

Useful myAccount Information

As well as being able to raise a repair, make a payment, report a change in your circumstances, set up a Direct Debit, and so much more, myAccount offers an easy way to manage your account and keep your details up to date.

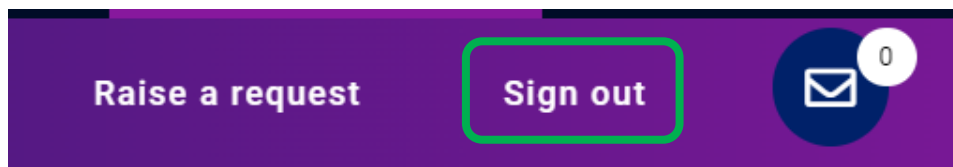
Whilst myAccount has a lot to offer, we also want to make online navigation simple and stress-free. You can find some useful information and tips below to support you in using myAccount.

If you would prefer to follow a video guide, you can watch our YouTube video guide here: <https://www.youtube.com/watch?v=ocuLvBwvHL4>

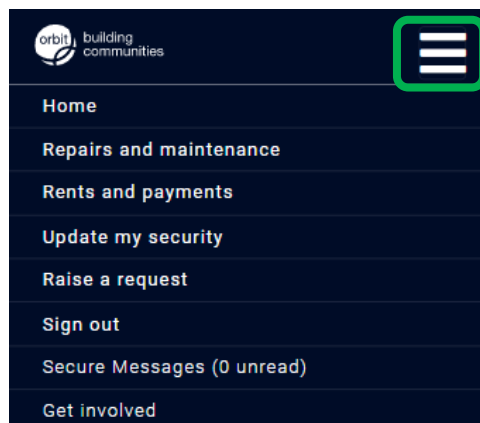
How to log out:

It is important that when you have finished using myAccount, you sign out. This is to protect your account and personal details, especially when using a shared device. If you forget to sign out, you will be signed out automatically after 20 minutes of inactivity.

You can log out by selecting 'Sign out' in the top right-hand corner of the page.



On a mobile device, this can be found using the three lines in the top right-hand corner.



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

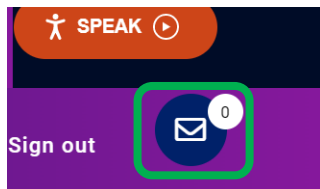
<https://tipslive.orbit.org.uk/login.aspx?refer=https://tipslive.orbit.org.uk/default.aspx>



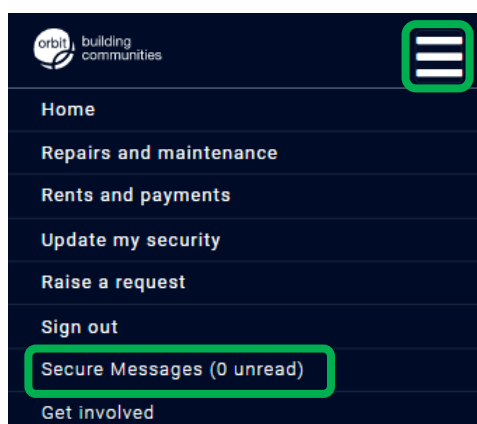
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How to view secure messages:

To view any secure messages we send you, select the envelope shown on the top right-hand corner of the page. The white circle will show you how many unread messages you have.

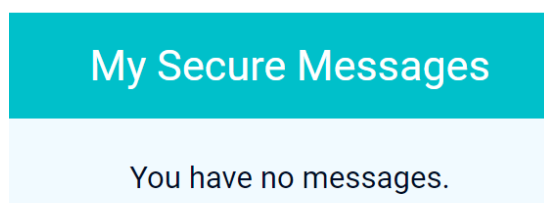


On a mobile device, this can be found using the 3 lines in the top right-hand corner and then selecting 'Secure Messages'.



Select the relevant message to open the content. **This is a one-way message service, so you will not be able to reply.**

You will see the message below if we have not sent you any secure messages.

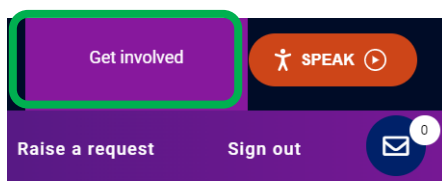


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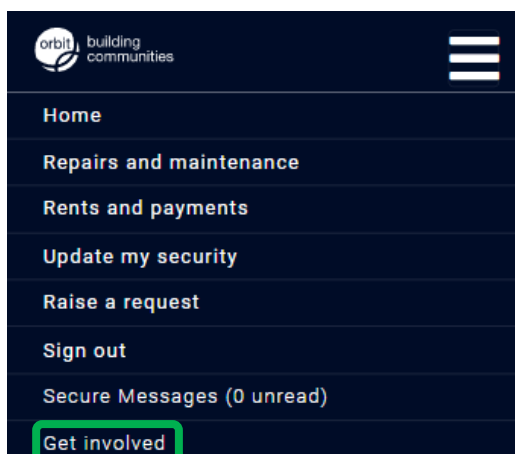
Join our customer engagement activities:

Joining our engagement activities is a great way to get your voice heard and help us shape our future services. To get involved with our engagement activities, select the 'Get involved' option at the top of your page.

This will take you to our engagement webpage where you can find out how you can get involved, as well as register your interest in joining your preferred activities, including focus groups, webinars, conference calls, and face-to-face service improvement groups.



On a mobile device, this can be found by clicking on the three lines in the top right-hand corner and then selecting 'Get involved'.



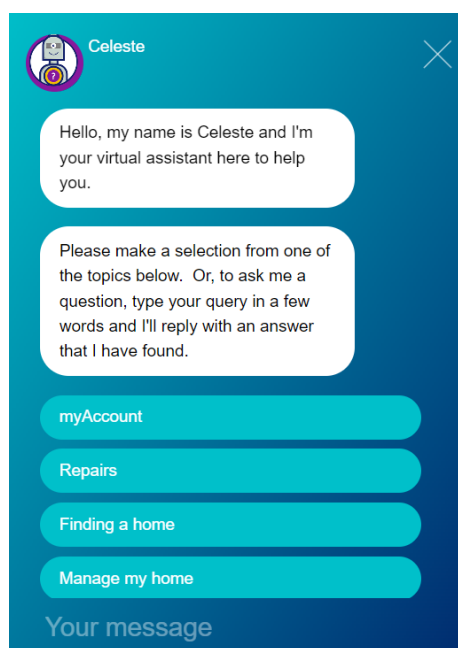
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Using Celeste:

Celeste is our automated virtual assistant, available to provide support with a range of common queries. To find Celeste, look for the robot icon at the bottom of your screen.



Once you have selected Celeste, you will be given a message, alongside multiple selectable options. You can either scroll through the options and select a category which matches your query, or you can type your request in the 'Your message' box.



It is important to keep your questions short, including any important key words, as Celeste is an artificial intelligence-based virtual assistant. For example, "raise a repair". If you ask a question that is too long for Celeste to understand, you will receive the following message: **"Please try asking a shorter question so I can try and provide an answer."**

If you ask a question that Celeste does not recognise, you will receive the following message: **"Sorry, I don't quite understand. Please try asking your question in a different way"**

If you see this message, first try checking for spelling mistakes, rephrasing your question, or making it shorter. We continuously improve Celeste's knowledge based on the questions you ask us, so if



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you don't receive a suitable answer, we will use your question to expand Celeste's knowledge in the future.

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/>

