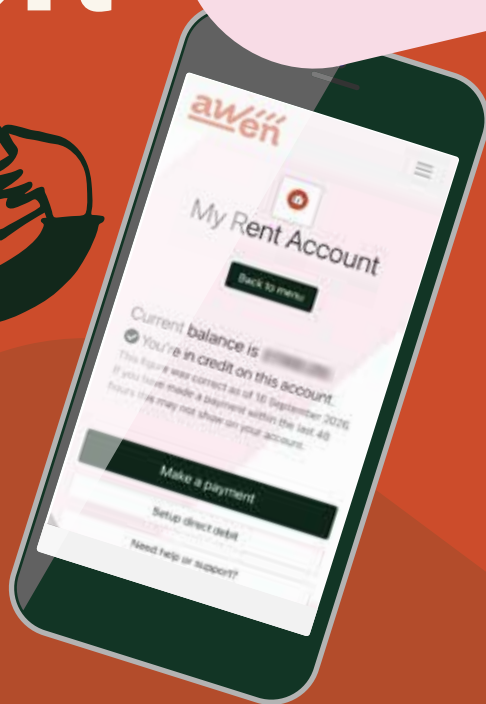




MyAwen App User Guide

How to view your balance and make a payment

Follow our simple steps so you can efficiently view your balance or make a payment via the app.

1. Let's get started, head over to MyAwen app and you will be greeted by our homepage...



2. To check your balance or make a payment, click 'My Account'.



3. You will be directed to 'My account' page.

This page provides an overview of your current balance of all accounts.



4. Making a payment.

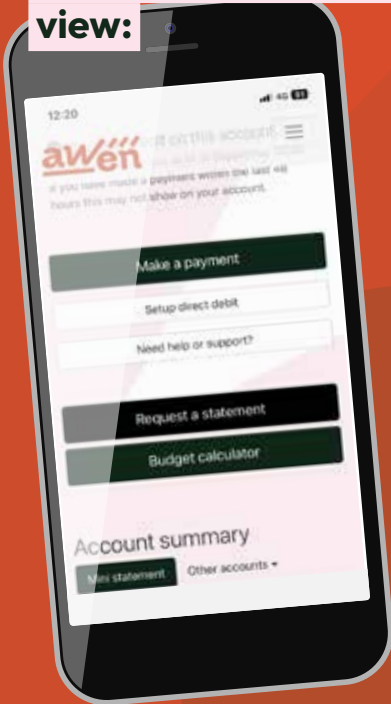
If you wish to make a payment, select 'Make a payment' and this will transfer you to the AllPay gateway for you to make a payment.



Important Information

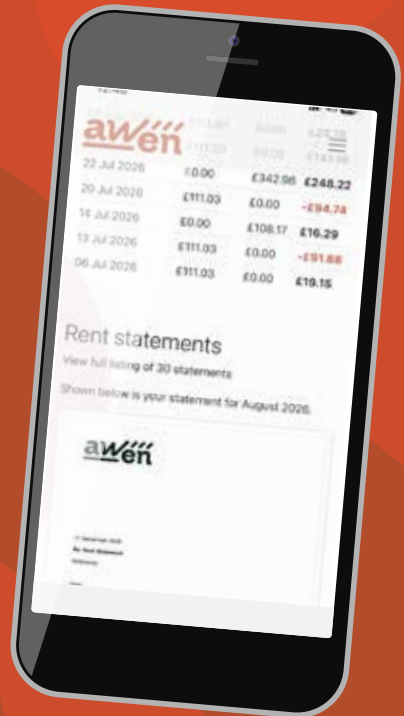
Your rent is the one of the most important payments you will need to make, but we understand that circumstances can change. If you fall behind with your rent, please don't struggle in silence. You are not alone, telling us first can be the first step in the right direction. For help or support with paying your rent, please click the "Need help or support" button and a member of staff will be in contact with you via your preferred method.

5. To view individual accounts, scroll down and select which account you wish to view:



6. How to access additional account information

To view your account summary and history of rent statements, continue to scroll down the page.



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 **customerservices@awenhomes.co.uk**



We welcome correspondence in Welsh. If you contact us in Welsh, we will respond in Welsh and this will not lead to a delay.

Rydym yn croesawu gohebiaeth yn Gymraeg. Os byddwch yn cysylltu â ni yn Gymraeg, byddwn yn ymateb yn Gymraeg ac ni fydd hyn yn achosi unrhyw oedi.

awen

Find us on...

