

INTRODUCING

My

RHHA

OUR ONLINE TENANT ACCOUNT

[WWW.RHAWALES.COM/MYRHA](http://WWW.RHAWALES.COM/MYRHA)

## 2 / Introducing MyRHA

At RHA we are always trying to improve your experience as a tenant and make life that little bit easier. That's why we've created MyRHA.

My RHA is our brand-new online account which you can log on to via our website: [www.rhawales.com/myrha](http://www.rhawales.com/myrha)

MyRHA means you can access your account  
24 hours a day, seven days a week to:



View your rent account and make payments, report a repair to us



Upload photos to help us better diagnose a repair



Update your personal details and contact information



Request a call back from our team



Request a property exchange or end your tenancy



Report anti social behaviour, graffiti or fly-tipping



Tell us your views on our services and get involved

**Registration is simple**, all you need is a phone, tablet or laptop and the registration letter we sent to each tenant in spring 2023. If you no longer have this, then call us on **01443 424200** to request your PIN and tenancy reference number or drop us an email: [myaccount@rhawales.com](mailto:myaccount@rhawales.com)

## 3 / What do I need to register for MyRHA?

### You'll need:



Access to a computer, laptop, smartphone, or tablet



Access to the internet or Wi-Fi



An email address



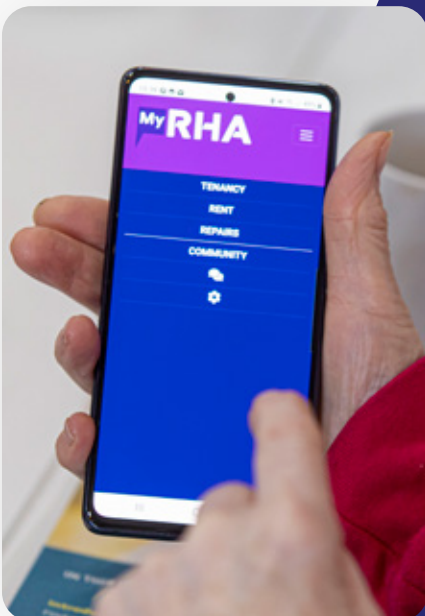
Your date of birth



Your tenancy reference & PIN number

It's essential to keep your tenancy information and personal data secure and private. This is why, just like online banking, we need to keep your personal details safe in MyRHA by confirming your identity. To verify your identity when registering on MyRHA we need to match key information you provide with information we hold on our systems.

Each tenant will receive their tenancy number and unique PIN code to use when registering. If you have not received this, or cannot find this when you want to register please contact our team on **01443 424200** or email us at: **myaccount@rhawales.com** and we will help get you set up.

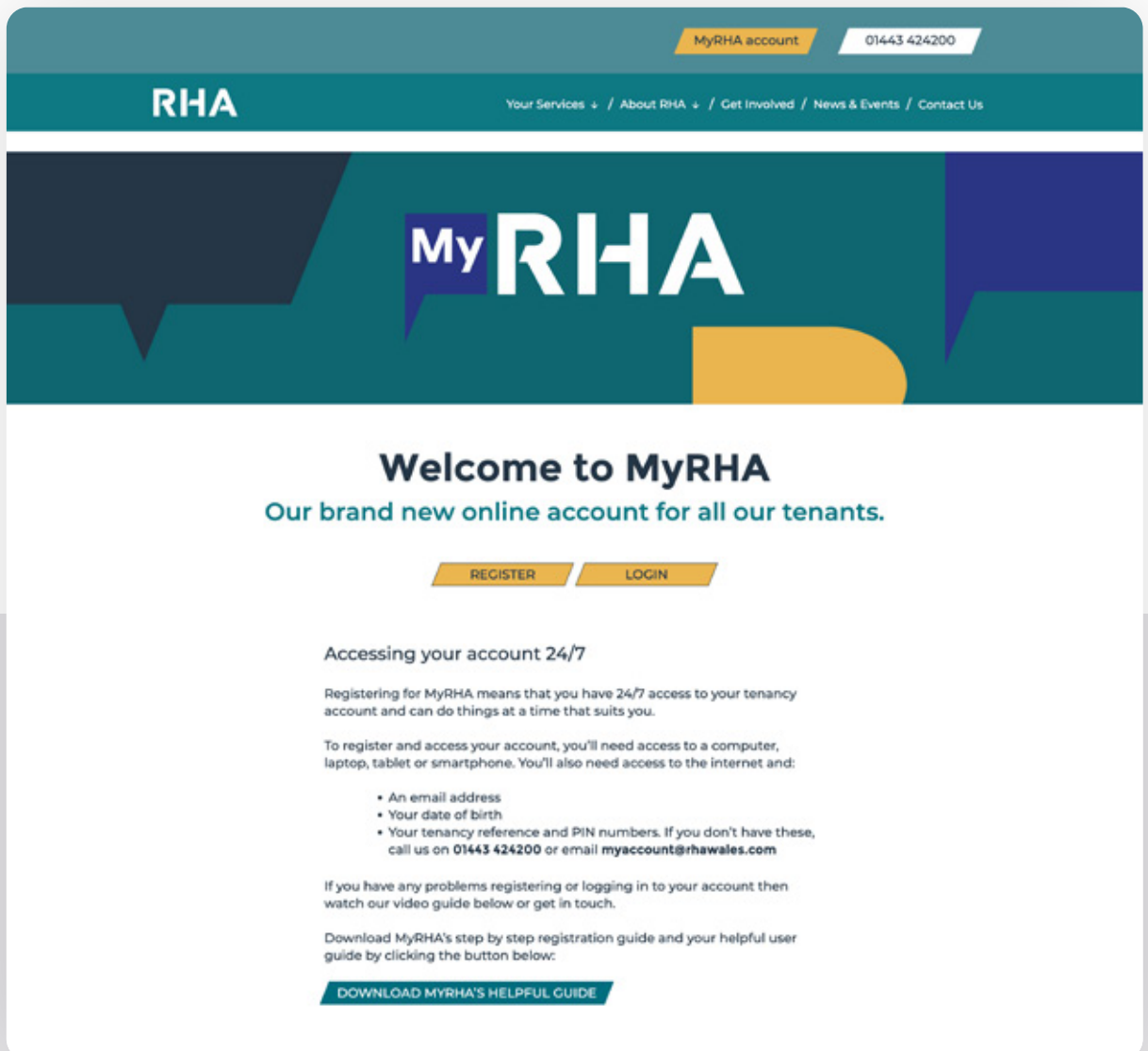


## 4 / How to Register

If you're ready to register for MyRHA, just follow the steps below.

If you prefer, there's a video on our website to walk you through the registration process step by step, so please take a look.

1. Go to [www.rhawales.com/myrha](http://www.rhawales.com/myrha) and click on the 'Register' button if you are a first time user.



The screenshot shows the MyRHA registration page. At the top, there is a teal header with the RHA logo on the left and navigation links: 'Your Services', 'About RHA', 'Get Involved', 'News & Events', and 'Contact Us'. On the right side of the header, there are two buttons: 'MyRHA account' and '01443 424200'. Below the header is a large banner with the text 'My RHA' in white and yellow. The main content area is white and features the heading 'Welcome to MyRHA' and the sub-heading 'Our brand new online account for all our tenants.' Below this, there are two buttons: 'REGISTER' and 'LOGIN'. The page also includes a section titled 'Accessing your account 24/7' with a paragraph explaining that registering for MyRHA provides 24/7 access to the tenancy account. It lists requirements for registration: a computer, laptop, tablet, or smartphone; internet access; an email address; a date of birth; and tenancy reference and PIN numbers. A list of requirements is provided: 'An email address', 'Your date of birth', and 'Your tenancy reference and PIN numbers. If you don't have these, call us on 01443 424200 or email myaccount@rhawales.com'. A final paragraph offers a video guide and a button to 'DOWNLOAD MYRHA'S HELPFUL GUIDE'.

MyRHA account 01443 424200

RHA Your Services / About RHA / Get Involved / News & Events / Contact Us

# My RHA

## Welcome to MyRHA

Our brand new online account for all our tenants.

REGISTER LOGIN

### Accessing your account 24/7

Registering for MyRHA means that you have 24/7 access to your tenancy account and can do things at a time that suits you.

To register and access your account, you'll need access to a computer, laptop, tablet or smartphone. You'll also need access to the internet and:

- An email address
- Your date of birth
- Your tenancy reference and PIN numbers. If you don't have these, call us on 01443 424200 or email [myaccount@rhawales.com](mailto:myaccount@rhawales.com)

If you have any problems registering or logging in to your account then watch our video guide below or get in touch.

Download MyRHA's step by step registration guide and your helpful user guide by clicking the button below:

DOWNLOAD MYRHA'S HELPFUL GUIDE

## 5 / How to Register (continued)

2.

Fill in the details on the registration screen. Some things to note:

- Your PIN and tenancy reference number can be found on the letter you received in Spring 2023. But you can call us to obtain these details if you no longer have the letter.
- The password you choose must be at least 6 characters long and contain one capital letter, one lower-case letter and a number. E.g. Memory99!

### Register your account

#### Email

When you register, you will receive a verification code which you must use to complete your registration.

#### PIN

#### Tenancy reference number

#### Date of birth



#### Password to use.

#### Please repeat the password

The password you chose above is the one you will use to login when the verification is complete.

Submit

Already got a verification code?

By registering you agree to cookies being used whilst using the site.  
For information about how we use your data, see [our privacy policy](#).

 Need Help?

## 6 / How to Register (continued)

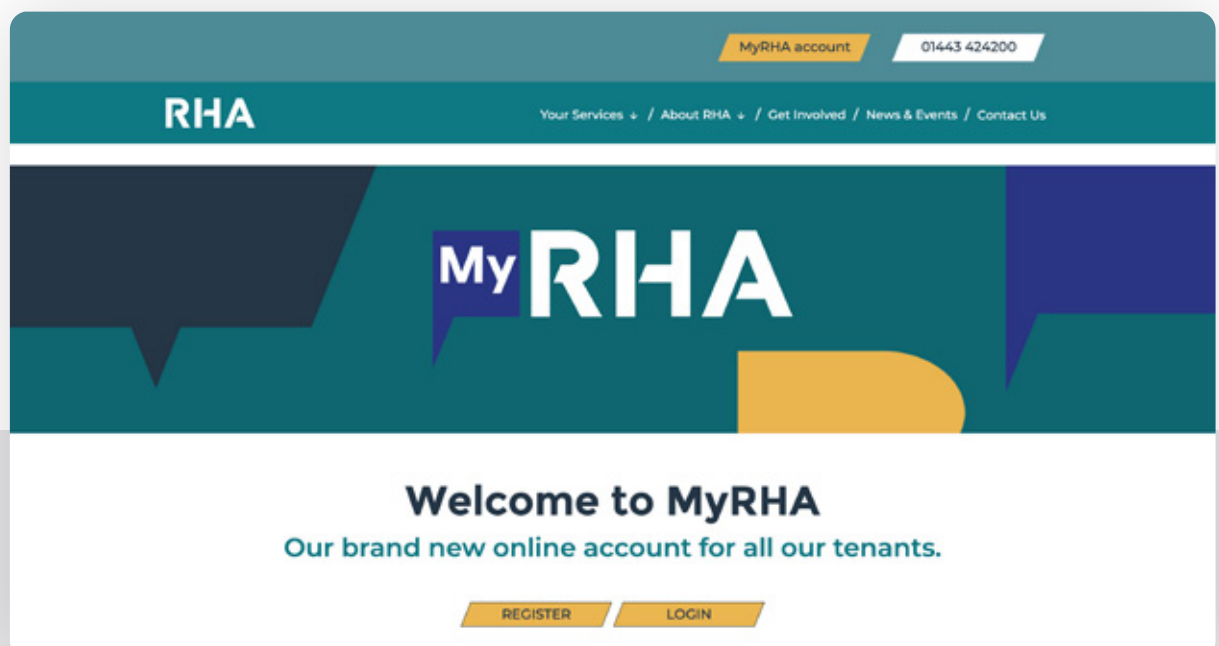
**3.** Once you hit '**Submit**' on the registration screen, you'll get an email sent to your personal email account containing a verification code. This email will come from RHA Wales and will be sent to the email address you entered above.

You will then be taken to a screen to verify all the information you have provided.

This is an additional security measure that allows us to keep your information and data safe. It's important we keep all your personal details secure, just like when you log in to your banking information.

**4.** Check the inbox of your own personal email account and you should have an email from RHA Wales showing you your verification code. If you don't receive this email in a few minutes check your spam folder, just in case it has gone there.

**5.** Enter the verification code back into your internet browser and you're all done. You are now registered and can log in using the Login button on our website.



## 7 / Welcome to MyRHA

### What if I have any problems registering or logging in to MyRHA?

- If you run into any problems registering, then take a look at our step by step **How To Register video** on our website.
- If you would like some extra help to register or to log in, then you can call our team on **01443 424200** or email us on: **myaccount@rhawales.com**
- You can ask any RHA colleague when they are visiting your home or community to help you with MyRHA.
- We are always trying to improve your experience as a tenant and make our services accessible that's why we've created MyRHA. If you choose not to use your online account, you can always still call and email us.

/ [www.rhawales.com/myrha](http://www.rhawales.com/myrha)

/ **01443 424200**

/ [myaccount@rhawales.com](mailto:myaccount@rhawales.com)