

woven

How to  
register and  
log-in to your  
Online Tenant  
Portal at  
**MyTenancy**

**OMNILEDGER** 



# MyTenancy

You can log into MyTenancy to manage aspects of your rent account and property repair history at your own convenience via laptop, pc or smartphone. You can also view your rent statement online wherever and whenever you choose.

## Getting started

To get started, you must first have a valid email registered with Woven\*. If you haven't already done this, contact Woven and register your email. Once this is done, you're ready to set up your account with MyTenancy.

Go to [www.woven.mytenancy.co.uk](http://www.woven.mytenancy.co.uk) or follow the link from the '**For Tenants**' section of Woven's website (see opposite).

Click on **Create Account**, enter your email and your chosen password (which is case sensitive). You will receive an email containing a link to verify your account.

**Click on the link** and provide **Tenant Key** and your **date of birth**. Your Tenant Key is a resident code which you will find printed on your rent statement (or you can call Woven to find out).

*\*If your details change after registering, please notify us.*

## Your Account

Once you've created an account, you'll be able to sign in at any time and on any device. You can access the MyTenancy login page from the '**For Tenants**' section of Woven's website (see opposite).

Create Account

Email address

Password

Re-Enter Password

Sign up

MyTenancy is a product of OmniLedger Ltd, you can find our GDPR statement [here](#).

Woven

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Email address

Password

Sign in

Create an account

[Forgot your password?](#)

Rent & Money Matters

Maintenance and Repairs

Helpful info/publications

Home Swapping

FAQs

MyTenancy

Tenancy Fraud

Surveys and Tenant Feedback

## MyTenancy

MyTenancy is a secure online service that lets you:

- Check your rent account
- Report a repair and check its progress
- View your details

You can log into **MyTenancy** to manage aspects of your rent account and property repair history at your own convenience via laptop, pc or smartphone. You can also view your rent statement online whenever and wherever you choose.

To access MyTenancy, simply [click here](#).

If you are accessing the service for the first time, you will need to create your own log-in with a valid **email address** and secure **password** along with your **Tenant Key**. This will be your own personal and unique log-in; nobody else will be able to see your information.

## Accessing MyTenancy

From Woven's website - [www.woven.org.uk](http://www.woven.org.uk) - on any device, open the 'For Tenants' section, click on **MyTenancy** from the drop-down menu, and on the page which opens, follow the 'click [here](#)' link.

Once you've logged in, you will be able to access features such as **Statement of Account** and **Repair History**.

The screenshot shows the MyTenancy user interface. At the top, there is a dark blue navigation bar with the MyTenancy logo and several menu items: Home, Repairs, Rent Ledger, Files, System, Contact Us, and email@example.com. A Sign Out button is located on the right. Below the navigation bar, there is a breadcrumb trail: Home / Tenancy. A secondary navigation bar contains buttons for Summary, Personal Information, Statement of Account, and Repair History. The Statement of Account and Repair History buttons are highlighted with yellow boxes. At the bottom of the screenshot, a blue bar displays the account balance: Balance: £0.00.

**Statement of Account** shows the balance on your account and any transactions. If your Balance is in arrears a **Red** box with **✘** will be displayed. If your Balance is prepaid the box will be **Green** with a **✓**

**Repair History** shows repairs at your property and can be expanded to show details about the work carried out. You can also click to Request a Repair. The Files button is to access uploaded documents.

## Alternative Formats

Do you require information in an alternative format/language?



The Tenant Handbook can be viewed or 'listened to' on our website in the language of your choice by using the **ReachDeck** toolbar.

Click on the red 'little man' button that you can see at the bottom right of all our website pages. This will launch the ReachDeck Toolbar which will help you to read and translate the content on our website. Accessibility features include: Text-to-speech; Translation; Magnification; MP3 generation; Screen mask; Web page simplifier and Picture dictionary.



We also work with **Language Line** to offer an interpreting service, where needed.

For information on the above and additional accessibility options, speak to your Housing Officer or contact our offices.

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**INVESTORS IN PEOPLE**<sup>®</sup>  
We invest in people Gold



The Responsible  
Business Network  
Northern Ireland



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woven's office hours are:  
08:45 to 16:45 Mon to Thurs  
08:45 to 16:30 on Fridays

