



A comprehensive user guide to MyMoat

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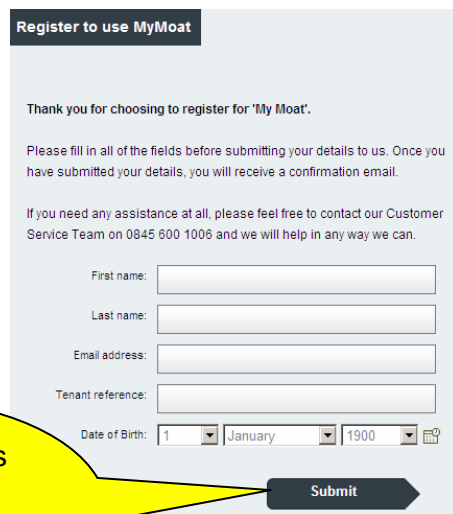
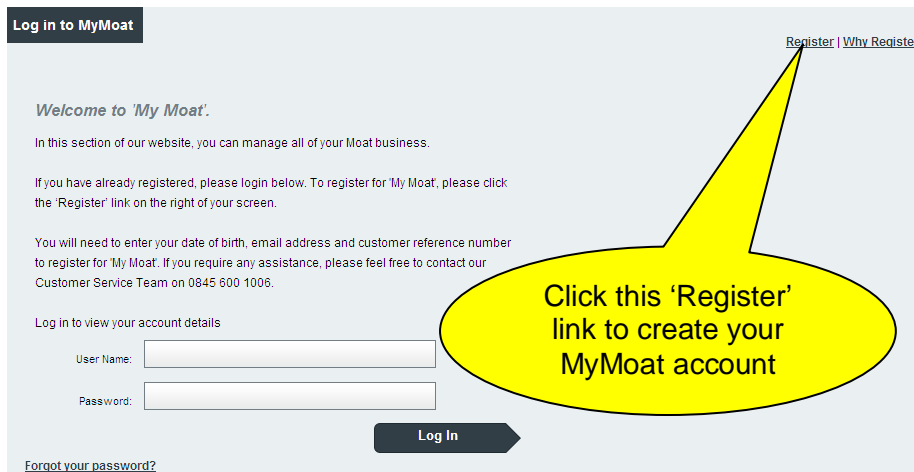
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Registering for MyMoat

To register for MyMoat, go to www.moat.co.uk and follow these steps:



Please note: If you are unsure of your **tenant reference number**, contact Moat's Customer Service Centre on 0845 600 1006. One of the advisors will be able to confirm this with you.

Register to use MyMoat

Thank you for choosing to register for 'My Moat'.

Please fill in all of the fields before submitting your details to us. Once you have submitted your details, you will receive a confirmation email.

If you need any assistance at all, please feel free to contact our Customer Service Team on 0845 600 1006 and we will help in any way we can.

Sign Up for Your New Account

User Name:

Password:

Confirm Password:

E-mail:

Security Question:

Security Answer:

Create User

You will notice that you can create a security question on this page. You will need to answer this if you forget your password, so make it memorable but something only you will know!

Fill in all the fields on this page and then click 'Create user'

Register to use MyMoat

Thank you for choosing to register for 'My Moat'.

Please fill in all of the fields before submitting your details to us. Once you have submitted your details, you will receive a confirmation email.

If you need any assistance at all, please feel free to contact our Customer Service Team on 0845 600 1006 and we will help in any way we can.

Complete

Thank you for registering, before you may log on we need to confirm your email address via an email we have sent to you. Please follow the link in this email to confirm your address.

Continue

You will then be presented with this confirmation page. Clicking 'Continue' will send an email to you immediately asking you to authenticate your email address

When you receive the 'authentication' email, please click the link provided, otherwise your account registration will remain incomplete. Once you click the link, you will see the following message on one of our web pages:

Confirm Email address with MyMoat

Thank you for confirming your email address with us.

You are now able to [login here](#) and enjoy our online services.

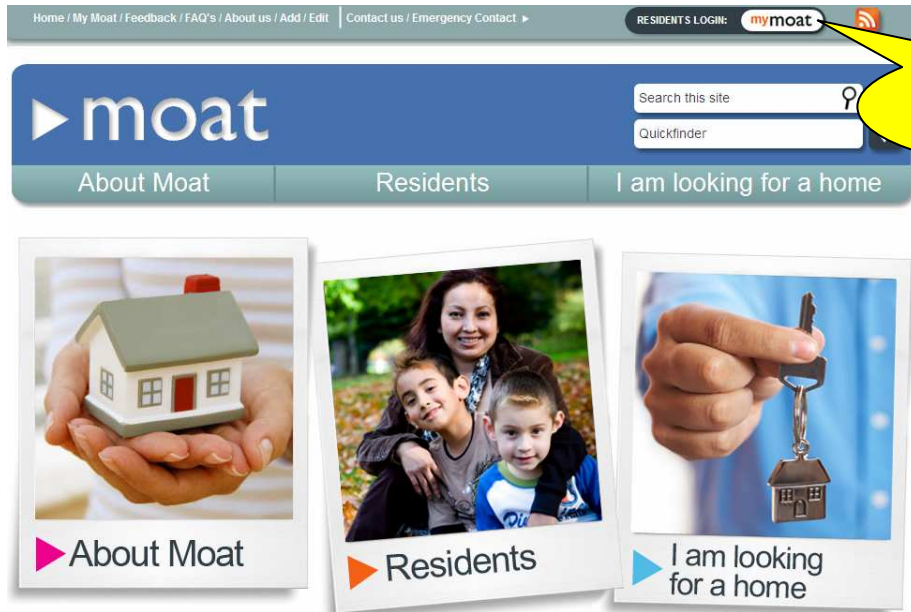
The MyMoat team.

Clicking the 'login here' link will return you to the initial login page

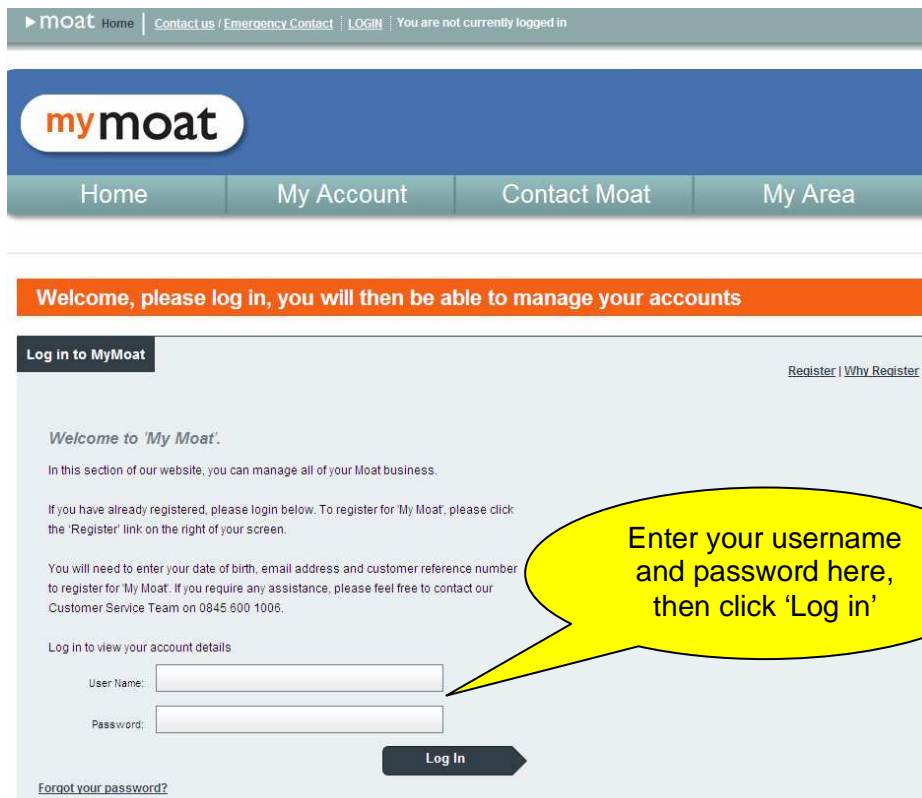
Once you click 'login here' you will receive a final confirmation email which will provide useful links and information. You will then be registered for MyMoat and can begin managing your Moat business online immediately!

Logging in

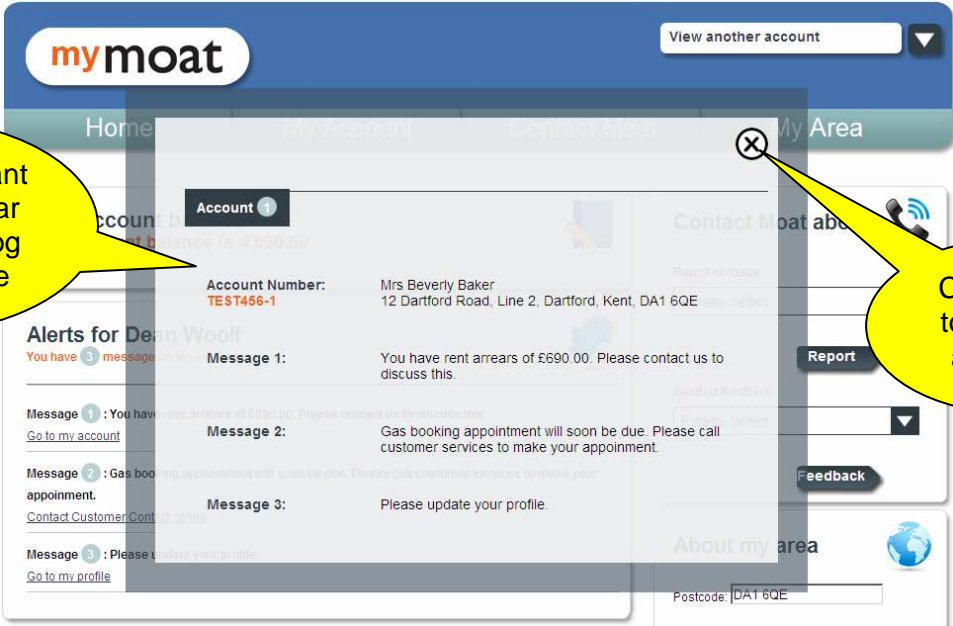
To access MyMoat, visit the Moat website (www.moat.co.uk) and click the MyMoat icon at the top right of the screen:



You will then be presented with the following screen:



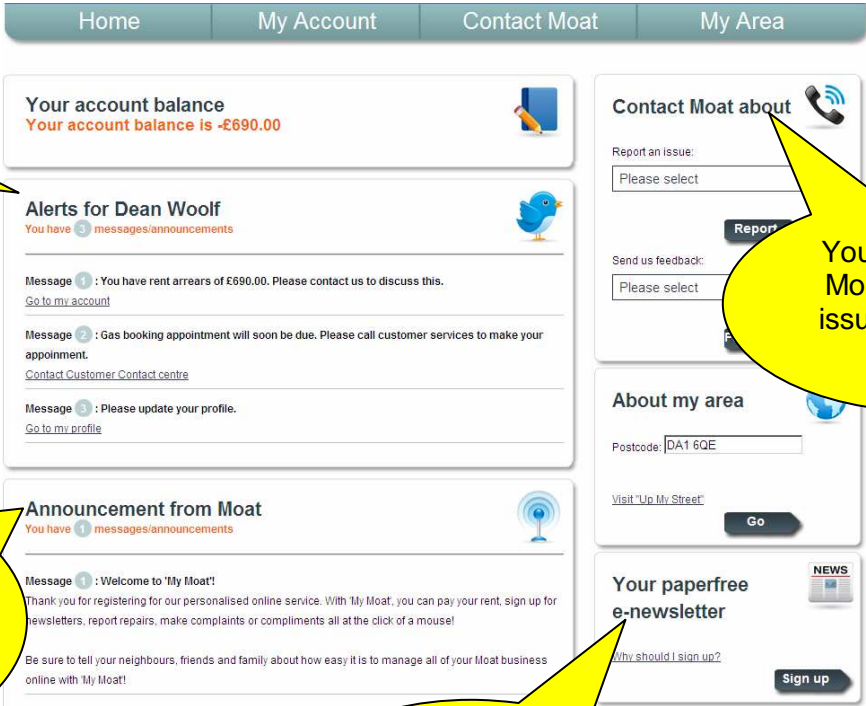
Once you have successfully logged in, you will be directed to your own home page.



Any alerts relevant to you will appear whenever you log in to your profile

Click the 'X' to close the alerts box

Once the alerts box is closed, you will have full access to your profile. The page is divided into information sections to make it easy to navigate:



Any alerts will also appear here

You can contact Moat about any issues using this feature

We will use this section to make you aware of any important announcements

You can also sign up to e-newsletters and do your bit for the environment!

Paying your rent online

You can pay your rent via MyMoat or arrange payment via Direct Debit. To do this, simply log in and click the 'My Account' tab at the top of the screen:

Home My Account Contact Moat My Area

Your account balance
Your account balance is -£690.00

Alerts for Dean Woof
You have 3 messages/announcements

Message : You have rent arrears of £690.00. Please contact us to discuss this.
[Go to my account](#)

Message : Gas booking appointment will soon be due. Please call customer services to make your appointment.
[Contact Customer Contact centre](#)

Message : Please update your profile.
[Go to my profile](#)

Announcement from Moat
You have 1 messages/announcements

Message : Welcome to 'My Moat'!
Thank you for registering for our personalised online service. With My Moat, you can pay your rent, sign up for newsletters, report repairs, make complaints or compliments all at the click of a mouse!
Be sure to tell your neighbours, friends and family about how easy it is to manage all of your Moat business online with My Moat!

Contact Moat

Report an issue:
Please select [v]
Report

Send us feedback:
Please select [v]
Feedback

About my area

Postcode: OAT 6QE
[Visit 'Up My Street'](#)
Go

Your paperfree e-newsletter

[Why should I sign up?](#)
Sign up

After selecting the 'My Account' tab, you will be re-directed to a different page detailing your account transactions and any arrears information. Here, you can make online payments:

Home My Account Contact Moat My Area

Your account balance
Your current account balance is -£690.00

Account transactions to Wednesday, 09 February 2011 12:55

Date	Amount	Balance	Description
01/06/2010	£90.00	-£1,140.00	Period Debit
01/07/2010	£90.00	-£1,050.00	Period Debit
01/08/2010	£90.00	-£960.00	Period Debit
01/09/2010	£90.00	-£870.00	Period Debit
01/10/2010	£90.00	-£780.00	Period Debit
01/11/2010	£90.00	-£690.00	Period Debit

[Newer items](#) - [Older items](#)

Make an account payment online

Make a payment online:
[Pay Online](#)

Setup a Direct Debit:
[Direct Debit](#)

Contact Moat

Contact us to make payment arrangements:
[Contact Us](#)

Helpful resources

Welfare benefits
[Welfare benefits](#)

Local Authority benefits
[Housing Benefit](#)

By clicking the 'Pay Online' option, you will be directed to a page detailing the two different ways to pay online:

Payment on line:

There are two payment on-lines. See text below...

Santander BillPay facility

You can pay on line via the Santander BillPay facility. Please visit www.billpayment.co.uk and follow the registration instructions. Once registered you can make a card payment to Moat Homes Limited. When using this method please quote your full account reference (for example, 1RVNDR6WNO640000/01, as found on your quarterly rent statement or at the very bottom of your rent notice) so that we can allocate the payment to your account.

Allpayments.net - if you hold a tenancy agreement

By clicking through to allpayments.net you can pay your rent online. There is no complicated registration process and the service is designed to be flexible and secure.

Making a payment online could not be simpler, you will need your payment card and a debit or credit card.

The site automatically identifies the first time any payment card is used. All first time users are asked to register and confirm a password and an email address for payment confirmation. After the initial set up, each time you come back to the site you will be asked for your card.

A message confirming that you are making a payment to Moat Homes Limited will be sent to you. You will also receive confirmation of the payment taken. You will then be required to click 'Pay'.

A confirmation page will appear providing you with a confirmation code. You will also receive confirmation of the payment taken.

This link will take you to the Santander BillPay web page

For those who hold a tenancy agreement, click this link and you will be directed to the allpay website

Make an account payment online



Make a payment online:

[Pay Online](#)

[Setup a Direct Debit](#)

[Direct Debit](#)

Contact Moat



Contact us to make payment

arrangements:

[Contact Us](#)

Helpful resources



Welfare benefits

[Welfare benefits](#)

Local Authority benefits

[Housing Benefit](#)

Important information about payment methods:

- Please read the information on this page carefully to ensure you click the correct link. Different residents will need to pay via different sites.
- In the first instance, you will need to register for these online payment methods. Simply follow the step-by-step instructions on the respective sites in order to process your payment.
- To arrange a Direct Debit payment, please call Moat's Customer Service Centre on 0845 600 1006 so that you can be sent the Direct Debit form.

Forgot your password?

If you have forgotten your password, there is a very simple process to have a new one sent to your email account:

Welcome to 'My Moat'.

In this section of our website, you can manage all of your Moat business.

If you have already registered, please login below. To register for 'My Moat', please click the 'Register' link on the right of your screen.

You will need to enter your date of birth, email address and customer reference number to register for 'My Moat'. If you require any assistance, please feel free to contact our Customer Service Team on 0845 600 1006.

Log in to view your account details

User Name:

Password:

Your login attempt was not successful. Please try again.

Log In

[Forgot your password?](#)

If you have forgotten your password, please click the 'Forgot your password?' link above. You will then be asked to enter your 'My Moat' username which will allow you to answer your secret question.

Once you have correctly answered your secret question, we will email you another temporary password which we advise you change immediately to something more personal.

If you enter an incorrect password at the initial log in stage, this message will appear in red

If you know that you have entered the wrong password, and cannot remember the correct one, click the 'Forgot your password?' link

You will then be asked to enter your user name in order to answer your secret question, which you would have set when you initially registered

Thank you for visiting 'My Moat'

Please enter your 'My Moat' username which will allow you to answer your secret question.

Once you have correctly answered your secret question, we will email you another temporary password which we advise you change immediately to something more personal.

User Name:

Submit

Type in the answer and click 'Submit' to have a temporary password emailed to you. The email will also contain a link to change the password to something more memorable

Identity Confirmation

Answer the following question to receive your password.

User Name: User Name@moat.co.uk

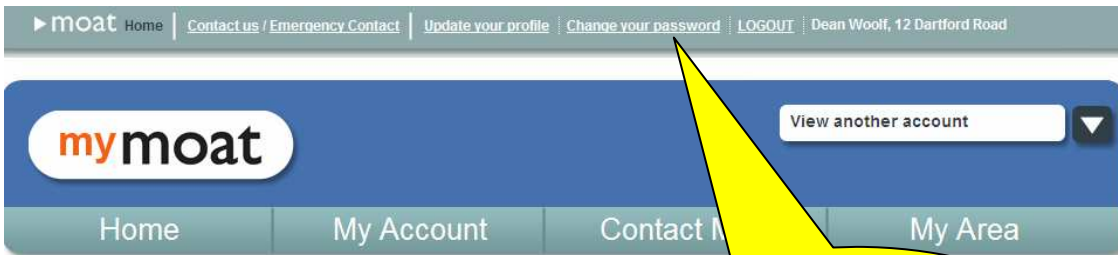
Question: Answer the following question to receive your password.

Answer:

Submit

Changing your password

You may want to change your password for security reasons, or if you forgot your previous password and have a randomly generated one as a replacement.

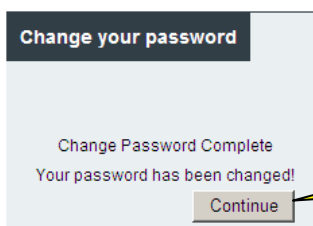


At the very top of your home page you will see a toolbar. Click the 'Change your password' link to be directed to the relevant page

You will be asked to enter your current user name and password along with the new password, which you must type twice for verification

A screenshot of the 'Change Your Password' form. It has a title 'Change Your Password' and four input fields: 'User Name:' with the value 'joe.bloggs@email.co.uk', 'Password:', 'New Password:', and 'Confirm New Password:'. All password fields are masked with dots. At the bottom are two buttons: 'Change Password' and 'Cancel'.

Click the 'Change Password' button when you are happy that you have entered all the information correctly



You will then see this message. You can click 'Continue' or the 'Home' tab at the top to get back to your profile

You should also receive an email confirming that your password has been changed. It should contain the password itself, so be sure to delete this email as soon as possible for security purposes.

Still having problems logging in?

If you have issues logging in to your MyMoat account (and you are certain that you have the correct password) then it may be that there is an error with our system. It could also be because you have the wrong user name; this is not something that you can change yourself.

If you are having trouble logging in and you are unsure why, please contact Moat's Customer Service Centre on **0845 600 1006**. One of our advisors will try to rectify the problem over the phone with you. If this is not possible, the advisor will need to **reset your log in details**.

The best course of action in such situations is usually to delete your login details completely from the system and then ask you to **re-register**. You may need to wait for the system to update before you re-register, which may take up to 24 hours.

None of your data or records of payment will be lost if you need to re-register. When you log in again, your profile should look exactly the same.

To re-register for MyMoat, you will need to enter the same information as when you originally registered: your **date of birth**, your **current email address** and your **tenant reference number**, which one of Moat's Customer Service Advisors can provide you with.

If you have any issues re-registering, please call the Customer Service Centre to check that the details you are entering match what we have on our system. If we have an old email address or an incorrect date of birth on your records, you will be **unable to register**.