

# How to use MyWHA



MyWHA is our new safe and secure service that makes it quicker and easier for you to manage your home. You can access it 24 hours a day, 7 days a week to:

- Pay your rent
- Check your rent balance
- Update personal details
- Report non-urgent property issues
- Answer satisfaction surveys
- Download various forms at your own convenience including, application forms and permission forms

## How to register

To sign up, visit our website [www.wyedean.org](http://www.wyedean.org), click on the MyWHA icon and follow the registration instructions. Once registered, you will be able to login using your email address and tenancy reference number.

**If you are not sure of the email address that we have recorded for you, do not know your tenancy reference number or have any other questions please contact us to discuss.**

Call **01594 838 000** or email [office@wyedean.org](mailto:office@wyedean.org)

**Please note - Our new MyWHA is no longer an app but you can still use the portal on your mobile phone or tablet.**  
**How to add MyWHA to your phone or tablet's home screen**

### iPhone and iPad using Safari

1. Launch Safari on your iPhone or iPad.
2. Navigate to MyWHA - type [www.wyedean.org](http://www.wyedean.org) and tap on the MYWHA icon located at the top right of the page.
3. Tap the Share icon (the square with an arrow pointing out of it) at the bottom of the screen.
4. Scroll down to the list of actions and tap Add to Home Screen. (If you don't see the action, scroll to the bottom and tap Edit Actions, then tap Add next to the Add to Home Screen action. After that, you'll be able to select it from the Share Sheet.)
5. Type a name for your site link. This will be the title that appears beneath its icon on your Home screen.
6. Tap Add in the top-right corner of the screen.

### Android mobile devices using Chrome

1. Open the Chrome app on your handset and navigate to MyWHA via our website [www.wyedean.org](http://www.wyedean.org) and tap on the MyWHA icon located at the top right of the page.
2. Once the website loads, open Chrome's Settings menu by tapping the three vertical dots found in the top-right corner.
3. In Settings Click the Add to home screen option.
4. A preview of the icon will then be displayed on the screen. Click the Add button
5. A new screen that will allow you to place the icon automatically or choose where to place it. On this "Add to Home Screen" screen, you'll see a preview of the shortcut's icon. Tap the "Add Automatically" button to place the new icon on your Android device's Home Screen wherever space is available.

