from the drop-down list to update or click Edit to amend the information already held.



Report a Repair

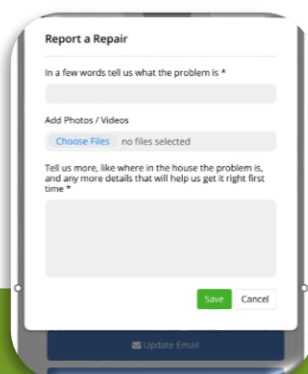


Under the Actions Section – click the Report a Repair button.

A pop-up box will appear, where you can provide details of the repair and also upload any supporting photos/videos.

Important: Please don't report Emergency Repairs via My Account, always call 01782 968566 (option 1) to report these.

When you have saved the details of the repair, you will receive a Success notification.



The details of your repair will then come to our Property Team for processing, and they will be in touch to confirm what happens next.

You can also view the status of your Repair request in the Repairs section of My Account.

VIEWING YOUR RENT ACCOUNT AND PAYING YOUR RENT



Under the **OCCUPANCY** section of My Account you can view your rent balance and statement and also any Recharge and Court Cost balances and statements (if applicable).

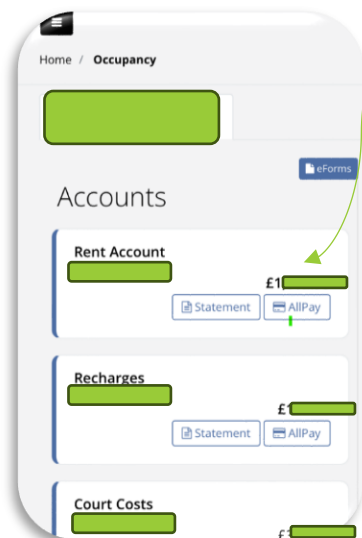
The balance of each account will show on the main screen.

Rent Statement

You can view a statement of account by clicking Statement, this will open the statement in a separate window, and you can also print the statement (if you have print facility).

Paying your Rent via AllPay

If you would like to pay your rent via AllPay you can click the AllPay button, this will take you to the Allpay website where you can make an online payment.

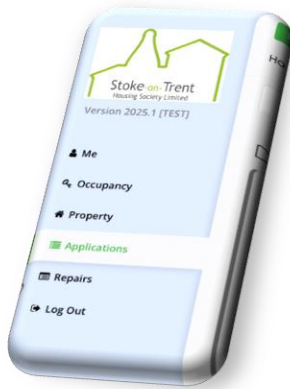


PROPERTY INFORMATION

The **PROPERTY** section of My Account shows your current property Information, including address details, type of property, floor level and number of bedrooms.



APPLICATIONS



The **APPLICATIONS** section of My Account shows any open housing applications that you have. You can also upload any supporting documents to your Housing application here.

If you need to update your Housing Application, please contact us. Applications can't be amended via My Account.

Please note: If you are a current tenant and feel you have a need to move to another Society property, please get in touch with the Housing Team before completing a Housing Application on My Account, as we will need to check that you are eligible for an internal transfer and the reasons for this.

If you would like to discuss this in more detail or find out more information, please call 01782 968566 (option 2)

REPAIRS

The **REPAIRS** section of My Account allows you to view a list of any open repairs you may have and view any repair requests that you have made via My Account.

As soon as you log a repair it will show in this section.

Open Repairs – this will show repairs that have been raised to our contractors and who the contractor is. It will also give the date that the repair is due to be completed.

Repair Requests – here you can view the Repair requests that you have made via My Account. It will show the status and whether the repair has been accepted, is open, cancelled or declined.

You can also cancel a repair request if the repair is no longer required by clicking the red cancel button.

