

Making a payment using myAccount

One of the most helpful features of myAccount is being able to make a payment. myAccount provides you with the flexibility of making a payment, anytime, anywhere with just a few clicks of a button. Rest assured, your payments will be secure and all the help you need can be found on the myAccount portal.

This guide will take you through the simple steps of making a payment using myAccount.

Making a payment:

1. From your device, navigate to myAccount - orbitcustomerhub.org.uk/myaccount
2. Log in by clicking on the 'Log in' button and entering your username and password.
3. Once you have logged into the portal using your username and password, you will land on the home page. Here, you can navigate to the first column on the left, called 'My Payments':

The screenshot shows the myAccount portal interface. At the top, there is a navigation bar with the Orbit Building Communities logo, the text 'myAccount', and buttons for 'Get Involved' and 'SPEAK'. Below the navigation bar is a menu with options: Home, Repairs and Maintenance, Rents and Payments, Update my Security, Help and Contact Us, Sign Out, and a notification icon. The main content area is titled 'Welcome to myAccount' and includes a brief description of the service. Below this, there are three main sections: 'My Payments', 'My Repairs', and 'My Contact Details'. The 'My Payments' section is highlighted with a red box and contains a table of payment history with columns for date, amount, and description. Below the table are buttons for 'View Rent Details', 'Make a Payment', and 'Set up Direct Debit'. The 'My Repairs' section shows a list of upcoming repairs with columns for date, description, and a 'View Details' link. The 'My Contact Details' section displays user information such as name, email, mobile number, home number, and property manager, along with buttons for 'Update my Details' and 'Opt-In'.

My Payments	
Balance	£339.75 In Arrears
26/04/2021	Charge for period 26 April 2021 to 2 May 2021: £80.00
19/04/2021	Charge for period 19 April 2021 to 25 April 2021: £80.00
12/04/2021	Charge for period 12 April 2021 to 18 April 2021: £80.00
05/04/2021	Charge for period 5 April 2021 to 11 April 2021: £80.00

My Repairs	
12 May 2021	Doors, Locks: Doors; external; Test; Test; test; 01
12 May 2021	Baths, Basins, Sinks: Bath; leaking; This is a Test.; 07979079079
11 May 2021	Baths, Basins, Sinks: Basin; in the bathroom; loose; This is a test I have completed on 11th May 2021 at 1.40pm; 0797000000; https://keyfax.orbit.org.uk/interview/logs/uploads/90cee98d-8a71-4c6a-b04c-73720578a9da.gif
06 May 2021	Doors, Locks: Doors; external; test door - please ignore this.; this is a test problem.; test; 07900000000; https://keyfax.orbit.org.uk/interview/logs/uploads/5202287e-ee7c-40d8-81ae-344cd4794af2.gif

My Contact Details	
Name:	Mr Donald Duck
Email:	orbittestuser2@gmail.com
Mobile No:	07970000123
Home No:	01210001233
Property Manager:	Emma Williams



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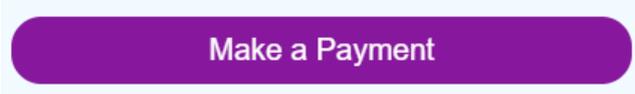
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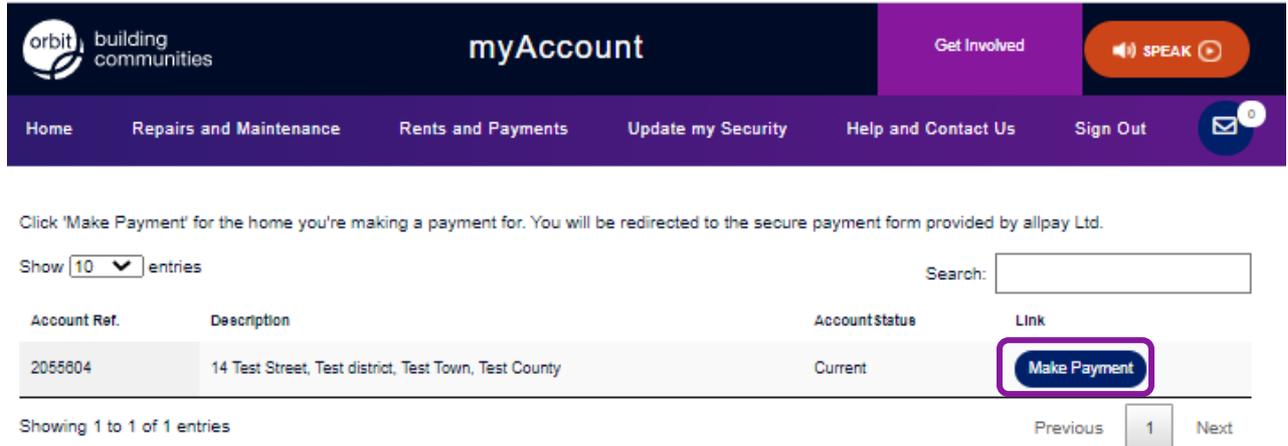
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4. Click on the 'Make a Payment' button towards the bottom of the 'My Payments' column.



5. This will present you with the accounts you have with us, for which payments can be made.



Click 'Make Payment' for the home you're making a payment for. You will be redirected to the secure payment form provided by allpay Ltd.

Show entries

Account Ref.	Description	Account Status	Link
2055604	14 Test Street, Test district, Test Town, Test County	Current	Make Payment

Showing 1 to 1 of 1 entries

6. Click on 'Make Payment'
7. You will now be redirected into the secure allpay site to make your payment. You will need to enter your Payment Reference Number (PRN) which you can find on your swipe card.
8. You will be asked to confirm the amount you wish to pay.
9. Enter the amount you wish to pay against your account and click 'Next'.

Make your payment

Please enter your Payment Reference Number (PRN)

Payment Reference Number

PRN



19 digit number from your card or barcode

Amount £

[Next](#)



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- 10. Check the details on this screen - if you need to amend the amount simply press back and update your payment amount.
- 11. Once you have confirmed the amount, click **'Next'**.

Make your payment

Please confirm the payment details

Payment Summary

Payment to	HEART OF ENGLAND HOUSING ASSOCIATION
PRN	9826941110020556047
Amount	£1.00



- 12. This will take you to the **'Make your Payment'** screen. Enter your payment details for the account from which the payment will be made.
- 13. Any fields left uncompleted will flag up in red until they are filled in with the relevant correct details.

Make your payment

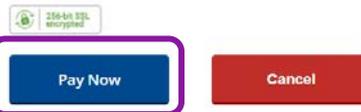
Please enter your payment details

Step 4 of 4

Card Number 

Expiry Security Code

Cardholder Name



- 14. Once you have entered your details, click **'Pay Now'** to submit the payment details and you will be returned to the portal home page.

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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