

# Using the ANCHO iPhone and Android app

## Overview

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### iPhone and Android app

With the ANCHO app, you can request many everyday services while you're out and about. You'll find accessing services faster and easier. And our app for iPhone and Android is available to download today.



### Features

The new app will have the most common features you're used to:

- **Messages** – a quick and easy way to contact us
- **Report a fault** – a quick and easy way to report a repair
- **Antisocial behaviour** – a quick and easy way to report antisocial behaviour
- **Budget planner** – check your income/outgoings and contact us if you want some help
- **Rent reminder** – request your account balance and make payments
- **Surveys** – let us know what you think of our services
- **Job search** – search for jobs through the Direct Gov's Universal Job Search
- **My details** – update your details or password
- **Information** – our contact details, information about us and useful telephone numbers
- **Bedroom calculator** – find out if your affected by the under occupancy charge

### How to get started

Start by downloading the app from Apple App Store or Google Play. The first time you use it, you'll need to create a new account.

## Create a new account

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### Creating your account

The first time you use the app, you'll need to click 'New account'. This creates an account which links securely with our online portal. It just takes a few minutes and you'll only need to do it once. You'll then be able to start using the app.

### What you'll need

To use the new app, you'll need:

- An iPhone running iOS 5.0 or above OR an Android device running 2.3 to 4.3x.
- Data access on your device (either Wi-Fi or cellular)
- An Apple App Store or Google Play account
- An up to date phone number that you've registered with us, in case we need to reach you
- An allpay card to make online payments

### How to create an account:

- 1) Make sure you have the app from the Apple App Store or Google Play
- 2) Open the app, click 'New account' and enter your details.
- 3) Congratulations, you've created your account and you're ready to contact us on the move.
  - i) We'll verify your account to make sure it's you as quickly as possible (normally next working day), but this won't stop you from using the app.

## Security

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### Your account

We know that security is one of your top priorities and as you'd expect, the new app is secure.

By logging into the app you'll create a secure link between your mobile device and your account. Once you're logged in, you stay logged in by default; this means you'll be able to access your profile more easily and quickly. If you prefer, you can log off each time you use the app so you have to enter your user reference and password every time you log in.

### How we protect you

We know that you want to be able to access your profile conveniently but don't want to be worried about security. Our new mobile app includes the following safety features:

- **Secure login.** By logging into the app you'll create a secure link between your mobile device and your account. This only needs to be done once, and you can use the same account details to login on any device.
- **Authentication.** When you create your account for the first time, we'll check the information you supplied against the information we hold for you. If we're not sure we'll call you to make sure the request is genuine.

### How you can protect yourself

We work hard every day to protect you and your information and here are a few simple steps you can take to protect yourself.

- **Protect your passwords.** Never share your mobile security information with anyone, and don't store it on your device. Always set up a password or PIN to access your mobile device(s).
- **Use official app stores.** Our app is only available from the following official app stores: Google Play or the Apple App Store.
- **Keep up-to-date.** Contact your mobile phone provider and ask them for advice on software to protect you from viruses and other online hazards.
- **Be aware of Bluetooth.** If you're not using your Bluetooth connection, switch it off. Leaving it switched on could put your mobile device at risk from unauthorised access attempts.
- **Text message and email.** Always be cautious when clicking on links in text messages or emails. Remember, we'll never ask you for your security information.

### Contacting you

Criminals may use emails, text messages or phone calls to lure you into handing over sensitive and valuable information such as credit card and bank account numbers, passwords and log in details. These could then be used to commit fraud using your details.

### We will always:

- Greet you personally using your title and surname. For text alerts, check they come from **81 025** and quote your tenancy reference.
- Use links in our emails that will only ever go to a page on or start with something like [www.ancho.co.uk](http://www.ancho.co.uk) – for example [www.ancho.co.uk/contact-us.html](http://www.ancho.co.uk/contact-us.html). We will never ask for your personal details.
- Use sender addresses ending [@ancho.co.uk](mailto:ancho@ancho.co.uk).
- If you receive a text message, email or phone call that you're worried about or looks suspicious please email the details to [mail@ancho.co.uk](mailto:mail@ancho.co.uk) and we will look into it.

## Latest fraudster's trick

### Social Engineering

Be wary of suspicious calls. Some customers have advised us they've received suspicious calls from people claiming to be from ANCHO or other well know organisations.

Be alert, stay safe and remember:

- We will always be able to quote your Tenancy Reference.
- If you receive any suspicious calls just hang up, wait for at least 5 minutes for the line to clear and then call us to report the incident using 01294 313121 (Mon to Friday between 9:00am - 5:00pm)

### Security FAQs

#### Q: How can I be sure that using the app on a mobile phone is secure?

A: We take your online security seriously, all information sent between the app and ANCHO is securely encrypted. However, you should still take the following precautions, to help ensure your data remains secure:

- Never share your login details with anybody
- Never respond to emails that ask you to supply your login details. These are known as phishing emails. We would never ask you to supply your login details
- Always enable your mobile phone's security lock or passcode
- Switch off Bluetooth when you're not using it
- Don't accept or open any apps or MMS messages from unknown senders
- Check and install any software your mobile device provider offers to protect you from online viruses and other hazards
- Treat the security of your device in the same way as you'd treat the security of a PC.

#### Q: If I lose my mobile phone, could someone else access my account?

A: If you lose your mobile phone please contact us as soon as you can on 01294 313121 (Mon to Friday between 9:00am - 5:00pm) so we can reset your password. This will ensure that if someone managed to obtain your login details they wouldn't be able to access your accounts via the app.

#### Q: What should I do if I suspect someone else has gained access to my login details?

A: Contact us as soon as you can on 01294 313121 (Mon to Friday between 9:00am - 5:00pm).

## General questions

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#### Q: Is the app secure?

A: Yes, the app is very secure. Please find out more in our Security section.

#### Q: How long does it take to get started with the ANCHO app for iPhone and Android?

A: For most customers, this should take just a few minutes.

#### Q: I have several mobile devices. Can I get the new ANCHO app on all of them?

A: Yes. You can download and register the app on any Apple iOS and Android devices, including mobile phones, tablets and music players such as iPods. You can then use your account details to log into the app on any device.

#### Q: What should I do if I lose my mobile phone?

A: If you lose your mobile phone please contact us as soon as you can on 01294 313121 (Mon to Friday between 9:00am - 5:00pm) so we can reset your password. This will ensure that if someone managed to obtain your login details they wouldn't be able to access your accounts via the app.

#### Q: Can I use the ANCHO app on a work mobile with restricted internet access?

A: You need full internet access on your mobile phone to use the ANCHO app. If you wish to use the app, you'll also need to be able to install it - which some work mobiles may prevent.

#### Q: Why isn't there an app for BlackBerry and Windows phones?

A: We decided to develop this app for customers with iPhone or Android mobiles. Customers with Windows or BlackBerry mobiles can continue to use the mobile or desktop versions of our website.

#### Q: Is the app free?

A: Although we don't charge you for the app your network operator may charge for certain services (such as downloading or using the app). So please check with them before you get started.

### Registration

#### Q: What do I need to create an account to use the app?

A: Creating an account allows us to know who you are. This saves you from having to enter the same details like your name and address ever time you request a service.

### Using the app

#### Q: What should I do if I've forgotten my login details?

A: If you've forgotten your user reference or password don't worry, you'll just need to click the 'Problem' button and enter the email address you used when you created your account. If you didn't enter an email address or have forgotten it, then contact us on 01294 313121 (Mon to Friday between 9:00am - 5:00pm)

#### Q: Will the new app still work if I change my mobile phone?

A: If you're changing your mobile phone, just download the app and install it again, then follow the steps to login. The app works on most Apple iOS and Android devices.

#### Q: Is it safe to use the app over public Wi-Fi?

A: Yes, because all the data that is sent between your mobile device and ANCHO is encrypted, you can safely use the app over a public Wi-Fi connection.

We don't charge you for the app but your mobile operator may charge you for certain services (such as downloading or using the app), so please check with them. Services may be affected by phone signal and functionality. Our new app requires iOS 5.0 or above, or Android 2.3 to 4.3x