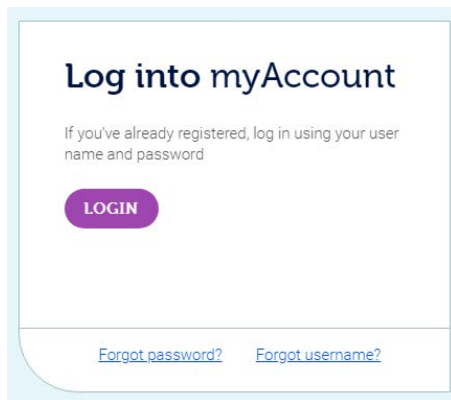


Bookmarking myAccount on an Android device

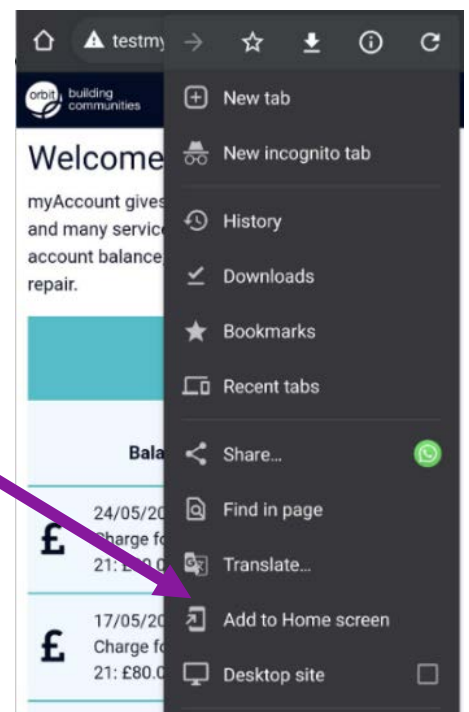
This guide will take you through the simple steps of bookmarking myAccount on an Android device. The benefits of doing this include having quick access to the portal from your main mobile home screen and that this will give you the 'look and feel' of an app rather than a webpage.

Bookmarking myAccount:

1. From your Android device, navigate to myAccount - orbitcustomerhub.org.uk/myaccount (NOTE: You must use the Google Chrome browser on your Android device to be able to bookmark a page. Other browsers (Edge, Firefox, Opera, Samsung Internet, Silk, etc) may have different criteria for adding a home screen bookmark.)
2. Open the Google Chrome browser and navigate to orbitcustomerhub.org.uk/myaccount. Log in by clicking on the 'Log in' button and entering your username and password.



3. Once logged in, open the side bar menu in Google Chrome by clicking the three dots in the top right corner of the browser, next to the address bar.
4. Select 'Add to home screen'



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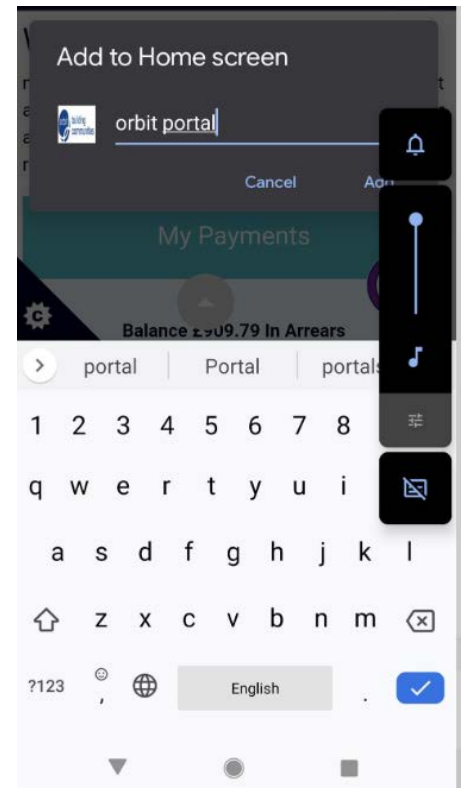
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5. Once you select 'Add to home screen', you will be required to add a name for the bookmark – the example below shows orbit portal as the bookmark name. This is what will show as the 'app' icon name on your main mobile home screen.
6. Save the changes (the save button may say 'Add' or 'Add to home screen') and the bookmark will be available on the home screen of your mobile device.



We hope this guide has answered any questions you may have. If you would like to view the rest of our Explainer guides please visit the myAccount homepage at orbitcustomerhub.org.uk/myaccount.



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