

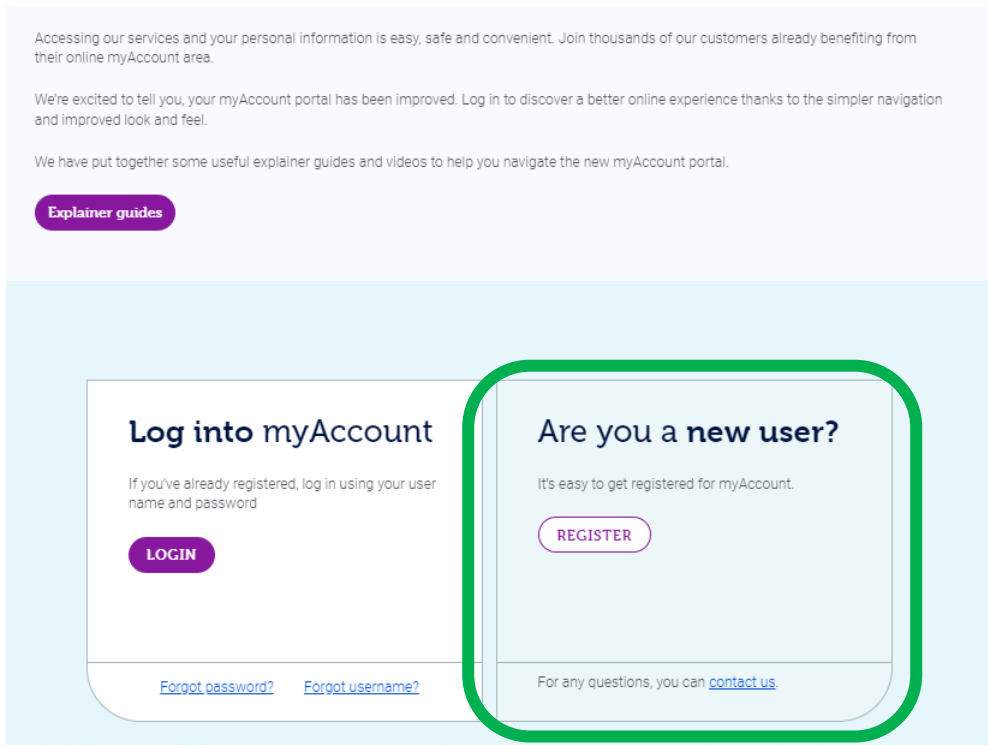
Registering for myAccount

When it comes to accessing information and services, we want to be easy to deal with so that you can get the information you need, when you need it. That's why we've created myAccount, the online account where you can benefit from a range of services which include: raising a repair, paying your rent, setting up and managing a Direct Debit, changing and updating your details, and more.

If you would prefer to follow a video guide on how to register for myAccount, you can watch our YouTube video guide here: <https://www.youtube.com/watch?v=UX6KkpKNEAI>

How to register for myAccount:

1. From your device, navigate to myAccount - <https://orbitcustomerhub.org.uk/myaccount/>
2. Scroll down the page to find the section shown below and select 'Register'



Accessing our services and your personal information is easy, safe and convenient. Join thousands of our customers already benefiting from their online myAccount area.

We're excited to tell you, your myAccount portal has been improved. Log in to discover a better online experience thanks to the simpler navigation and improved look and feel.

We have put together some useful explainer guides and videos to help you navigate the new myAccount portal.

[Explainer guides](#)

Log into myAccount

If you've already registered, log in using your user name and password

[LOGIN](#)

[Forgot password?](#) [Forgot username?](#)

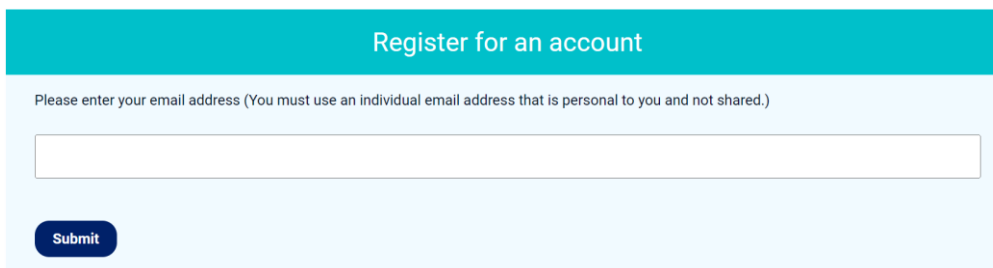
Are you a new user?

It's easy to get registered for myAccount.

[REGISTER](#)

For any questions, you can [contact us](#).

3. Enter your email address and submit (this must match the one we have for you on our system)



Register for an account

Please enter your email address (You must use an individual email address that is personal to you and not shared.)

[Submit](#)

4. Fill in all requested details including your tenancy reference (found at the top of your welcome letter), first name, surname, and date of birth.



Registering for myAccount

All details must match the information we hold for you on our system. These will be the details you gave us as part of your moving in process.

Once complete, select 'Submit'.

Register for an account

Please fill in all of the following fields.

Account reference
(tenancy reference)

First name

Surname

Date of birth

[Submit](#)

5. You will then be instructed to fill in:

- **Your username** (the same as the email address provided)
- **A password** (This must contain one uppercase letter (e.g. A or B), one lowercase letter (e.g. a or b), and a digit character (e.g. 1 or 2). It must also be between 8 and 12 characters long).
- **Your preferred security question** (select from the drop down)
- **Your security question answer** (the answer to the question from the drop down)

6. You will then see the success message below confirming an activation link has been emailed to you. This is a temporary link that will expire after 48 hours and must be activated within this time period by visiting the link and logging in to your account.

Registration successful. You will need to activate your account using the link that has been emailed to you.

Thank you for registering for myAccount with the Orbit Customer Portal

The final step before you are able to log in and use myAccount is to activate your account by confirming your email address.

To activate your account, all you need to do is follow the link below:

[Click here to activate](#)

You will then be asked to log in with your username and password.

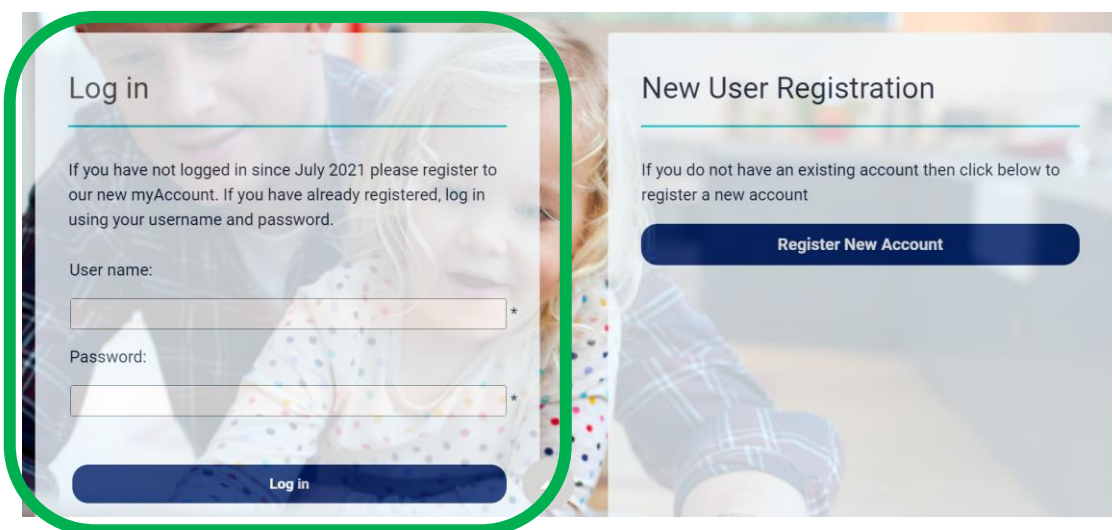
You will need to activate your account within 48 hours of receiving this email, or the link will expire.

If this link expires before you activate your account, you can visit this link and select the "Send A New Token" button to re-send a new activation email. If you experience any difficulties logging into your account please contact us
Contact Telephone Number: 0800 678 1221
Contact Email Address: info@orbit.org.uk

If you forget to activate your account before the link expires, you can visit the link in the email to request a new activation email.

7. To log in to your account for the first time, enter your username (email address) and the password chosen at registration on the left side of the screen, then select 'Log in'.

Registering for myAccount



Log in

If you have not logged in since July 2021 please register to our new myAccount. If you have already registered, log in using your username and password.

User name:
 *

Password:
 *

Log in

New User Registration

If you do not have an existing account then click below to register a new account

Register New Account

To log in again later, you can visit the following link:

<https://tipslive.orbit.org.uk/login.aspx?refer=https://tipslive.orbit.org.uk/default.aspx>

We hope this guide has answered any questions you may have. If you would like to view more explainer guides, which provide guidance on how to use the various features within myAccount please visit the myAccount homepage at:

<https://orbitcustomerhub.org.uk/myaccount/>