Don't wing it, our handy guide is here to help!

How to download and register MY MHA App (plus forgotten password)

MHA
Monmouthshire Housing
Tai Sir Fynwy

Let's get you started!

Hoot hoot hooray, it should only take you 5 minutes.

1. Downloading the App

There are two ways you can download MY MHA App

Scan this QR code:

Scan for Android   Scan for Apple

Go to the Apple app store or Google Play store, search for "MY MHA" and click "install"

Available on the App Store

GET IT ON Google Play
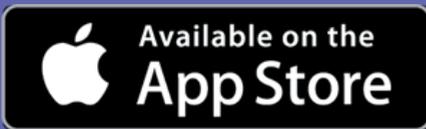
2. Once you've downloaded the app - getting you registered

You have now downloaded the App – well done! (This is what you see when you download the App).

Before you can access your account you will need to REGISTER.

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Hello
Customer? Please sign in...

Please enter your e-mail and password if you already have an account.

Your e-mail address

Example: joe.bloggs@example.com

Your password

*****

Sign in   Register
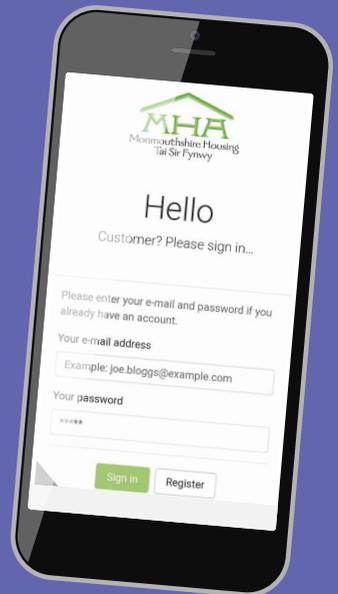
To register, click the 'register button', you will then need your **Rent Agreement (RAG) number** on hand. This has been provided to all tenants via letter, as well as email and/or text message (if we have details). You can also find it on your most recent rent statement.

Please put in your RAG number exactly as it is written in your letter/email/text as this field is case sensitive.

If you cannot find this number, please get in touch, either by ringing us on **0345 677 2277** or by using the online chat facility on our website.

3. Creating a password

You'll then be asked to set up a password. (If you've already set up a password but have forgotten it, click "Forgotten my details")

4. Hooray, you're in! Welcome to MyMHA

The first page will display any important messages for you; this will include either specific messages for you about your tenancy (such as below), or a more general message sent to all our tenants. Please take a few minutes to read them to keep up to date.

Now, click 'continue to portal'. From the Portal you can access all functionality on MyMHA App.
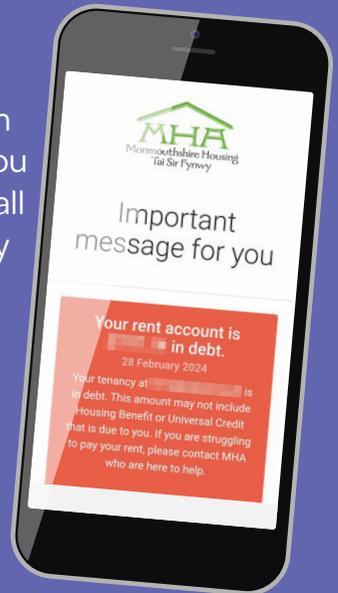
5. The homepage

Welcome to the homepage, we hope you enjoy the app as much as we do! This is where you can log a repair, view your rent statement and much more!

We have created a suite of 'How to' guides to help you to use the App, if you are struggling, please contact us on **0345 677 2277** and we will be happy to talk you through what you need to do.

If you require this document in Welsh or any other language, large print, braille or in an audio format. Please contact the **0345 677 2277** or email **corporateservices@monmouthshirehousing.co.uk**

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