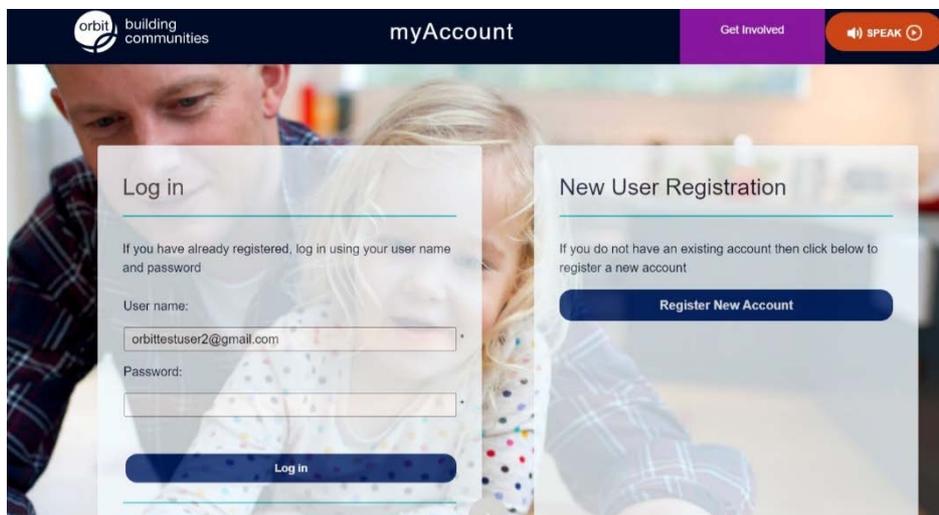


Setting up or amending a Direct Debit using myAccount

One of the features our customers wanted on myAccount was the ability to set up and amend a Direct Debit. You said and we listened! We have now updated this process on the portal making it easier than ever to set up a Direct Debit for your regular payments.

This guide will take you through the simple steps of setting up and amending a Direct Debit using myAccount.

1. From your device, navigate to myAccount - orbitcustomerhub.org.uk/myaccount. myAccount is linked to from various pages on the Customer Hub website, including the 'Payment Methods' and 'Ways to Pay' sections.
2. Log in by clicking on the 'Log in' button and entering your username and password. If you are a new user, click the '**Register New Account**' button which will then take you through the steps to set up myAccount.



3. Once you have logged into the portal using your username and password, you will land on the home page and you will see three columns, 'My Payments', 'My Repairs' and 'My Contact Details'.



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4. Here, you can navigate to the first column on the left, called 'My Payments':

The screenshot shows the 'myAccount' interface. At the top, there is a navigation bar with the 'orbit building communities' logo, the 'myAccount' title, and a 'Get Involved' button with a 'SPEAK' icon. Below this is a secondary navigation bar with links for 'Home', 'Repairs and Maintenance', 'Rents and Payments', 'Update my Security', 'Help and Contact Us', and 'Sign Out'. The main content area is titled 'Welcome to myAccount' and includes a brief description of the service. It is divided into three columns: 'My Payments', 'My Repairs', and 'My Contact Details'. The 'My Payments' column is highlighted with a red border and contains a 'Balance £339.75 In Arrears' and a list of four payment charges from April 2021. At the bottom of this column are three buttons: 'View Rent Details', 'Make a Payment', and 'Set up Direct Debit'. The 'My Repairs' column shows a list of upcoming repairs with dates and descriptions. The 'My Contact Details' column shows user information like name, email, and phone numbers, along with 'Update my Details' and 'Opt-In' buttons.

5. Click on the 'Set up a Direct Debit' button towards the bottom of the 'My Payments' column.

A close-up view of the three buttons from the 'My Payments' column: 'View Rent Details', 'Make a Payment', and 'Set up Direct Debit'. The 'Set up Direct Debit' button is highlighted in a darker blue color.

6. This will present you with the accounts you have with us, for which a Direct Debit payment can be set up.



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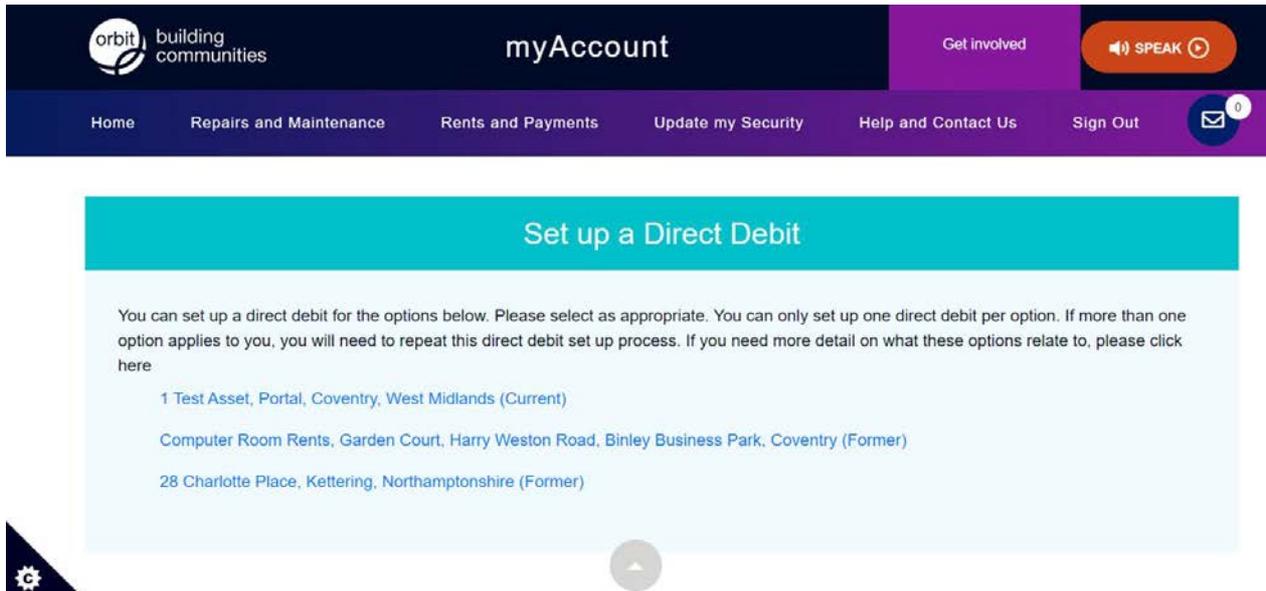
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7. You may have a main account and a sub account. If that is the case, the screen will present as below, showing all the accounts you have with us as options for which you can set up a direct debit. If you only have one charge to pay, only one option will be displayed here.



8. Click on main account to set up your direct debit for rent, service charge(s) or service charge deficit.

Sub options will only appear on myAccount if you have outstanding debts on one or more of the following accounts. The relevant options will be displayed for you to select which option you wish to set up a direct debit for. You can only set up one direct debit per account/option. Information about what these options are can be found by clicking this link: [Other accounts](#)

- **Court costs** - this is where Orbit have taken you to court and we have been awarded costs by the court which you have to pay. Any debt relating to this will not start to be paid off until debt on your main account is cleared. Payments then begin towards court costs.
- **Tenancy Management court costs** - this is where Orbit have taken you to court regarding matters such as ASB, noise nuisance and breaches of your tenancy. We have been awarded costs by the court which you have to pay. Any debt relating to this will not start to be paid off until debt on your main account is cleared. Payments then begin towards court costs.
- **Zurich home contents insurance** - This is only relevant if you pay for home contents insurance through Orbit. This account will be used to collect an annual payment.
- **Major works** - this is for paying for any major works we have completed on your leasehold property, such as providing new windows, fire doors, or a new roof.



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- **Previous tenancy arrears** - this is for paying any debts you may owe in relation to a previous Orbit tenancy, whilst continuing to pay your rent and other charges associated with your current Orbit property.

9. Ensure the details shown are correct, then click Next.

10. Please confirm that the answer is Yes to both queries shown. Scroll down the page.



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11. Confirm that the address is correct and enter an email address to which you are happy to receive billing confirmations.

The screenshot shows the 'Billing address' form. On the left is a dark sidebar with the Orbit Building Communities logo and user information: A POTTER, CLIENT REF S000145556, and address: 15 Golding Court, Riverdene Street, N/A, Ilford, Essex, EC5 6AJ. The main content area has a title 'Billing address' and displays the current address: A Potter, 15 Golding Court, Riverdene Street, N/A, Ilford, Essex, EC5 6AJ. Below the address is a 'Change address' link. The 'Billing email address' section has a label 'Email address' and a text input field containing 'Test@Orbit.org.uk'.

12. Choose how often you would like to pay (the frequency), when these payments should start (start date) and enter the relevant account details. Click Next after ensuring these are all correct.

The screenshot shows the 'Account details' form. The sidebar is identical to the previous form. The main content area has a title 'Account details' and several fields: 'Preferred frequency' is a dropdown menu set to 'Monthly'; 'Preferred start date' is a text input field with '28/07/20'; 'Name of account holder' is a text input field with 'Potter'; 'Sort code' is a text input field with '900012'; and 'Account number' is a text input field with '76534318'. At the bottom of the form are two buttons: a green 'NEXT' button and a red 'CANCEL' button.



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13. You will then be taken to a screen that shows the Direct Debit guarantee. Please check your details one last time and when you are happy, click confirm to complete and submit your request.

Direct Debit Details

Please confirm the following details.

Thank you for selecting to pay by Direct Debit. Please check that all details displayed on this screen are correct prior to confirming set up. If any of the details are incorrect please [contact us](#).

Once confirmed your request will be authorised by our staff. You will then receive a letter confirming all payment details 3 working days prior to your first collection.

Payment Schedule

Your first collection date will be on or immediately after **30th of July 2020** and every **month** thereafter, subject to confirmation.

Your Payment Details

Bank account number: **54667288**

Sort code: **758647**

Billing Address: **A Potter
15 Galding Court, Riverdene Street
N/A
Bford
Essex
EC5 6LJ**

Billing Email: **Test@orbit.org.uk**

The Direct Debit Guarantee

This guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit please let us know or direct debits 120 will notify you in writing (keep an advance of your account being debited or an otherwise agreed. If you request stop pay on behalf of Orbit (orbit.org.uk) to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, to allow led on behalf of Orbit (orbit.org.uk) or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when allow led on behalf of Orbit (orbit.org.uk) asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify Orbit (orbit.org.uk).

BACK CONFIRM CANCEL

14. A confirmation page will be shown if the request has been successfully submitted. It will take three business days for us to review and complete the process.

We hope this guide has answered any questions you may have. If you would like to view the rest of our Explainer guides please visit the myAccount homepage at orbitcustomerhub.org.uk/myaccount.



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