

# How to use the myThrive app



## Download the myThrive app

You can download the myThrive app on either an Android or Apple device, then once registered, you can help yourself to a range of self-serve options:

- View your account balance whenever you want
- Make a payment on your mobile
- Book basic repairs at a time that suits you
- Report issues when they arise
- And more...



## Register

To register on the myThrive app you will need your Thrive Unique Reference Number (URN). If you don't know your URN you can register using your postcode.

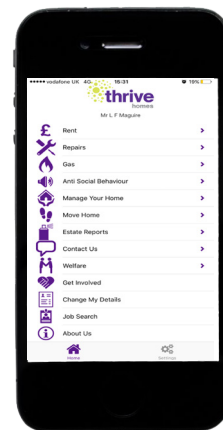
1. Download the app and press 'Register'.
2. Enter your Thrive Unique Reference Number (URN), then press 'Next'.
3. Enter your email address, phone number, date of birth (this must match the details we already have for you) and create a password, then press 'Next'.
4. Read the privacy notice and select your preferred option, then press 'Next'.

It really is that simple. You need to register once, after which you just need to log-in with your user name and password.



## Access more services at the touch of a button

- Manage your rent account, including making a payment
- Request a repair or view previous repairs
- Arrange a gas service or repair
- Update us on an existing case of ASB
- Request a visit and manage your tenancy
- Arrange to move home
- Report problems such as fly tipping or graffiti
- Contact us
- Find out more about Thrive Homes and how to get involved



## Forgotten password

If you forget or want to change your password, click on the 'forgotten password' link on the login screen and follow the instructions.



## Need any help?

Call us on **0800 917 6077**.