



Your New Customer Portal

<https://atrium.myhome-portal.com/>

Atrium Homes has signed up for a new customer portal powered by Housing Online – My Home. The portal is fully integrated with our new Housing Management software and updated in live time.

The first time you access the portal You will need to register your account

Log In

Your username
This is usually your email address

Your password

Using a private computer or device?

 Stay logged in for 6 months

Register

I am a..

Tenant Owner

Your tenant number

Your surname

Your date of birth

dd mm yyyy

Your postcode

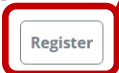
Your email address

Your tenant number
This is your tenant **account** number which we have include in the email to you; If you did not get an email, please call us for help.

Your surname, date of birth and post code
These details must match the information we hold for you on our system; If there is a problem, please call us for help

We need to have your email address on our system for you to be able to register
If there is a problem, please call us for help

Have not registered for an account yet?



✓ We have sent you an email with details to complete your registration

You will receive an email with a link in it. This email is from **Atrium Homes My Home**.

If you can't see the email in your inbox, please check your junk / spam mailbox.

Please click on the link or copy it and paste it into your browser.

This completes your registration and asks you to choose a password as well as re-entering your date of birth to prove that it is you setting the password for your account.

Please remember that your password needs to be at least 12 characters long.

If you are a joint account holder with another person, you can both use the same account number combined with your own personal details to set up access to the portal.

If you register for the portal on your phone, you should now see a new icon



If you can't remember the portal site address, you can go to our website and the myAtrium button will take you to the new portal.

Please delete the myAtrium app from your phone as this has been disabled.







Your New Customer Portal

Customers will be able to log in to the system which provides a Dashboard showing:

My Tenancy

This tile provides information about your relationship with us:

-  Your personal Tenant Reference
-  Your Tenancy Type
-  Your Tenancy Address
-  Your Tenancy Start Date




You can opt to go paper-free which means that, unless you are legally required to receive a printed letter from us on a subject, we will communicate with you by email or text the majority of the time.

You can also view your email address and contact phone numbers that we hold for you in **My Details** and ask us to change them using the edit button.



My Account

This tile shows:

-  Your current balance owed on your account
-  If you have a credit or nil balance on your account, it will be **green**
-  If you owe us money (in arrears) this will be in **red**

You can view the last three transactions on your account or you can click on **My Account Statement** to view more historic transactions.

You can also click **Pay My Rent** to be redirected to our Allpay site. Your **Allpay Reference** for payments is also shown here.

My Household

This section shows the residents that we have listed as staying in your home.



If you click on **My Household** at the bottom of the box you will see more information about each resident and how they are related.

Please let us know if any of the details on this page are incorrect.

My House

This tile provides information about repairs to your home. On the dashboard you will see a brief summary of the latest repair requested for your home and its current status.

From here you can click to view:

-  Your Repairs History for your house
-  Your Repairs History for your Area (your wider estate)

and you can **Request a Repair**.

We will ask you to give us a description of the repair that is needed and any details we need to know about when our contractor will be able to access your home to carry out the repair.

Where possible we would ask you to add a **picture or video** of the item that needs to be repaired before you **Submit the Request**.

We will call you or arrange to visit if we need more information to instruct the repair.

My Documents

If we have shared any documents with you in the portal, you will be able to access them here.

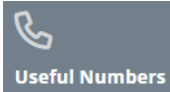
My Inspections

This section lists your upcoming inspections with the dates that they need to be completed by.

These are inspections which we must carry out on a regular basis to ensure that your house is safe and compliant with regulations.

You can also navigate around the portal by clicking on the links below which show above the tiles

[Dashboard](#) [My Details](#) [My Account](#) [My Household](#) [My Repairs](#) [My Documents](#)



You can check our contact details and opening times at the bottom of the portal page, and you can email us by clicking on the email address shown at the bottom of the page