

## *My Tenancy - How to Set Up Your Account*



### **What is MyTenancy?**

MyTenancy is an online portal where you can view your:

- current rent balance
- repairs on your home
- important documents
- contact information

You will also be able to pay your rent and request a repair on your home

### **Before you Start**

Before creating an account, you'll need to make sure you have:

- A current email address (that BHT Sussex have on record)
- Your Date of Birth
- Your Tenant Reference, which can be found on your annual rent review letter or rent statement

If you don't have these please call us on: 01323 340018, or email: [mytenancy@bht.org.uk](mailto:mytenancy@bht.org.uk)

## Creating your Account

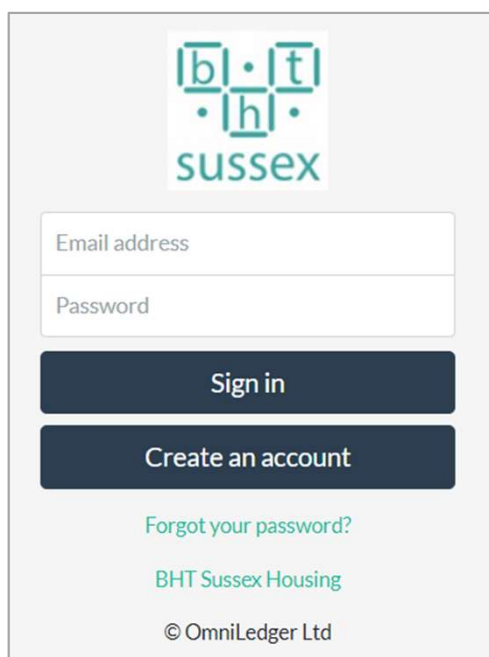
### Step 1

On your internet browser access the following link:

<https://bhtsussex.mytenancy.co.uk>

### Step 2

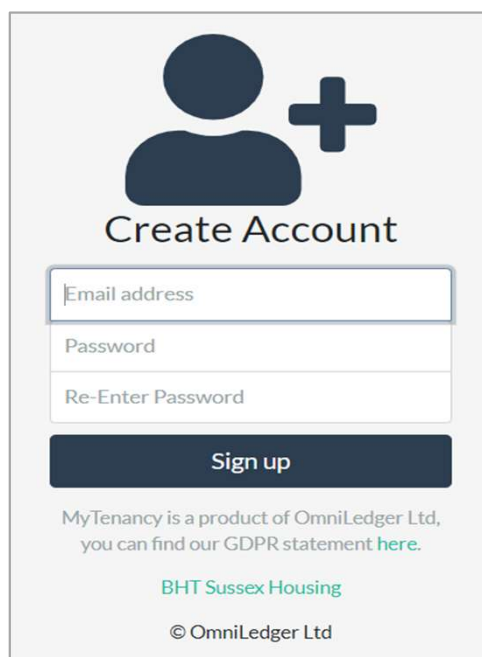
Click “Create an Account” button as shown below:



The screenshot shows the BHT Sussex login interface. At the top is the BHT Sussex logo. Below it are two input fields: 'Email address' and 'Password'. There are two buttons: 'Sign in' and 'Create an account'. At the bottom, there is a link for 'Forgot your password?', the text 'BHT Sussex Housing', and the copyright notice '© OmniLedger Ltd'.

### Step 3

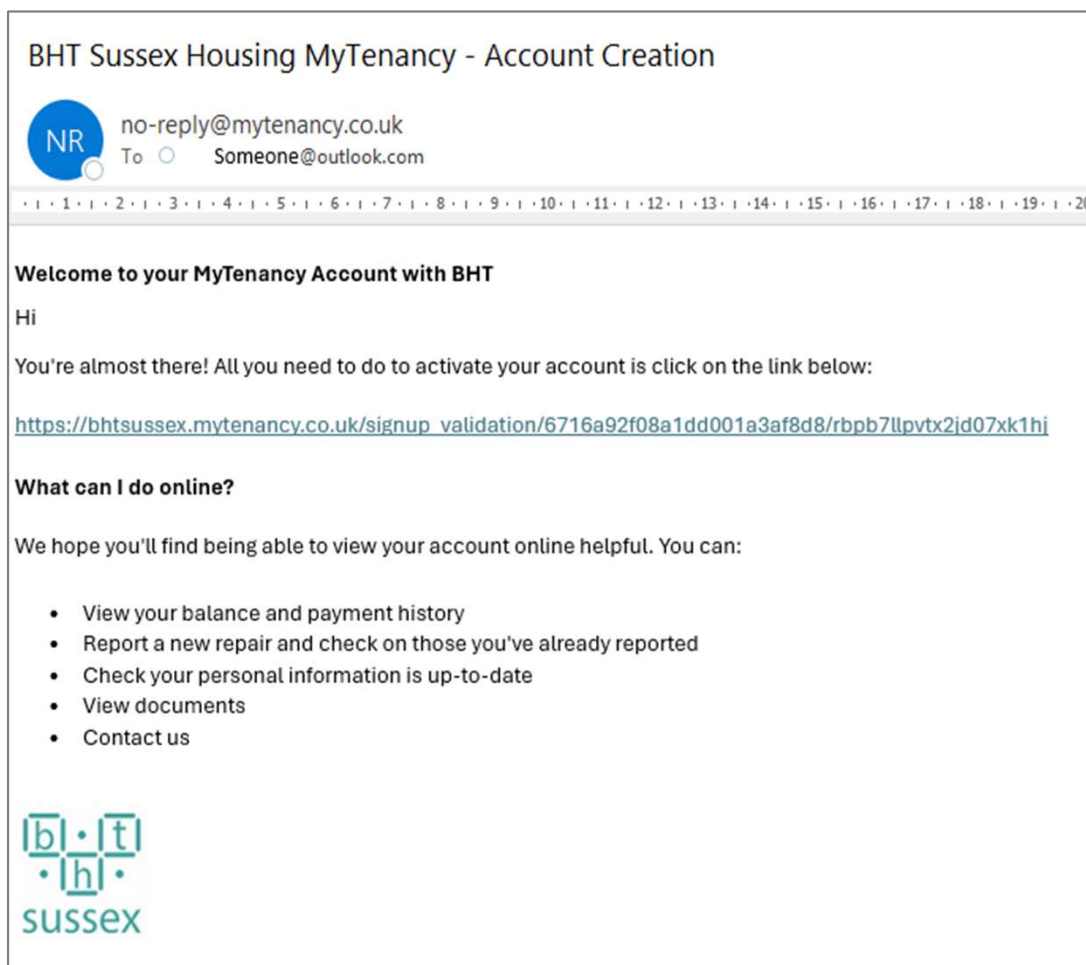
Enter your Email address and choose and enter a Password twice, as shown below:

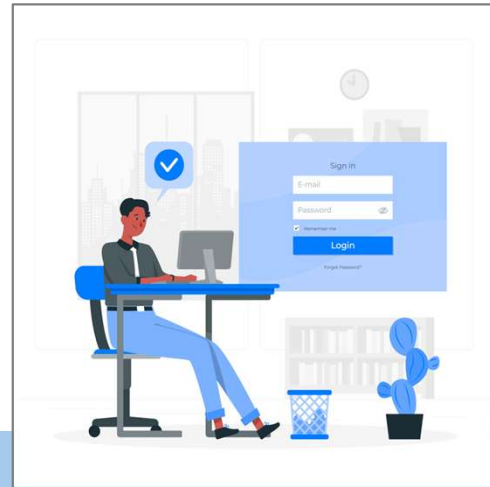
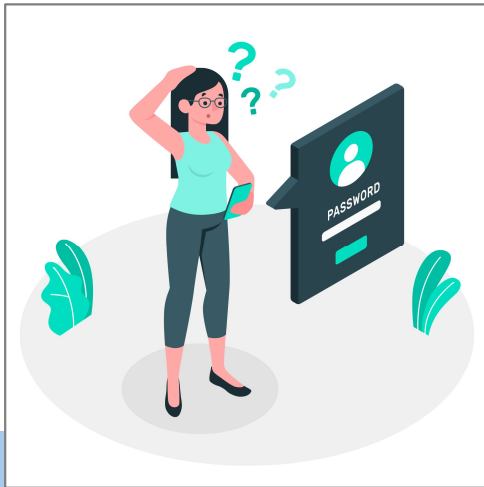


The screenshot shows the 'Create Account' page. At the top is a user icon with a plus sign. Below it is the heading 'Create Account'. There are three input fields: 'Email address', 'Password', and 'Re-Enter Password'. There is a 'Sign up' button. At the bottom, there is a note: 'MyTenancy is a product of OmniLedger Ltd, you can find our GDPR statement [here](#).' followed by 'BHT Sussex Housing' and '© OmniLedger Ltd'.

## Step 4

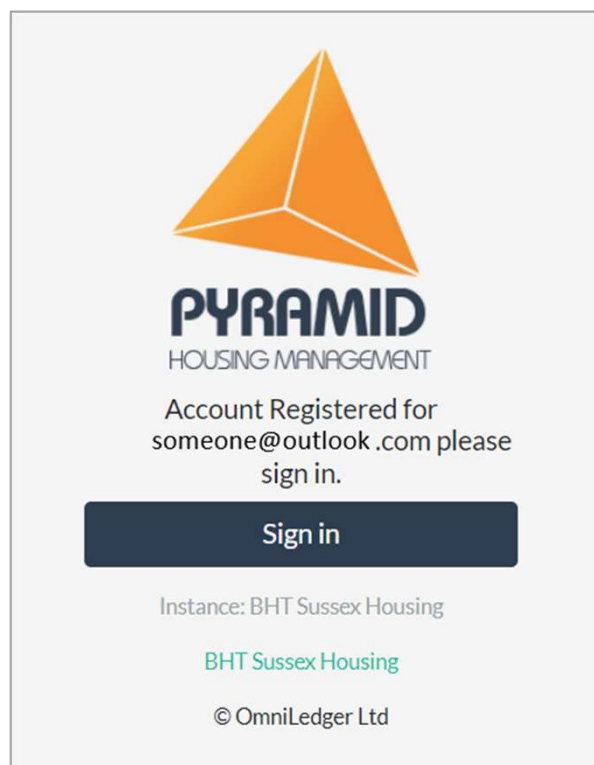
Once you have completed steps 1 to 3 you will be sent an email which contains a verification link (don't forget to check your 'Junk' or 'Spam' folder if you cannot find it). The email will look something like below, but it could look a bit different depending on your email address:






## Step 5

Once you have clicked on the link in the email you will be taken to a webpage that has the following login box, you will need to select 'Sign in':



  
**PYRAMID**  
HOUSING MANAGEMENT

Account Registered for  
someone@outlook .com please  
sign in.

[Sign in](#)

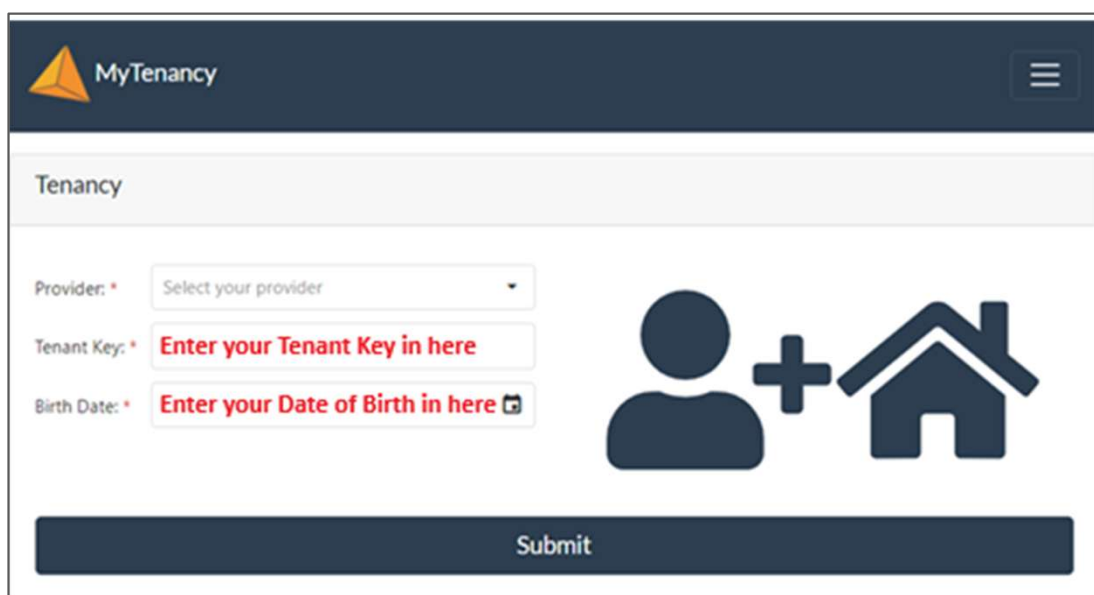
Instance: BHT Sussex Housing

[BHT Sussex Housing](#)

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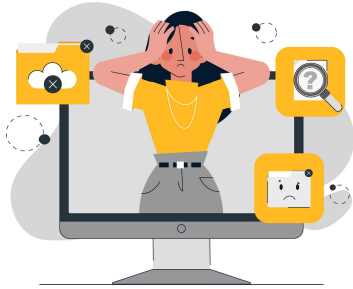
## Step 6

You will be presented with the following screen asking for your tenant key (tenant reference) and date of birth. If you are not sure what your tenant reference is, please contact BHT Sussex

A screenshot of the MyTenancy login interface. The header shows the 'MyTenancy' logo and a menu icon. Below the header, the word 'Tenancy' is displayed. The form contains three input fields: 'Provider: \*' with a dropdown menu showing 'Select your provider', 'Tenant Key: \*' with the placeholder text 'Enter your Tenant Key in here', and 'Birth Date: \*' with the placeholder text 'Enter your Date of Birth in here' and a calendar icon. To the right of the form is a large icon representing a person plus a house. At the bottom of the form is a dark blue 'Submit' button.

If you have entered the correct details, you will be logged into MyTenancy





## If Things Go Wrong!

If you have any problems setting up your account, if you are not sure of your Tenant Reference, or you need to update your details that we hold for you, please contact BHT Sussex on one of the following:



Tel: **01323 340018**



Email:

***mytenancy@bht.org.uk***

One of our friendly, helpful members of staff will get things working for you as quickly as possible

