

Where to find your online rent account

Habinteg's online rent account can be accessed via our usual website, in a number of ways.

There is a quicklink on the homepage in the left hand column. [1]

Within 'Services for Tenants', and then our online rent account link in the left hand column. [2]

Alternatively, type the web address directly: www.habinteg.org.uk/rentportal. [3]

The screenshot shows the Habinteg website homepage. The browser address bar at the top left is circled in red and labeled with a red box containing the number '3'. On the left-hand side, a vertical menu is circled in red and labeled with a red box containing the number '1'. The menu items are: Pay your rent, Becoming a tenant, Report a repair, Report anti-social behaviour, Customer services (highlighted in pink), Housing & support, FAQs, and Feedback. On the right-hand side, the 'Services for tenants' section is circled in red and labeled with a red box containing the number '2'. Below this section, there is a 'Find a home' section with a map of the UK and a 'Challenging inclusion' section. The main content area features a large photo of a smiling woman, followed by the heading 'What we do at Habinteg' and a paragraph of text. Below this is a 'Latest news' section with a date of '02 September 2013' and a headline 'New date announced: Homes for Living Forum, Tuesday 17 September'. At the bottom of the page, there is a 'cookies' notification that says 'No, thank you'.

How to access your online rent account

To set up online rent accounts, please telephone our customer services team, Habinteg Direct, on 0300 365 3100. This is so that we can verify users before sending your rent account log in details securely to your-mail address.

Once these details are received, you will be prompted to change your password at the first log-on. [1] This is so that you can choose a password that is memorable to you.

The password must meet minimum requirements of at least eight characters in length and include at least one numeric character. For example 'habinteg2013' or 'JoeBloggs77'. As the password is case sensitive you will need to remember to use capital letters when logging in if you have set your password with a capital.

Once logged into the rent account, you can change the username and/or password at any time. This is found on the User details page. [2] You should also set a secret question and answer so that your username or password can be recovered by you if necessary.

This page will also display your contact information, if this is wrong please contact Habinteg Direct on 0300 365 3100.

The screenshot shows the Habinteg website interface. At the top, there is a navigation bar with the Habinteg logo, a search bar, and contact information. The main navigation menu includes 'Homepage', 'Rent account', 'User details', 'Pay rent', 'How to use this site', and 'Help'. The 'User details' menu item is circled in red and labeled with a red '2'. Below the navigation menu, there is a 'Now Viewing:' section. On the left, there is a login form with fields for 'Username:' and 'Password:', a 'Log In' button circled in red and labeled with a red '1', and links for 'Password Reminder' and 'Username Reminder'. On the right, there is a message about login problems and a link to 'User details'. At the bottom, there are links for 'Pay rent', 'User Guide', and 'Contact us'.

Viewing your rent account online

Once logged onto online rents you will be able to view your accounts with us from the 'Rent account' link. [1]

From here you can link to your main account and other accounts with us. The account header shows the balance of each account with us. [2]

Your tenancy information is also displayed. [3]

The screenshot displays the Habinteg website interface. The browser address bar shows the URL <https://portal.habinteg.org.uk/rents.aspx>. The page features the Habinteg logo and navigation links: Homepage, Rent account, User details, Pay rent, How to use this site, and Help. The 'Rent account' link is circled in red and labeled with a red box containing the number '1'. Below the navigation, the 'Now Viewing:' section shows the user is logged in as 'Mr Joe Bloggs' with links for 'Change Username', 'Change Password', and 'Logout'. The 'Pay rent', 'User Guide', and 'Contact us' links are also visible. The main content area displays tenancy information: 'Tenancy Reference : 6895', 'Address: 1 Any Street, Any Area, Hometown', 'Tenancy Type: ASSURED', 'Account Start Date: 16 May 2011', and 'Account End Date: Ongoing'. This section is circled in red and labeled with a red box containing the number '3'. Below this, the 'Methods of payment' section states 'We have no methods of payment on record for this asset.' The 'Account Balance' section shows 'The combined balance for your accounts is £14.49 in arrears.' and provides a table of account balances. This section is circled in red and labeled with a red box containing the number '2'. The table lists:

Account Name	Balance
Main Account	£15.82 In Credit.
Supporting People Charge	£30.31 In Arrears.

The Windows taskbar at the bottom shows the system tray with the date and time: 12:47, 10/09/2013.

Clicking on the account header will launch your account details. [1]

The view can be adjusted by increasing the number of lines displayed, or the number of transactions within a time period. [2]

The screenshot shows a web portal interface for 'Tips - Rent account'. The page is divided into several sections:

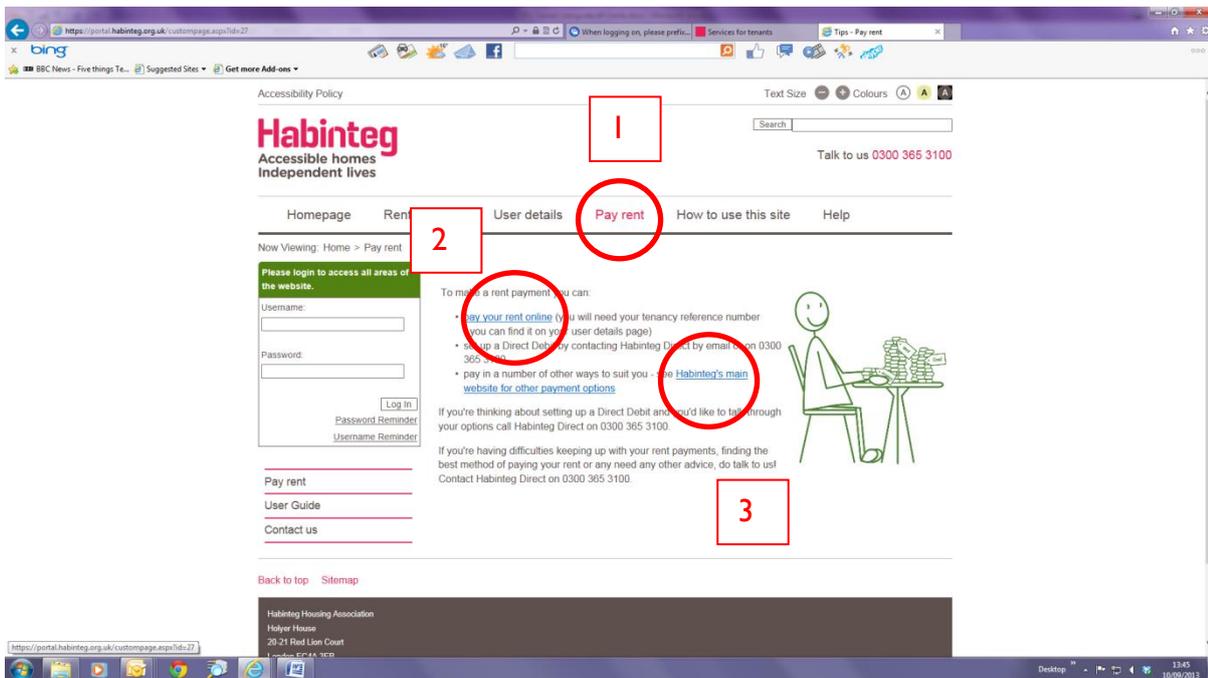
- Methods of payment:** A green header with the text "We have no methods of payment on record for this asset."
- Account Balance:** A green header with the text "The combined balance of your accounts are: **£14.49 in arrears.**" Below this, there is a link to view a detailed list of transactions. A red circle highlights the text "Main Account £15.82 In Credit" and a red box highlights the number "1" next to it.
- Main Account Transactions:** A table with columns for Date, Description, Payment Method, Charges, Receipts, Balance, and Status. A red circle highlights the table header and the first row. A red box highlights the number "2" next to the table.

Date	Description	Payment Method	Charges	Receipts	Balance	Status
03 Jun 2013	Charge for period 3 June 2013 to 9 June 2013		£92.65		£15.82	Credit
27 May 2013	Charge for period 27 May 2013 to 2 June 2013		£92.65		£108.47	Credit
20 May 2013	Charge for period 20 May 2013 to 26 May 2013		£92.65		£201.12	Credit
20 May 2013	Housing Benefit	HOUSING BENEFIT		£370.60	£293.77	Credit
13 May 2013	Charge for period 13 May 2013 to 19 May 2013		£92.65		£76.83	Arrears
06 May 2013	Charge for period 6 May 2013 to 12 May 2013		£92.65		£15.82	Credit
29 Apr 2013	Charge for period 29 April 2013 to 5 May 2013		£92.65		£108.47	Credit
22 Apr 2013	Housing Benefit	HOUSING BENEFIT		£277.95	£201.12	Credit
22 Apr 2013	Housing Benefit	HOUSING BENEFIT		£92.65	£76.83	Arrears

Paying rent from rent account online

To pay your rent from rent account online click on the 'Pay rent' link, [1] then click on the 'pay your rent online link. This will take you to the 'Allpay' rent payment page online. (Opens in a separate window). [2]

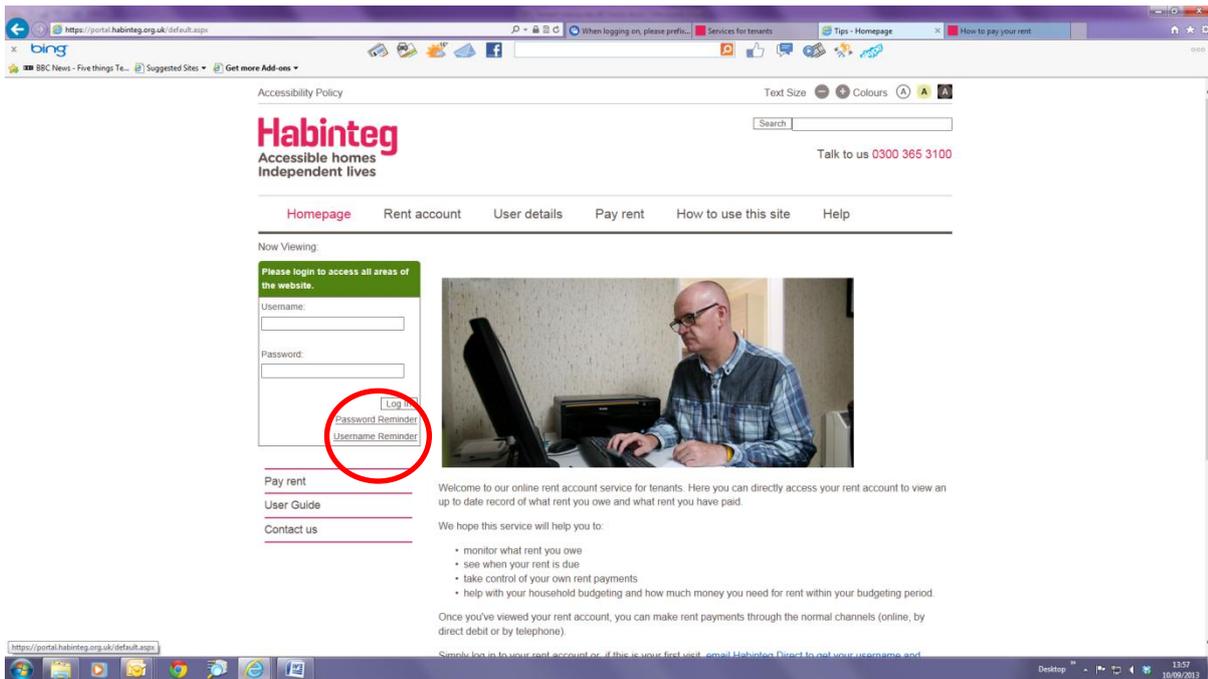
You can also go back to our main website for other payment options. [3]



Forgotten username or password

If you forget your log-on details you can recover these from the 'forgotten password' and 'forgotten username' links, these can be found on the homepage.

To recover this information you will need to remember your secret security question, and if it is matched to our records correctly your username or password will be securely e-mailed to your e-mail address from our system. Although you will be prompted for a new password you can re-set your password to the existing one if you wish.



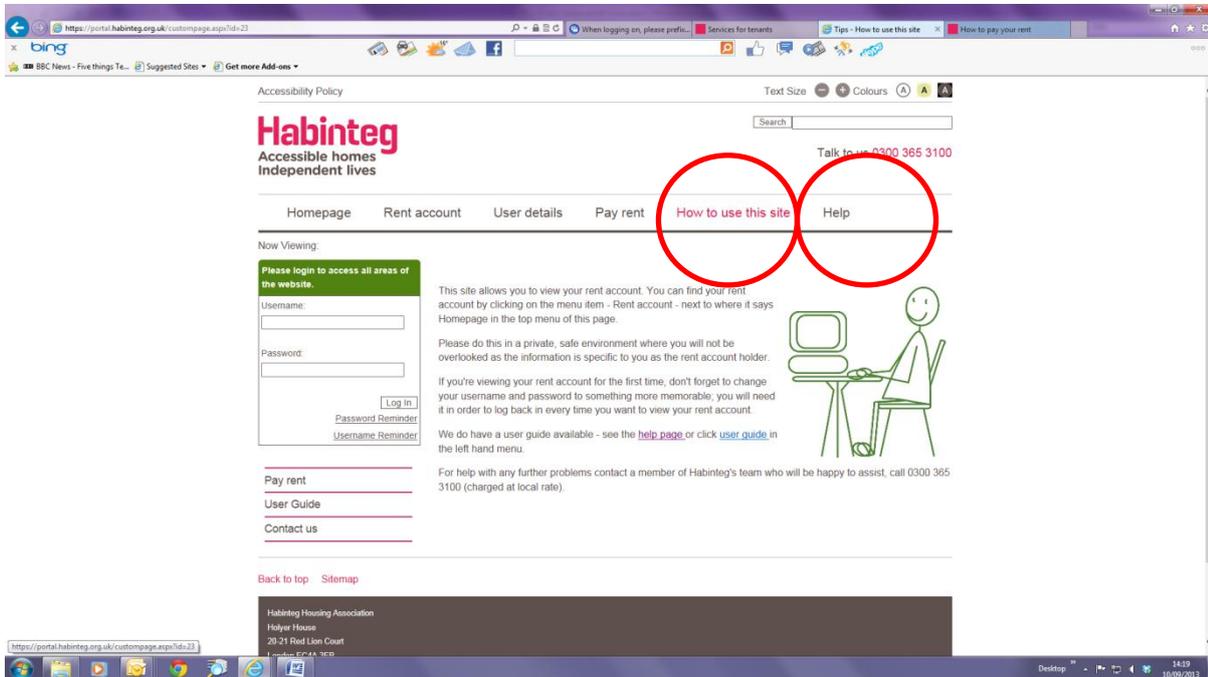
Alternatively you can contact Habinteg Direct on 0300 365 3100, and once we can verify your account with us we will forward your username or re-set your password. We are not able to forward your existing password to you manually due to security reasons.

If you are locked out of your account simply wait for 10 minutes and try again. Alternatively contact Habinteg Direct on 0300 365 3100 to immediately unlock your account.

How to use this site and help.

Advice on rent account online use is found via the link 'How to use this site'.

A user guide (this document) can be downloaded via the 'Help' link.



If you need any further information regarding using rent account online, or need any advice regarding your accounts with us, please contact our customer services department, Habinteg Direct, on 0300 365 3100 who will be able to assist you.