

How to use My Abri



www.myabri.co.uk

Abri

My Abri is here

My Abri lets you access our services and information **24/7**, making it easy for you to manage your home anytime, on any device.

Depending on the type of property you have, My Abri will let you:

- View and manage your household details
- Keep up to date on latest news and events
- Contact us through messaging and live webchat
- Find answers to frequently asked questions

We're **really pleased to welcome you** to our customer portal. There are some features we're still working on for you as an Octavia resident – we'll let you know as soon as these are available. There's **lots to explore** right now though and if you need a hand with any of it, just drop us a message.



Create an account

Signing up to use My Abri is really simple.

1. Create an account

To create an account you'll need your tenancy reference number (you'll find this on a letter from us) and an email address. If the letter is dated before 8 September 2025, you'll need to add a C to the start of the tenancy reference number. If you're not sure what your tenancy reference number is, please give us a call.

Click create an account to register

2. Personal details

Enter all of your personal details and create sign in details. **Click next**

3. Verify your account

We'll need to verify it's you to complete the registration.

Click send code

1

Don't have an account?

With an account you can:

- ☒ Add and update your tenancy information
- ☒ Manage your settings

Create an account

2

Create a new account

● Your details — ○ Verification — ○ Complete

Your personal details

Please register using your personal details as shown on your tenancy agreement. Your first name and surname are case sensitive. Please don't add a space after your surname.

First name

Surname

Date of birth

Example: 3 5 1991

Day

Month

Year

4. Verification

Enter the verification code you've been sent by email or text. **Click submit code**

5. Marketing preferences

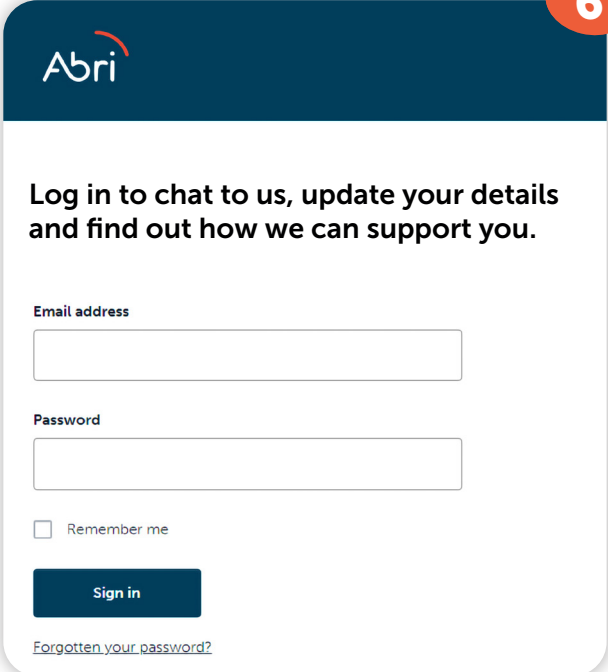
Sometimes we want to send you information on additional services. Check the boxes of any subjects you're interested in and tell us how we should contact you.

Click confirm settings

6. Sign in

Every time you want to access your account, simply enter your email address, password and

Click sign in

A screenshot of the Abri login interface. At the top is a dark blue header with the 'Abri' logo. A red circle with the number '6' is in the top right corner. Below the header, the text 'Log in to chat to us, update your details and find out how we can support you.' is displayed. There are two input fields: 'Email address' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. A dark blue 'Sign in' button is positioned below the checkbox. At the bottom, there is a link that says 'Forgotten your password?'.

Abri

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Log in to chat to us, update your details and find out how we can support you.

Email address

Password

☐ Remember me

Sign in

[Forgotten your password?](#)

**You're all set! Now it's
time to start using our **services**
and **managing** your home online.**



Update your details

1. To update your household details

click My Tenancy on your dashboard

2. Click Edit details

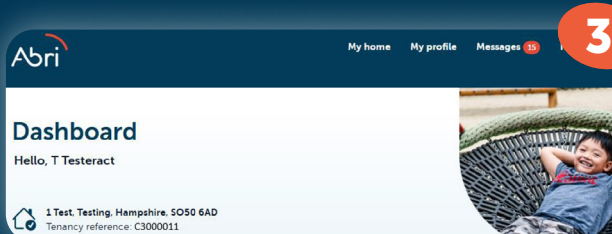
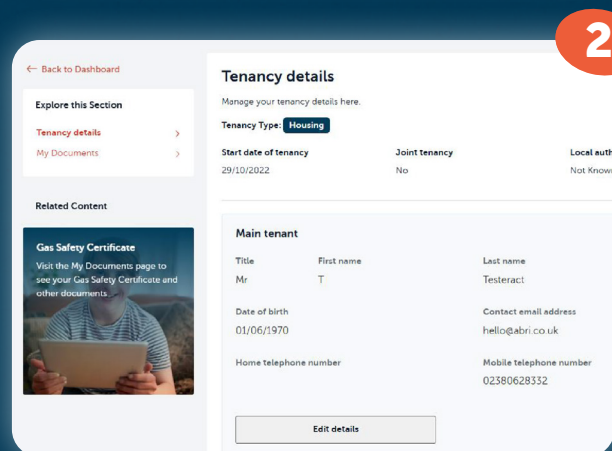
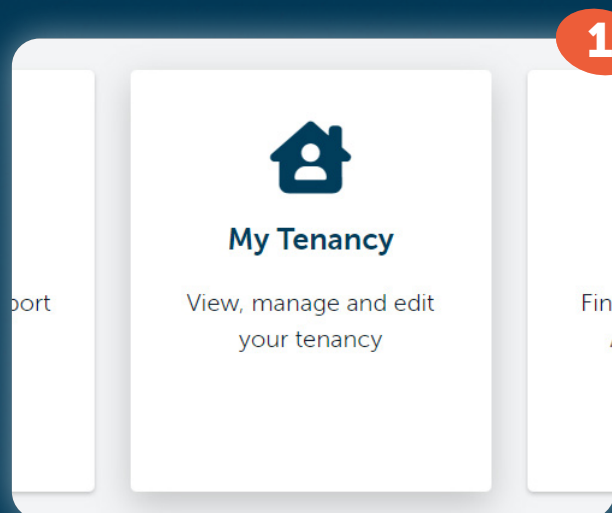
to make changes to contact information

Make the changes you need and **click Save changes**

You will need to contact us if you want to change any names

3. Changing your account details

To change your My Abri account email, password or privacy settings click on **My Profile** found in the top right corner



Don't forget to
click **Save changes**

What else is available?

1. News and Events

To keep up to date with all the latest news, useful information and events in your area, Click **News and events** at the top of the page.

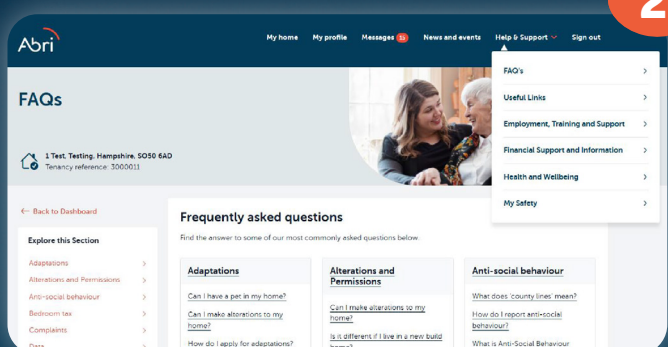


2. FAQs

If you're looking for something specific, we've probably got it under FAQs.

Click **Frequently asked questions** on your dashboard, scroll down to find what you're looking for and click on the question for the answer.

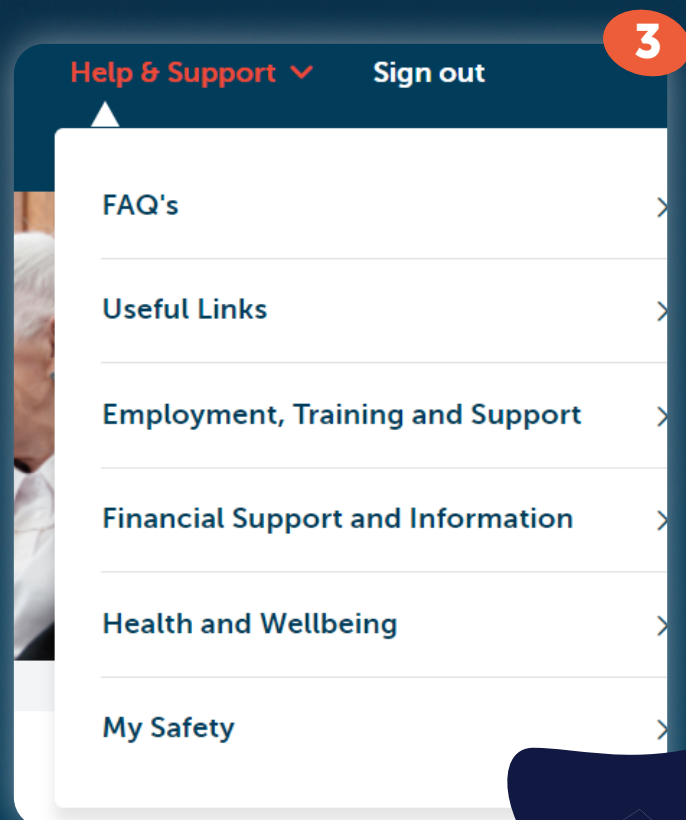
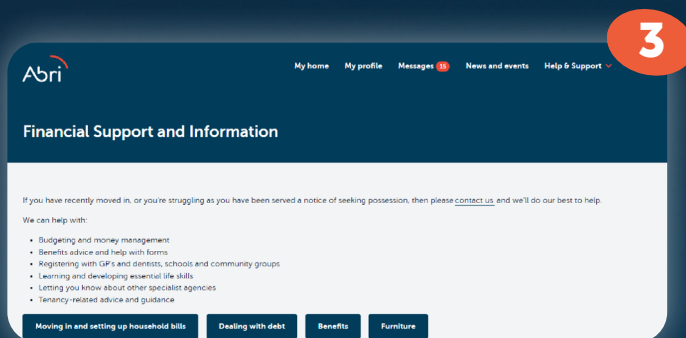
If we haven't answered your question, get in touch with us (**see page 10 on how to do this**).



3. My support

Sometimes we need a little help. Whether that's getting into employment, help with finances, or finding ways to stay safe. We've got you covered.

Click on **Help & Support** at the top of the page and then you'll see a drop down menu of everything from financial and employment support to advice on keeping your home safe



Contact us

My Abri makes contacting us more convenient for you. Get in touch by sending us a message or using the live web chat during opening hours.

1. To contact us

scroll down to the footer and Click **Contact Us**

2. You'll find any messages from us here.

To send a message click **Send a message**

3. Tell us what it's about

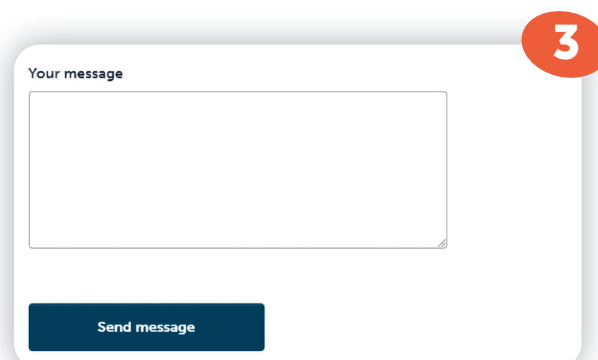
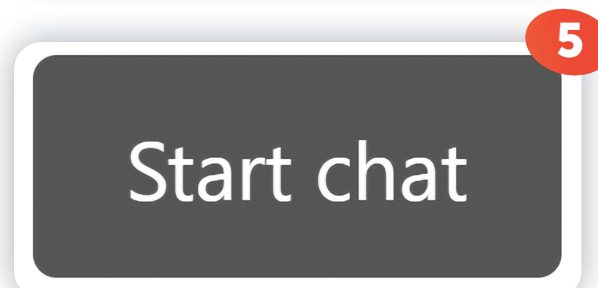
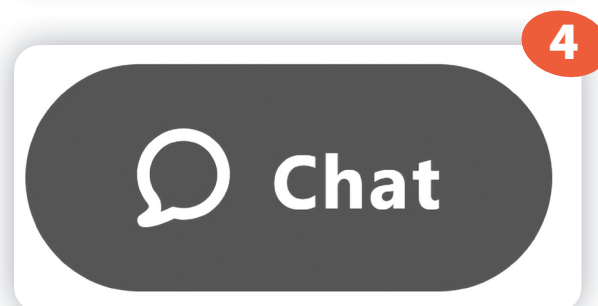
by using the drop-down menu and type your message in the Your message box. When you're ready, click **Send message**

4. During our opening hours

you can speak to someone straight away using live webchat. You'll find this as a little icon in the bottom right corner of every page.

5. Your name and email address

should be automatically added if you are logged in, then click **Start chat**

A screenshot of a web form titled "Your message". It features a large text input area and a dark blue button labeled "Send message" at the bottom. A red circle with the number "3" is positioned in the top right corner of the form.



If you can't find what you're looking for or need to speak to us about something in detail, **give us a call.**



**If you would like this guide
in large print or translated
into a different language,
please get in touch with us.**

www.myabri.co.uk

