

My Online Account



We've set up a quick, easy and secure way for you to view your rent account with Howard Cottage. It's called My Online Account. You can also use it to track the progress of any recent repairs that you've asked for and to view the personal data that we hold about you.

Once you've registered for My Online Account, you can access it on our website (www.howard-cottage.co.uk) at any time of the day or night.



How to register

1. Click on the My Online Account icon on the home page.

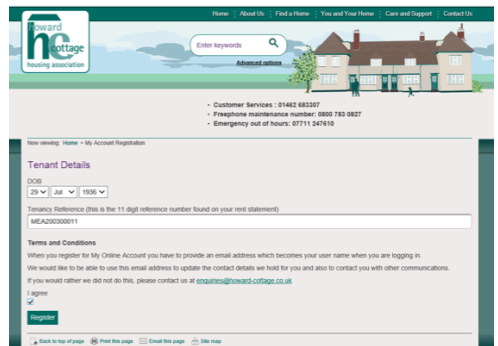


2. You should now be on the login/registration page. Click on the phrase 'CLICK HERE TO REGISTER'.



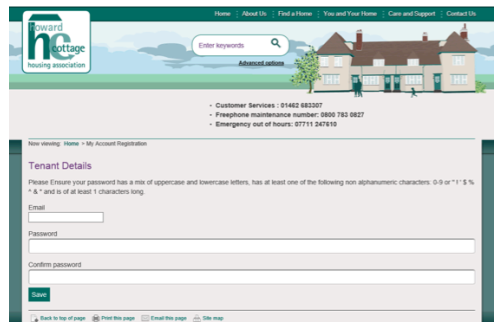
3. You should now be on the Tenant Details page. Here's what you need to do:

- Add your date of birth
- Add your tenancy reference number (which can be found on the tenancy agreement and your rent increase letter)
- Check that you're happy with the terms and conditions, then click on 'I agree'
- Click on 'Register'.

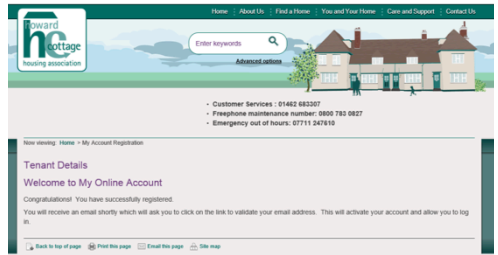


4. You should now be on the second Tenant Details page. Here's what to do next:

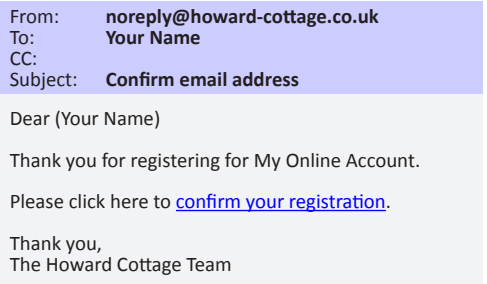
- Add your email address – we'll keep it safe and we may use it to contact you occasionally about things that are relevant to you as a Howard Cottage resident
- Create your password
- Click on 'Register'.



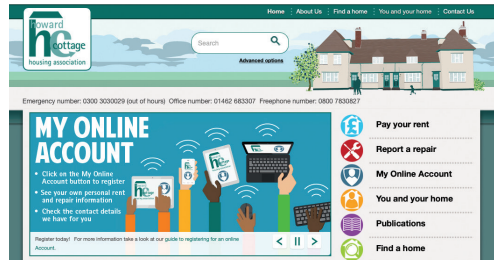
5. You should now be on the Welcome page. There's just one more thing you need to do...



6. Have a look at your emails – you'll have one in your inbox from noreply@howard-cottage.co.uk.
- Click on the 'confirm your registration' link to activate My Online Account.



7. You should now be back on our website on the Home Page – there'll be a line of text below the main photograph, stating that your email address has been confirmed.



8. You're fully registered, so click on the My Online Account icon and start exploring!



If you have any difficulties registering for My Online Account, please give us a quick call on 01462 683307. Or send us an email (enquiries@howard-cottage.co.uk).



Contact details

Howard Cottage Housing Association

Pioneer House

Norton Way South

Letchworth Garden City

Hertfordshire SG6 1NY

Telephone: 01462 683307

www.howard-cottage.co.uk

A charitable housing association



business for neighbourhoods

This leaflet can be made available in large print, audio, Braille and other languages.