

Registering for 'My GGHT'



Before you can login and use your My GGHT account on the GGHT website you will need to 'register' (set up your individual account).

To register for 'My GGHT' you will need the following information...

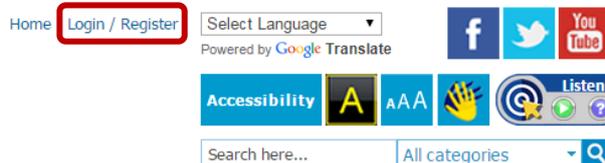
- Your payment reference number – Found on the front of your Allpay card (if you are unsure of your payment reference call us on 01925 452 452)
- Your post code
- Your date of birth
- An email address
- A password which is 6 characters or longer with at least one letter and number (remember passwords are case sensitive). Make sure you keep your password private, so only you can access your details.



You need all this information to ensure that your account is secure.

Getting Started...

Visit www.gght.org.uk and click Register (at the top of your screen):



[ABOUT US](#) | [SERVICES & ADVICE](#) | [INFORMATION](#) | [YOUR VIEWS](#) | [HOME & REPAIRS](#) | [YOUR COMMUNITY](#) | [NEWS](#) | [JOBS](#) | [CONTACT US](#)

Step 1:

Enter your:

- payment reference
- post code
- date of birth.

This checks your information to verify that you are a current tenant.

Click continue.

Register Your Tenant Services Account

Step 1 of 2: Verify your identity

Payment Reference Number *

Required

 Your payment reference is the 8 digit reference number on the front of your AllPay card. It is also shown on your rent statement. If you cannot find your number please call us free on 0800 25 26 27 and we will provide you with the number after asking some security questions.

Post code *

Required

Post code should be in this format: WA1 1UZ

Date Of Birth *

Required

Date of birth should be in this format: DD/MM/YYYY

[Cancel](#) [Continue](#)

Step 2:

The next screen will ask you to enter some personal details these include:

- a user name that you will use to log into My GGHT
- a password
- an email address
- a security question and answer

Click register to confirm.

TIP: When choosing a user name it is best to use your email address as this needs to be unique.

Register Your Tenant Services Account

Step 2 of 2: Enter your account details

Your Name: MISS JANE SMITH

Choose User Name *

Choose Password *

Confirm Confirm password *

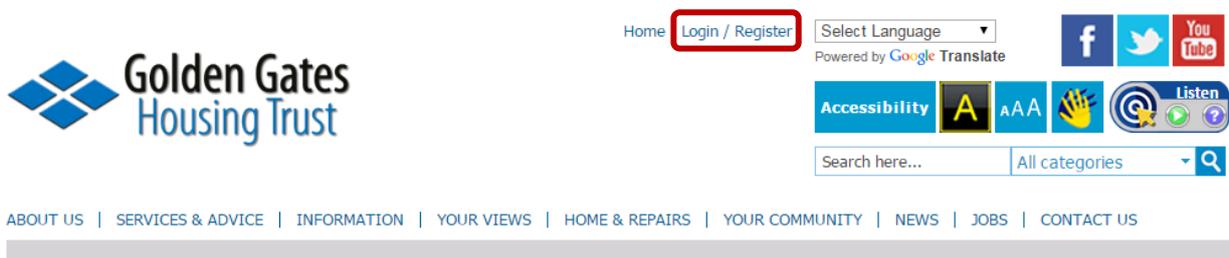
Email *

Security Question *

Answer *

Signing/Logging into My GGHT...

To sign/login into your account visit www.gght.org.uk and click Login (at the top of your screen):



Enter your user name and password in the spaces provided and press Log In.

TIP: If you have forgotten any of your details press the 'Forgot Password or Username?' option on the top right. This will give you the option to enter your username to receive an email to reset your password or give you instructions on how to request your user name if you have forgotten it.

Sign In

[Forgot Password Or Username?](#)

User name *

Password *

Remember me?

[Register if you don't have an account](#)

Once you are signed/logged in – you have a number of options to select (*panels that are grey are coming soon*):

My Property...

Holds information about your property and tenancy including people living with you.



You can use this to check all information is correct, find reference numbers for your property or tenancy and your neighbourhood officer details.

On the left hand side you are able to view your household details which contains all people living at your address and their details.

On the household details screen you are also able to update your contact details including telephone numbers and email addresses. To do this press the edit button and update your details, when finished press save.

Property Reference	Area	Post Code	Type
102102102	ORFORD	WA2	House

Property Information

Property Ref:	102102102	Charge Period:	Not Specified
Post Preamble:	None	Short Address:	GRASMERE AVENUE 102
House Number:	102	Address Line 1:	GRASMERE AVENUE
Post Code:	WA2	Address Line 2:	ORFORD
Neighbourhood Officer:	Patch 04 INNER - Melissa Jackson	Address Line 3:	WARRINGTON
Property Type:	House		

Tenancy Information

Tenancy Number:	0934100/01
Start Date:	31/10/2011

My Finances...

Shows your transactions on your tenancy along with your current account balance.



You are able to view the date, type and amount of all payments and debits on your account.

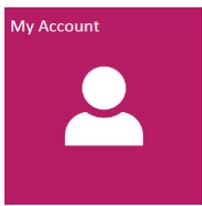
On the left hand side of the screen you are also able to view your rent statements - these are broken down into quarters for each year.

To open one click on the statement name. When a statement is open you are able to print it for your records.

Date	Type	Credits (£)	Debits (£)
06/12/2013	Direct Debit	0.00	-18.89
03/12/2013	Housing Benefit Rcpt	-326.24	0.00
02/12/2013	Water Unmetered	0.00	9.81
02/12/2013	Rent	0.00	81.56
25/11/2013	Water Unmetered	0.00	9.81
25/11/2013	Rent	0.00	81.56

My Account...

Allows you to view your account details including your email address and change your password.



You can update your email address or your memorable answer; simply enter the new details into the space provided.

To change your memorable question select which question you want to use from the options and press the Update button to save.

To change your password first enter your current password in the top space then enter a new password underneath, passwords need to be at least 6 characters long and have a letter and a number. Confirm your password and press the Change Password option to save.

Change Password

Old password *

New password *

Confirm password *

Email

Memorable Question *

Memorable Answer *

Things to NOTE....

- You will be automatically signed/logged out after 10 minutes of inactivity.
- You can sign/log out yourself by selecting LOG OUT at the top of the screen
- If an option is 'grey' this means, that this feature is not yet available.

