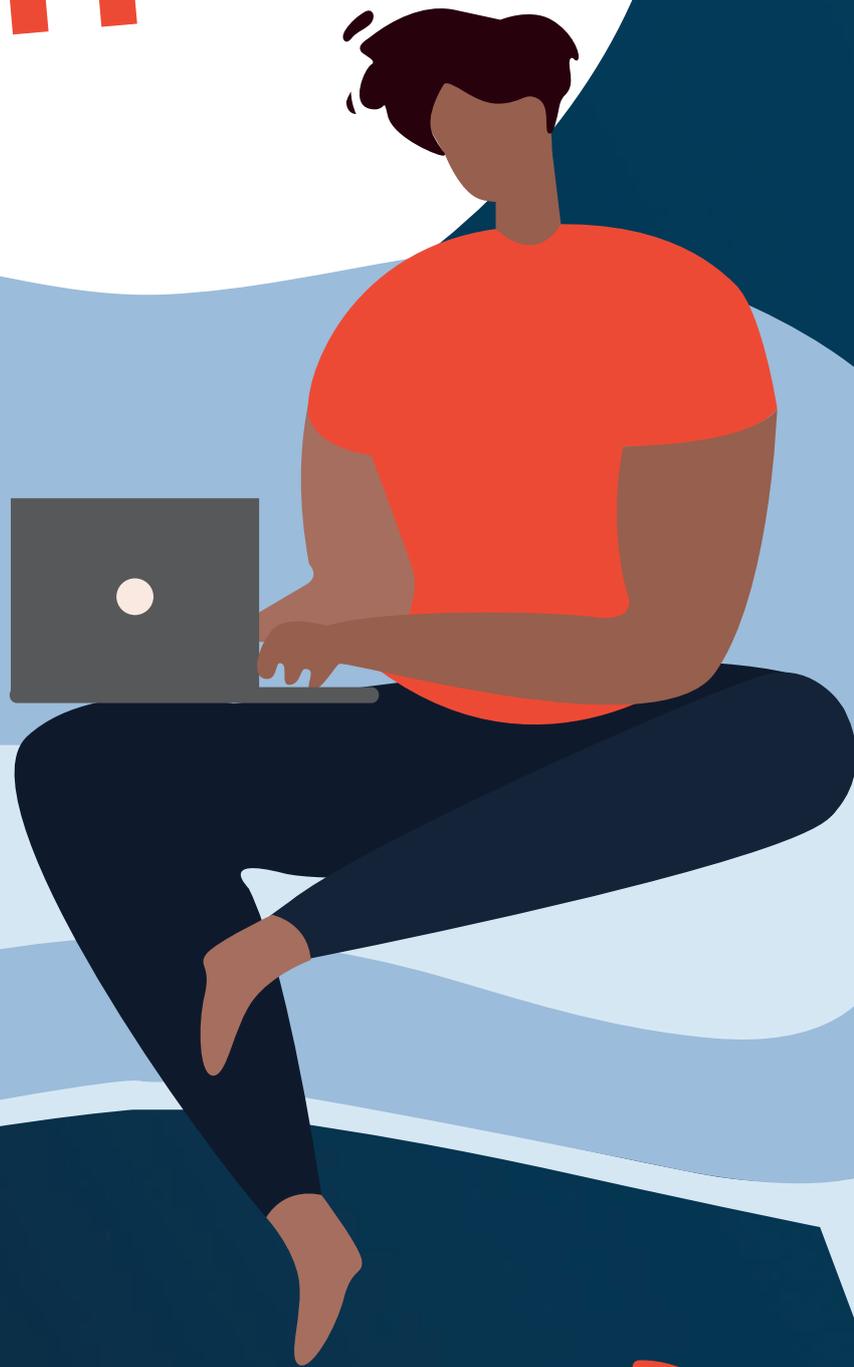


How to use My Abri



www.myabri.co.uk

Abri

My Abri is here

My Abri lets you access our services and information **24/7**, making it easy for you to manage your home anytime, on any device.

Depending on the type of property you have, My Abri will let you:

- Make payments and view statements
- View and manage your household details
- Report, book and manage repairs for a date and time that suits you
- Keep up to date on latest news and events
- Contact us through messaging and live webchat
- Find answers to frequently asked questions

My Abri is still growing. We'll keep making improvements, adding more services and updating information. Keep an eye out for **regular updates. If you have any ideas we'd love to hear these too so get in touch.**



Create an account

Signing up to use My Abri is really simple.

1. Create an account

To create an account you'll need your tenancy reference number (you'll find this on a letter from us) and an email address. **Click create an account to register**

2. Personal details

Enter all of your personal details and create sign in details. **Click next**

3. Verify your account

We'll need to verify it's you to complete the registration. **Click send code**

1

Don't have an account?

With an account you can:

- Report repairs
- Make payments
- Check your balance and account statements
- Add and update your tenancy information
- Manage your settings

Create an account

2

Create a new account

● Your details — ○ Verification — ○ Complete

Your personal details

Please register using your personal details as shown on your tenancy agreement. Your first name and surname are case sensitive. Please don't add a space after your surname.

First name

Surname

Date of birth

Example: 3 5 1991

Day

Month

Year

4. Verification

Enter the verification code you've been sent by email or text. **Click submit code**

5. Marketing preferences

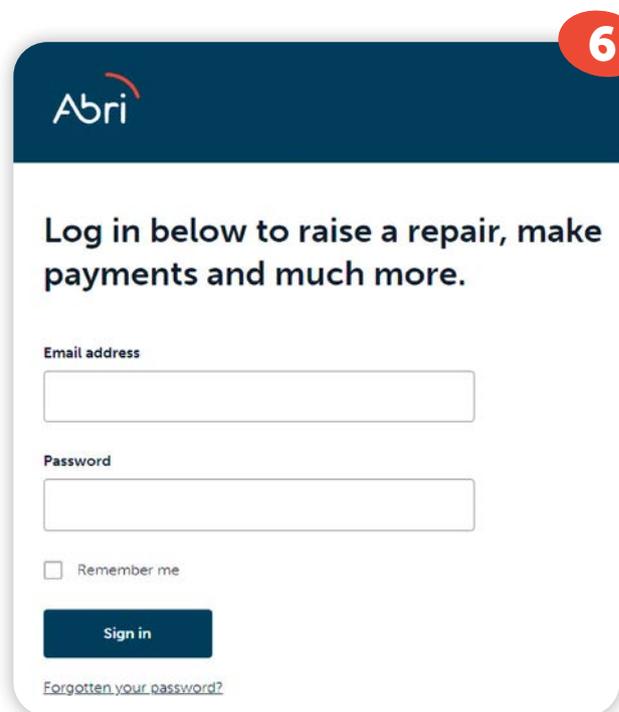
Sometimes we want to send you information on additional services. Check the boxes of any subjects you're interested in and tell us how we should contact you.

Click confirm settings

6. Sign in

Every time you want to access your account, simply enter your email address, password and

Click sign in



Abri

6

Log in below to raise a repair, make payments and much more.

Email address

Password

Remember me

Sign in

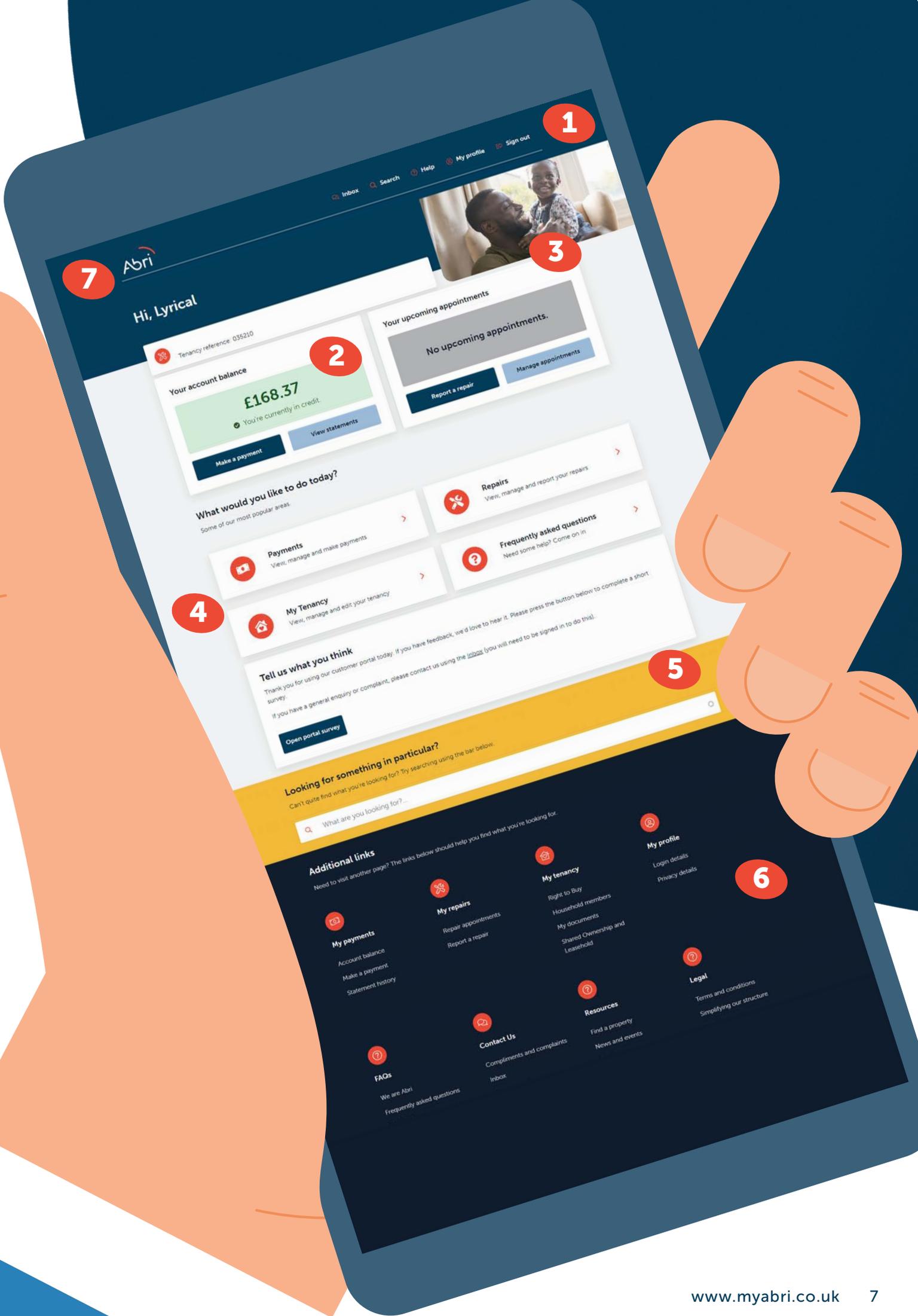
[Forgotten your password?](#)

You're all set! Now it's time to start using our **services and **managing** your home online.**

Your dashboard

The dashboard gives you an overview of your account and easy access to services and information.

- 1** Access your messages, your profile and any FAQs using the header
- 2** You can see your account balance, and make a payment
- 3** If you have access to repairs, you'll see any upcoming appointments and can book more
- 4** Scroll down and you'll find links to our most popular services
- 5** Use the search bar to find something specific
- 6** Head to the footer to find a list of all services and information on My Abri
- 7** If you're on a different page and want to get back to your dashboard, click on the Abri logo in the top left corner



7 Abri

Hi, Lyrical

Inbox Search Help My profile Sign out

1

Tenancy reference: 035210

Your account balance

£168.37

You're currently in credit.

Make a payment

2

View statements

Your upcoming appointments

No upcoming appointments.

Report a repair

Manage appointments

3

What would you like to do today?
Some of our most popular areas.

Payments

View, manage and make payments

Repairs

View, manage and report your repairs

4

My Tenancy

View, manage and edit your tenancy

Frequently asked questions

Need some help? Come on in

Tell us what you think
Thank you for using our customer portal today. If you have feedback, we'd love to hear it. Please press the button below to complete a short survey.
If you have a general enquiry or complaint, please contact us using the [1000s](#) (you will need to be signed in to do this).

Open portal survey

5

Looking for something in particular?
Can't quite find what you're looking for? Try searching using the bar below.

What are you looking for?

Additional links
Need to visit another page? The links below should help you find what you're looking for.

My payments

Account balance
Make a payment
Statement history

My repairs

Repair appointments
Report a repair

My tenancy

Right to Buy
Household members
My documents
Shared Ownership and Leasehold

My profile

Login details
Privacy details

6

FAQs

We are Abri
Frequently asked questions

Contact Us

Compliments and complaints
Inbox

Resources

Find a property
News and events

Legal

Terms and conditions
Simplifying our structure

Make payments and view statements

Your dashboard gives you a quick overview of your account balance.

1. To make a payment

click Make a payment. Enter the amount you wish to pay. If you're in arrears you can choose to pay it all off

2. Tell us what you're paying for by using the drop-down menu

3. Click Make a payment

You'll automatically be directed to Pay 360 page to complete your payment. It can take up to 48 hours for your account to update

1

Your account balance

£168.37

✔ You're currently in credit.

Make a payment View statements

2

Make payment

It can take up to 48 hours to update your account. Your tenancy agreement reference defines the rent account that your payment will be made to, and can be found on your rent statement or any letter we have sent to you.

Tenancy Agreement, Invoice Number or Reference

03521

Postcode

GU31

Payment amount

£

What are you paying?

Rent

Make a payment

3

Abri

WARNING - This website is for internal testing only. You cannot buy or pay for goods or services here.

Amount: £110.00

Card Number*

Expiry Date*

Security Code*

> Back > Reset > Continue

Note: Clicking on the links below will open a new browser window.

MasterCard SecureCode. Verified by VISA

Mastercard: Learn more Visa: Learn more

4. When looking at your statements,

you might see sub-accounts. This means you'll be able to see how your balance is broken down to help you understand what you're paying for. You may have several sub-accounts such as property balance or recharges.

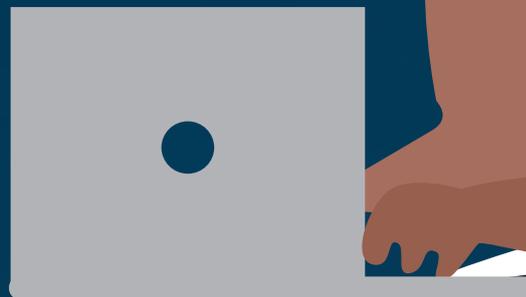
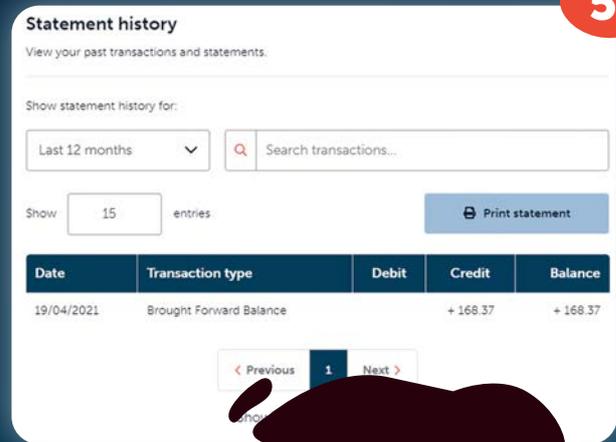
5. To find your past payments and charges

scroll down on the My payments page or click on **View statements** on your dashboard

You'll see any payments you've made, or charges we've applied

Use the toolbar to search for transactions depending on key word, or date

You can also print statements



How to book a repair

Booking a repair on My Abri is **quick and easy**, you'll be able to book it for a date and time that **suits you**.

Depending on the type of property you live in, you may not have access to this functionality, or you may be asked to contact us instead. If you're unsure, use the live web chat and messaging on the portal to speak to us (see page **16** on how to do this).



1. Click the 'Repairs' tile on the homepage, or click 'report a repair' in the footer menu at the bottom of the page

2. On the Repairs page, you'll see any upcoming or previous jobs

3. At the bottom of the page, you can report a repair

4. Let us know where your repair is needed by clicking from the room options.

1

Your upcoming appointments

No upcoming appointments.

Report a repair Manage appointments

2

Jobs

We are updating appointment slots daily, if there is no availability for your appointment please check back tomorrow. Thank you.

Your upcoming appointments:

No upcoming appointments.

Open jobs (4) Previous jobs (104)

Job number All Jobs

Scheduled Job reference: AB1691449

Repair garden wall

Brickworker

This was logged on 08/03/2024

Date confirmed for:

- Scheduled for 13/03/2024 - Day

3

Report a repair

Need to report a new repair? Use our search tool to find and report repairs.

Report a repair

4

Choose your room / location

From the list below please select a room or location where you are having the issue.

 Attic	 Bathroom/ Separate WC	 Bedroom	 Dining Room	 Entrance Hall
 Garage/Outbuilding	 Garden/External	 Hallway/Landing/ Stairs	 Kitchen/ Utility Room	 Living Room
 Porch	 Roof			

5. You can upload a photo of what needs repairing

and our handy diagnostic tool will give you a list of suggestions to choose from. Or, pick from a list of common problems

6. Then let us know a bit more about the repair

so we can get it fixed fast

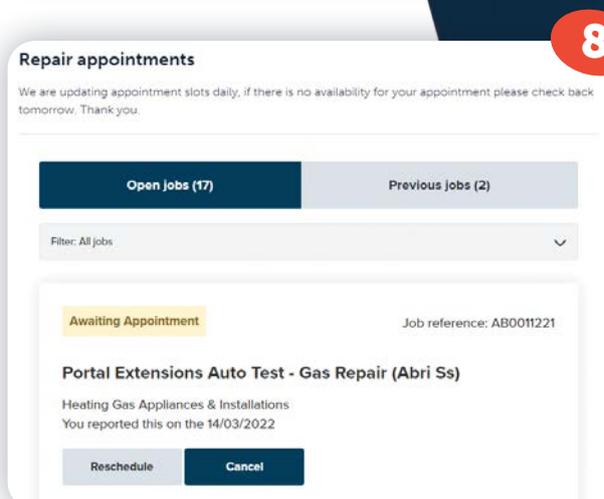
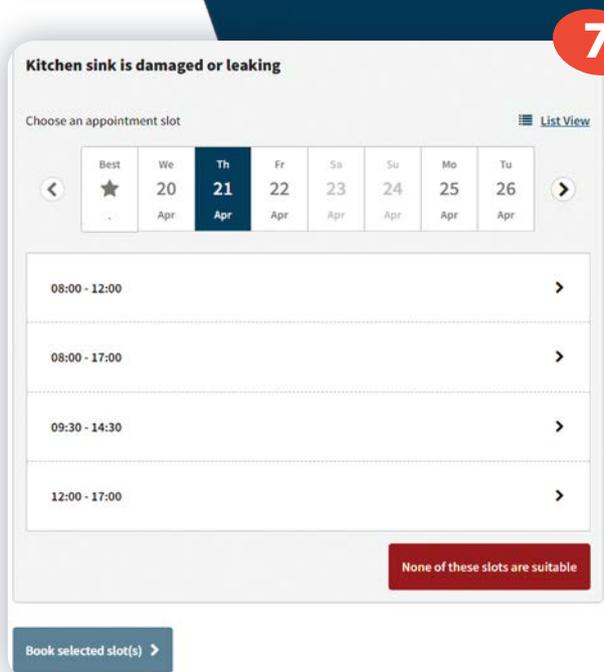
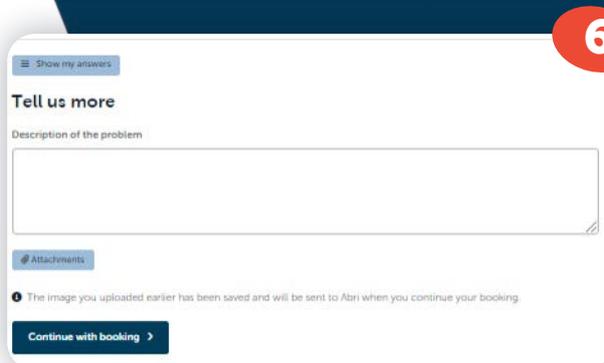
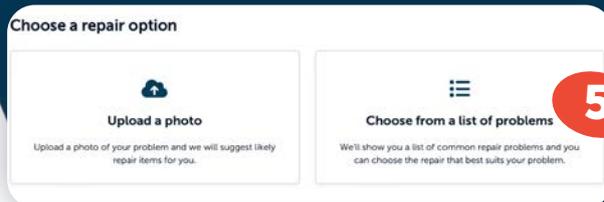
7. Now you can choose a date and time that suits you.

8. We know things change,

so if you need to cancel or reschedule your appointment you can do that too. Find the repair you want to change from the list and click **Reschedule appointment** or **Cancel appointment** (this might not be available for all appointments)

Did you know?

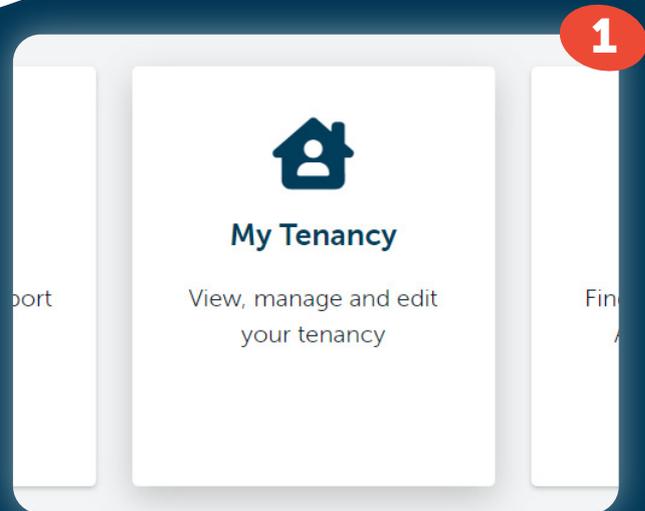
The dates and times you see on My Abri are the exact same as what you'd be offered over the phone.



Update your details

1. To update your household details

click My Tenancy on your dashboard

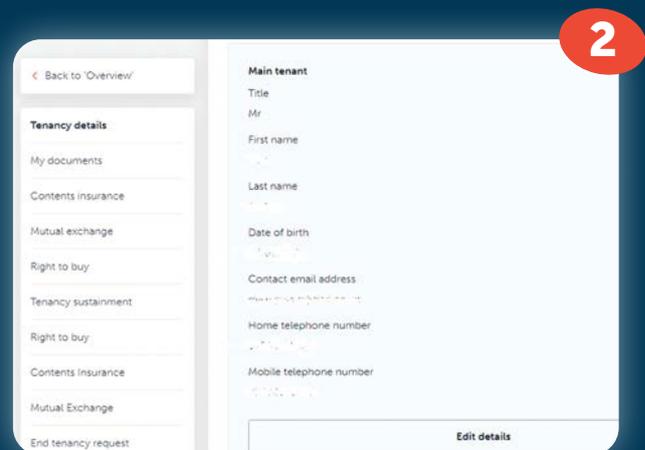


2. Click Edit details

to make changes to contact information

Make the changes you need and **click Save changes**

You will need to contact us if you want to change any names



3. Changing your account details

To change your My Abri account email, password or privacy settings click on **My Profile** found along the top of the page



Don't forget to click **Save changes**

What else is available?

1. News and Events

To keep up to date with all the latest news at Abri, useful information and events in your area, Click **News and events** at the top of the page.

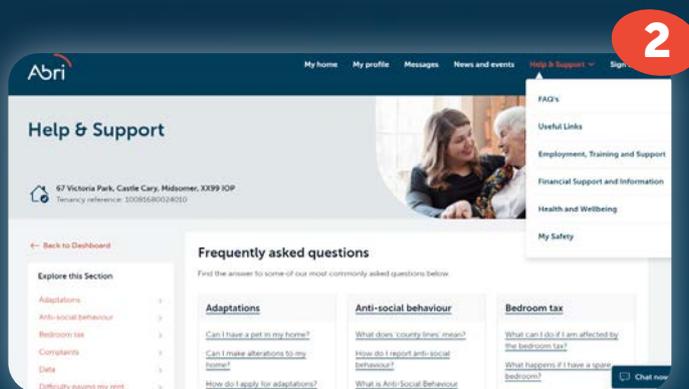


2. FAQs

If you're looking for something specific, we've probably got it under FAQs.

Click **Frequently asked questions** on your dashboard, scroll down to find what you're looking for and click on the question for the answer.

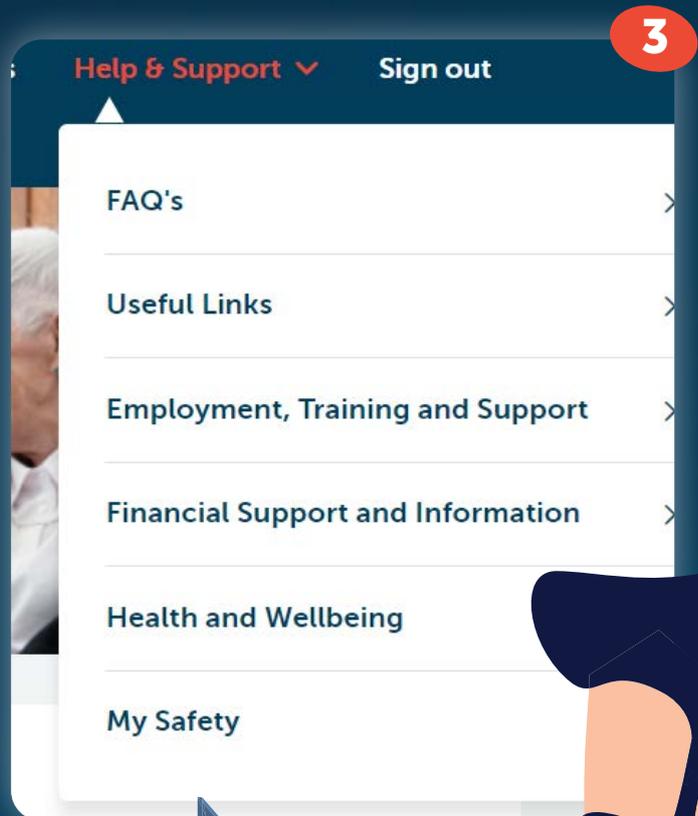
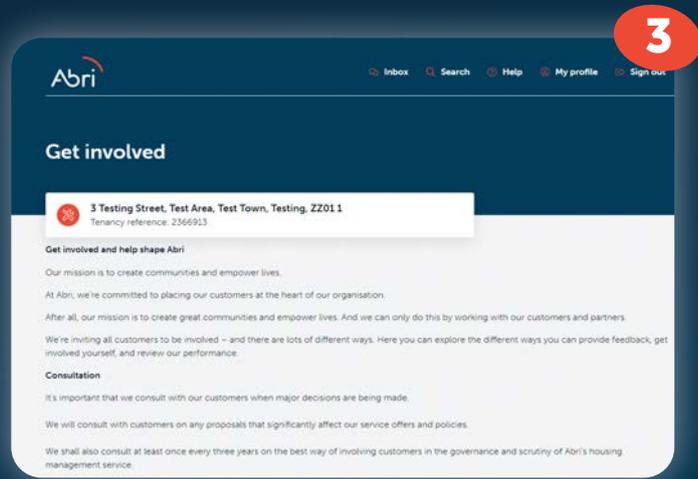
If we haven't answered your question, get in touch with us (**see page 16 on how to do this**).



3. My support

Sometimes we need a little help. Whether that's getting into employment, help with finances, or finding ways to stay safe. We've got you covered.

Click on **Help & Support** at the top of the page and then you'll see a drop down menu of everything from financial and employment support to advice on keeping your home safe



Contact us

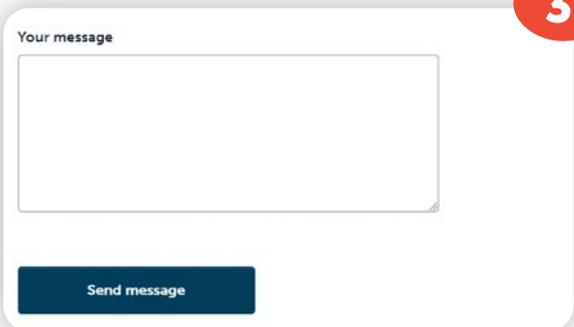
My Abri makes contacting us more convenient for you. Get in touch by sending us a message or using the live web chat during opening hours.

1. To contact us

scroll down to the footer and Click **Contact Us**

2. You'll find any messages from us here.

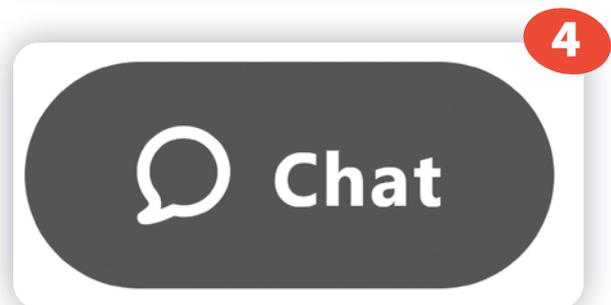
To send a message click **Send a message**



A screenshot of a message input form. At the top right, there is a red circle with the number '3'. The form has a text input area labeled 'Your message' and a dark blue button labeled 'Send message' at the bottom.

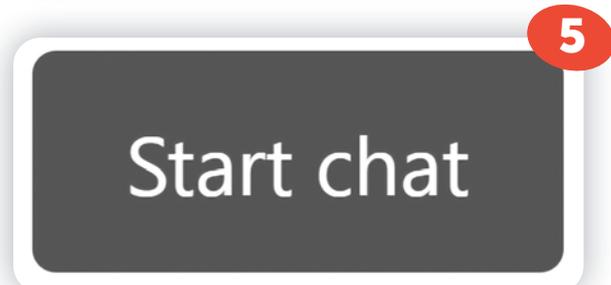
3. Tell us what it's about

by using the drop-down menu and type your message in the Your message box. When you're ready, click **Send message**



4. During our opening hours

you can speak to someone straight away using live webchat. You'll find this as a little icon in the bottom right corner of every page.



5. Your name and email address

should be automatically added if you are logged in, then click **Start chat**



If you can't find what you're looking for or need to speak to us about something in detail, **give us a call.**



**If you would like this guide
in large print or translated
into a different language,
please get in touch with us.**

www.myabri.co.uk

Abri