








How to: *A guide to My Teign Account*



*Get the most out of our new online portal
and start saving time today.*

Welcome

Welcome to Teign Housing's **My Teign Account**. This is an online portal for all customers, where you can:

-  Check your tenancy or lease agreement
-  Log a repair
-  Check the progress of a repair, and your repairs history
-  Check your rent balance
-  Pay your rent
-  Update your contact details
-  Complete request forms... and much more.

We've launched the portal to give you more options to access our services, 24/7. It's designed for mobile use in mind, giving you easier ways to deal with us on the go.

This visual guide has step-by-step instructions for the most common things people are using the portal for.

If you have trouble following these or an error message, please contact our **Business Support Team** on **01626 322 722** (option 2). We are happy to help.



1. How to register

To register, you firstly need to call our **Business Support Team** on **01626 322 722** (option 2) to receive your **Activation Code** and your **Agreement Reference** number.

This is to protect your security and make sure no one else can access your account.

Your Agreement Reference will be similar to this: **RG-RA102345**


Your Activation Code will look similar to this: **09F98C99**


Please ensure that there are no spaces at the start or end of each line.


Enter Registration Details


Date of birth *


Surname *

Reference Number * 

Activation code * 

Captcha code * 





Lost Your Activation Code?

If you have lost or forgotten your activation code then please contact us to arrange a replacement.

Call us on 01626 322722

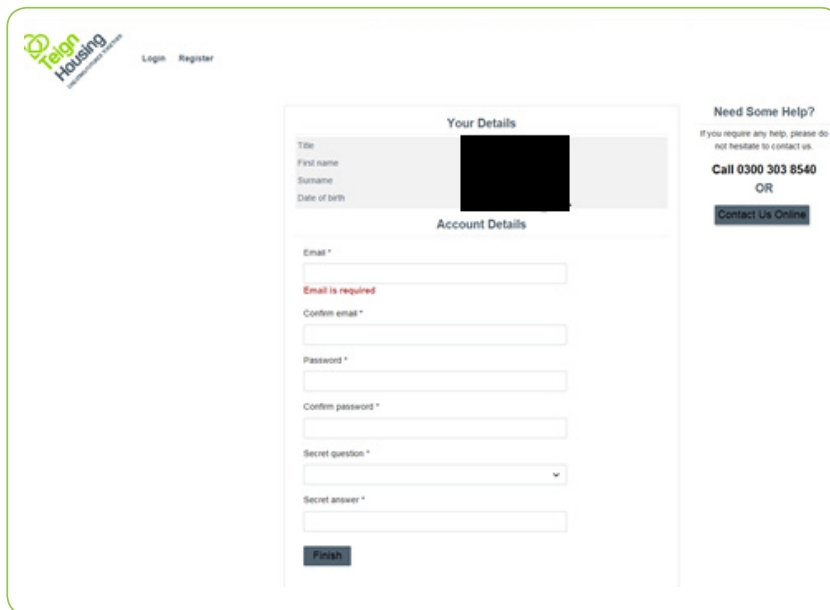
OR

1. How to register

Once you have those two codes, go to

<https://myteignaccount.teignhousing.co.uk:4434/Account/Login> and click 'Register'

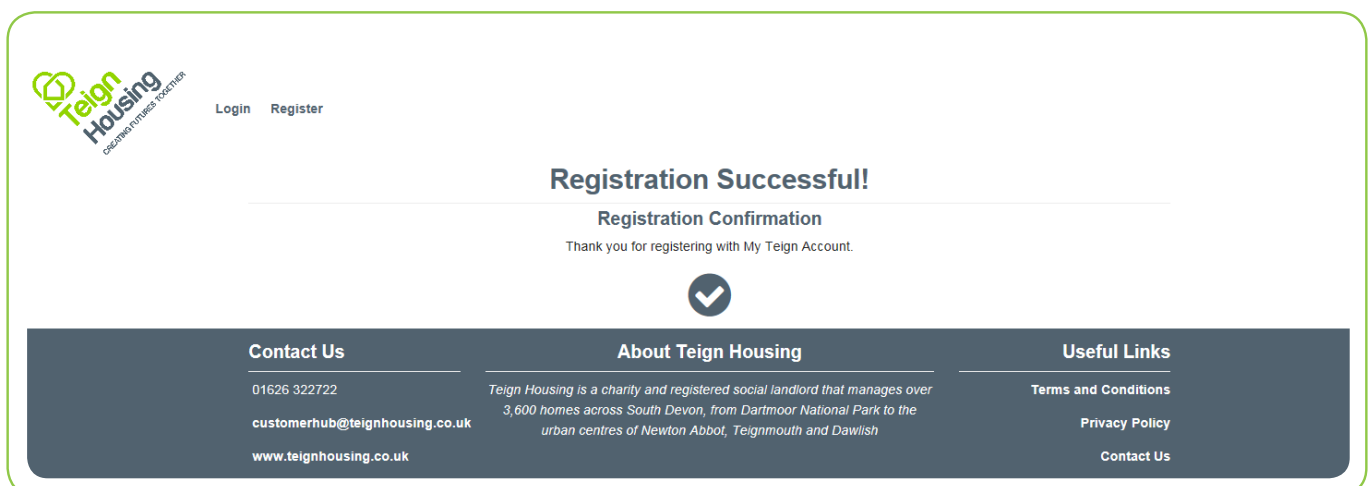
Below is the registration screen:



The screenshot shows the registration form on the Teign Housing website. The form is titled 'Your Details' and 'Account Details'. It includes fields for Title, First name, Surname, Date of birth, Email, Confirm email, Password, Confirm password, Secret question, and Secret answer. A 'Finish' button is at the bottom. On the right, there is a 'Need Some Help?' section with contact information: 'Call 0300 303 8540 OR Contact Us Online'.

Complete all the fields – your password, secret question/secret answer are not held by Teign Housing, so we cannot provide these for you should you forget them so make sure they are memorable to you.

Once registered, your screen will look like this:

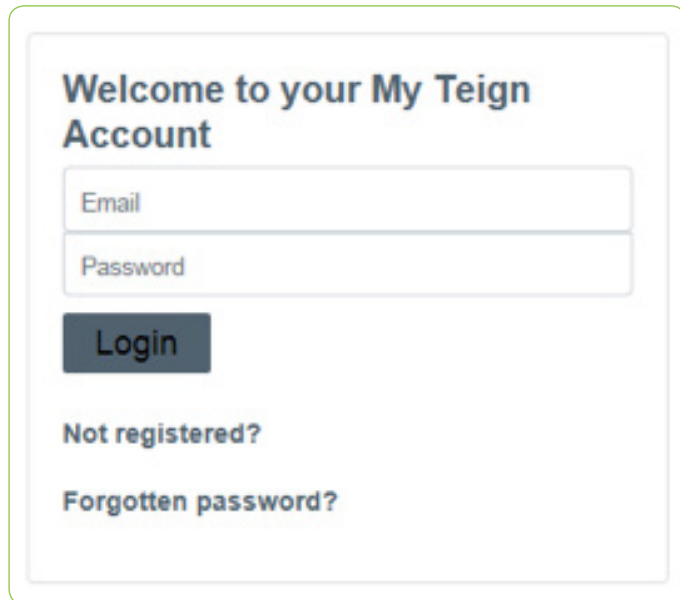


The screenshot shows the registration confirmation screen. It features the Teign Housing logo and the text 'Registration Successful!' and 'Registration Confirmation'. Below this, it says 'Thank you for registering with My Teign Account.' and includes a checkmark icon. At the bottom, there is a dark blue footer with three columns: 'Contact Us' (01626 322722, customerhub@teignhousing.co.uk, www.teignhousing.co.uk), 'About Teign Housing' (Teign Housing is a charity and registered social landlord that manages over 3,600 homes across South Devon, from Dartmoor National Park to the urban centres of Newton Abbot, Teignmouth and Dawlish), and 'Useful Links' (Terms and Conditions, Privacy Policy, Contact Us).

You can now click the 'Login' button to logon **My Teign Account**.

2. How to login

This is how the login screen looks:

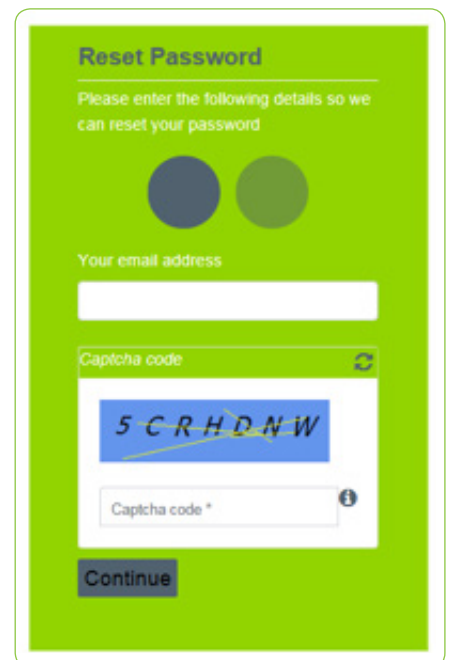


The login screen features a white background with a dark blue header. The title 'Welcome to your My Teign Account' is displayed in dark blue. Below the title are two input fields: 'Email' and 'Password'. A dark blue 'Login' button is positioned below the password field. At the bottom, there are two links: 'Not registered?' and 'Forgotten password?'.

Simply fill in your email address and password, then click **'Login'**

3. Forgotten password

If you forget your password, simply click 'Forgotten Password', where you type in your email address. Fill out the prompt, which will then send a temporary password to your email.



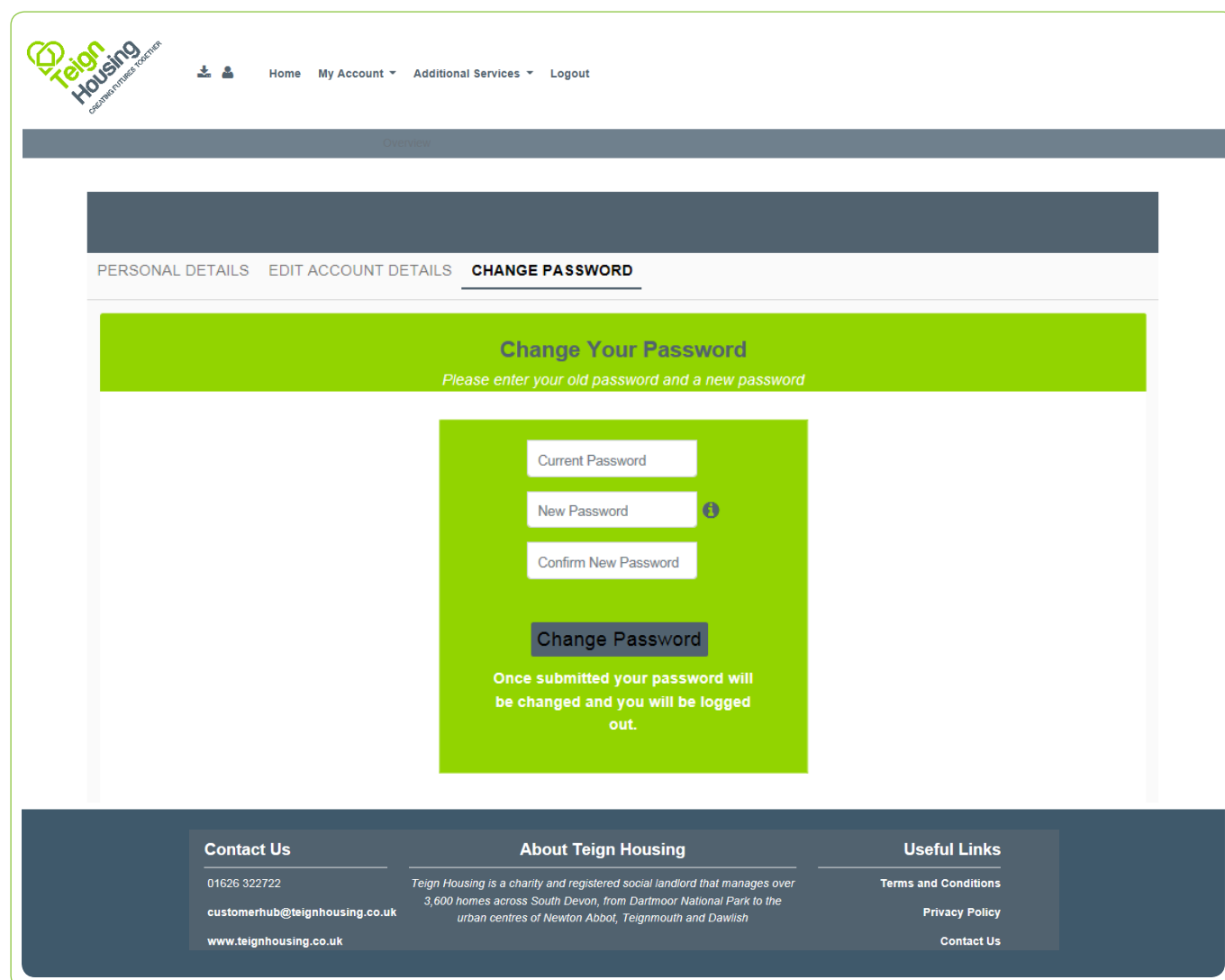
The 'Reset Password' screen has a green background. It includes a title 'Reset Password' and a prompt: 'Please enter the following details so we can reset your password'. There are two circular icons (one dark blue, one green) above the 'Your email address' input field. Below this is a 'Captcha code' section with a refresh icon and a blue box containing the code '5CRHDNW'. A 'Captcha code *' input field is provided below the code box. A dark blue 'Continue' button is at the bottom.

4. Updating password

To update your password, click **'My Account'** at the top left corner, choose **'My Details'** and go to **'Change Password'**.

Follow the instructions.

Once you have clicked **'Change Password'** the new password will be applied.



The screenshot shows the Teign Housing website's 'Change Your Password' page. At the top left is the Teign Housing logo with the tagline 'Caring Homes. Together.' To the right of the logo are navigation links: Home, My Account, Additional Services, and Logout. Below the navigation is a breadcrumb trail: Overview > My Account > My Details > Change Password. The main heading is 'Change Your Password' with the instruction 'Please enter your old password and a new password'. The form contains three input fields: 'Current Password', 'New Password' (with a password strength indicator), and 'Confirm New Password'. A 'Change Password' button is located below the fields. A message states: 'Once submitted your password will be changed and you will be logged out.' The footer contains three columns: 'Contact Us' with phone number 01626 322722, email customerhub@teignhousing.co.uk, and website www.teignhousing.co.uk; 'About Teign Housing' with a description of the charity; and 'Useful Links' with links to Terms and Conditions, Privacy Policy, and Contact Us.

5. Navigating the portal

Once you are logged in, this will be what you see first:

The screenshot shows the Teign Housing portal dashboard. At the top left is the Teign Housing logo with the tagline 'creating homes together'. The navigation menu includes Home, My Account, Additional Services, and Logout. A 'Overview' section displays account details: Your Name, Open Cases (0), Balance (Your Account Balance), Outstanding Repairs (3), Last payment date, Last payment amount, and Appointments (0). Below this are three expandable green bars: 'My Agreements (1)', 'My Properties (1)', and 'My Cases (1)'. Each bar has a right-pointing arrow and a brief description. The footer contains three columns: 'Contact Us' with phone number 01626 322722 and email customerhub@teignhousing.co.uk; 'About Teign Housing' with a description of the charity; and 'Useful Links' with links to Terms and Conditions, Privacy Policy, and Contact Us.

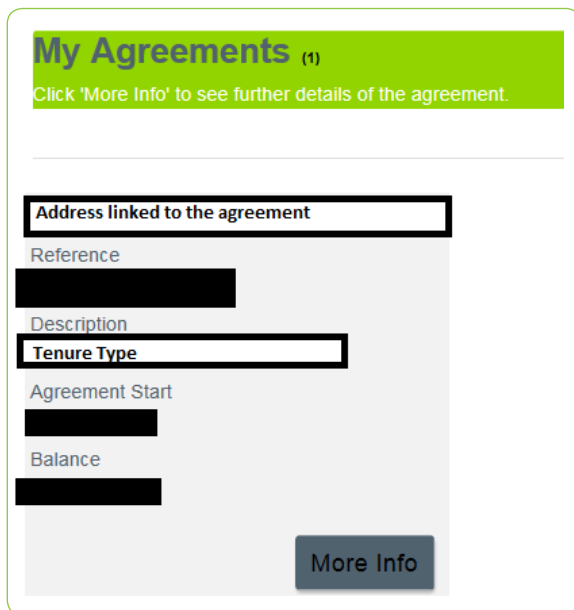
You can click on any of the green bars to extend them to show more information about each subject.

5. Navigating the portal

5.1 My Agreements

My Agreements allows you to see information of your agreement as well as your rent statement and paying your rent.

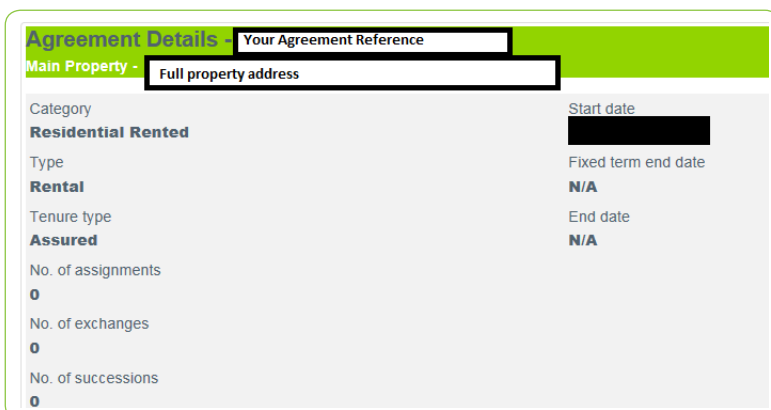
You can have several agreements, especially if you have a property and a garage with us.



If you click on **'More Info'**, you will gain access to the following your Agreement Details, Accounts and Household Members.

5.1.1 Agreement Details

You can see your agreement reference, what type of property you are in (rental, freehold, shared ownership), what tenure you have (Assured, Fixed Term) and the start date of your agreement. If you have a Fixed Term agreement with us, you can also see the end date.



The numbers of assignments, successions and exchanges will not be accurate, because it does not take past history into account. Please ask our **Business Support Team** for any tenancy information you would like verified.

5. Navigating the portal

5.1.2 Accounts

If you click on the green bar named 'Accounts, it will expand and show you this:

The screenshot shows a section titled 'Accounts (2)' with a green header. Below the header is a link: 'Click 'More Info' to see further details or make a payment for the account.' There are two account cards side-by-side. Each card has a grey header with 'Account Reference' and a redacted value. Below the header is a white box with '£ Make a Payment' and 'Account Type' (Rent and Teigncare respectively). Below that is 'Current Balance' with a redacted value. At the bottom of each card is a 'More Info' button.

You can see from this screen that this person has a **Rent** and **Teigncare account** with us. You can have multiple accounts with us and you can see all information relating to each account on **My Teign Account**.

If you click '**More Info**' you will be able to make a payment and see an online rent statement.

The screenshot shows the 'Account Details' page for a 'Rent' account. The header is 'Account Details - [redacted]' with a green bar. Below is a '£ Make a Payment' button. The account details are as follows:

Type	Open date
Rent	[redacted]
Account reference	Close date
[redacted]	Status
Payment reference	Open
[redacted]	
Balance	
[redacted] ⓘ	

Below the details is a section titled 'Account Transactions' with a green header. It contains a table with the following columns: Transaction Date, Type, Total Value, Balance, and More Info.

Transaction Date	Type	Total Value	Balance	More Info
[redacted]	Charge	[redacted]	[redacted]	...

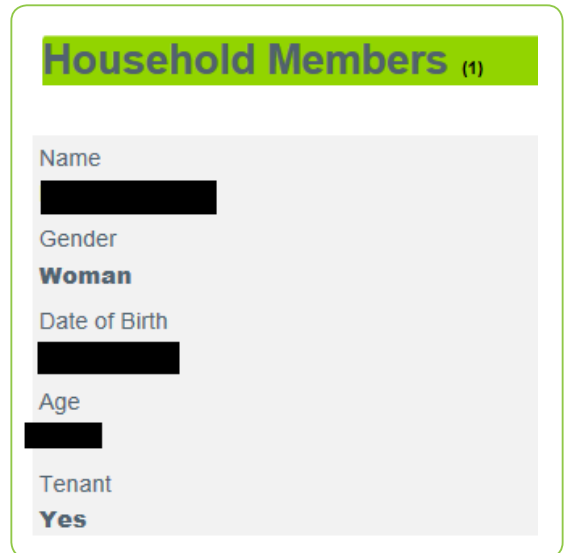
If you click the '**Make a Payment**' it will take you to the allpay website, where you can pay your rent directly.

5. Navigating the portal

5.1.3 Household Members

Clicking on **'Household Members'** lets you view the information of everyone in your household. Since we only recently introduced **Civica CX** and the **My Teign Account**, we busy still uploading household information, so please don't worry if you cannot see your entire household yet.

However, you should be able to see the agreement holders.



Household Members (1)

Name
[REDACTED]

Gender
Woman

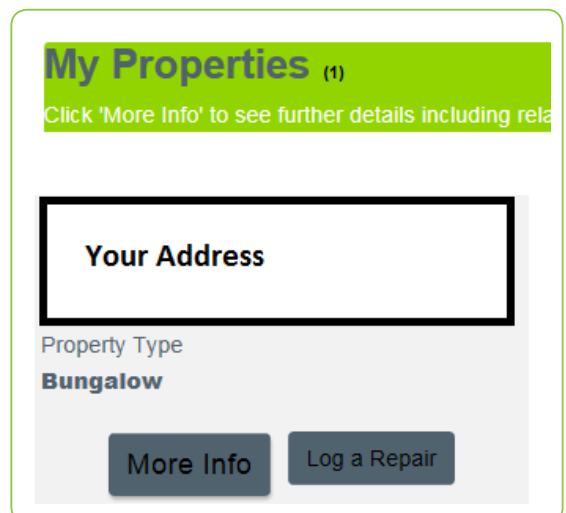
Date of Birth
[REDACTED]

Age
[REDACTED]

Tenant
Yes

6. My properties

If you click on the green bar labelled **'My Properties'** it will expand and show you a tile of each property you have an agreement on – you can have several.



My Properties (1)

Click 'More Info' to see further details including rela

Your Address

Property Type
Bungalow

[More Info](#) [Log a Repair](#)

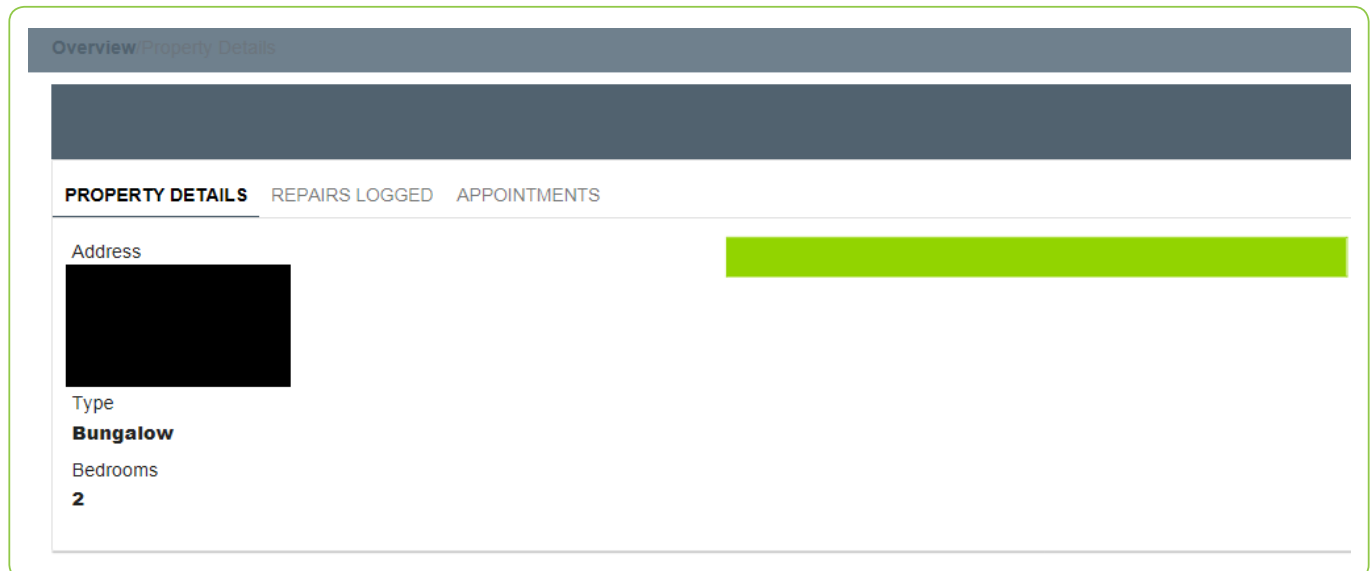
6. My properties

You can log a repair by clicking 'Log a Repair', which will take you to a diagnostic tool, and once completed it will be picked up by **Templer HomeBuild**.

If you click on '**More Info**', it will expand into a screen with further three screens.



Property Details



6. My properties

If you click on **'Repairs Logged'**, it will show you a history of all the repairs logged on your property.

PROPERTY DETAILS **REPAIRS LOGGED** APPOINTMENTS

View repairs for:

Description	Date logged	Contact	Due	Status
56416 Hallway bulb keeps falling out	25/02/2019		18/03/2019	Request Completed
53802 Replace basin with smaller hand basin to allow room for a wall mounted drop down rail 700 mm in heig	07/06/2018		05/07/2018	Request Open
48934 Tnt requires 1 grab rail 12inch inside the property on the left hand side at the back door, mop stic	12/03/2018		09/04/2018	Request Completed
46552 Toilet flushing but water is still filling	05/02/2018		05/03/2018	Request

'Appointments' are currently not being used.

7. My cases

If you click the green bar labelled **'My Cases'** it will expand. This will allow you to see your past and current cases, along with their status, and what the case was about.

My Cases (1)
View the status of any recent cases on your account.

Case Reference: [redacted]

Start Date
11/03/2019

End Date
19/03/2019

Case Type
CRM

Details
Taster Session

Status
Cancelled

8. Additional services

In the top left corner there is a dropdown called **'Additional Services'**, here you can find application forms as well as a **'Change my Personal Details'** form. The last one lets us know that you have changed your phone/mobile number etc.

Please only press the **'Submit'** once.

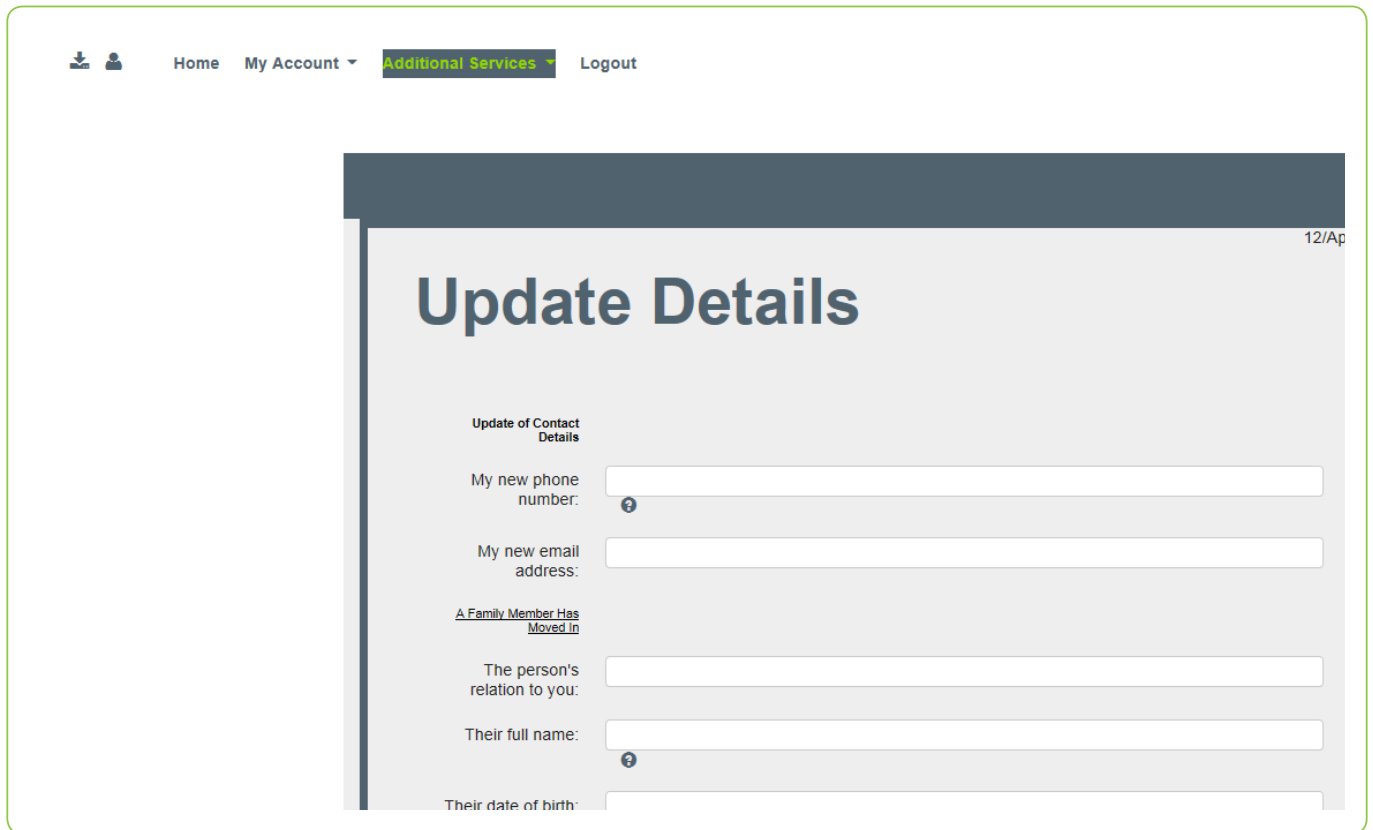
Teign Housing
CREATING FUTURES TOGETHER

Home My Account **Additional Services** Logout

Change My Personal Details
Joint to Sole Tenancy Assignment
Application Form

9. How to submit a form

Under **'Additional Services'**, select the relevant form.



The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'My Account', 'Additional Services', and 'Logout'. The main content area is titled 'Update Details' and contains the following form fields:

- Update of Contact Details**
 - My new phone number:
 - My new email address:
- A Family Member Has Moved In**
 - The person's relation to you:
 - Their full name:
 - Their date of birth:

Fill out the form, and click **'Submit'** at the bottom of the screen.