

My Peabody, the secure area for residents, enables you to access many services online. You can view your rent accounts, property or tenancy details, change personal details, report repairs or other issues online, and view reported issues and enquiries.

To register:

1 - Go to the Peabody website: www.peabody.org.uk

Note: You will need to hold a valid email address and have details of your Allpay number.

2 - On the homepage click on 'Register' (beneath login text).

3 - a security alert box will appear - select **OK**.

Step 1 - Your details *enter:*

1 - your **surname or family name**;

2 - **house or flat number**, for example, if you live at Flat 5, 21 Newbold Road, enter 5.
If you live at Flat C, enter C;

3 - **postcode** including any spaces;

4 - **Allpay number** – this can be found on your registration letter, rent payment card or can be obtained from Peabody staff;

5 - click on the 'continue' button.

Step 2 - Username and password:

1 - Enter your email address.

2 - Confirm email address by entering your email address again (this will be your registered username).

3 - Click into the field 'Please set a password'. Choose a password you will remember using at least eight characters (made up of letters and at least one number - with no special characters or spaces).

4 - Click into the field 'Please confirm password' and re-enter your password again.

5 - Scroll down the page to see the terms and conditions of use for the website. If you have read the terms and conditions and agree with it, click onto the 'Continue' button.

6 - Click on the 'Finish' button.

7 - You are now taken to the main login screen.

Step 3 - Activate your account:

1 - Go to your email account and open up your activation email.

2 - You will have an email from **no-reply@peabody.org.uk**, with the subject title being 'Peabody Web Account Activation'.

Note: If you have spam filters set up on your account you may need to check your spam or junk folder for the email.

3 - An activation code will be in your email – to activate your account click on the link. This will take you straight to the login screen for My Peabody.

4 - Click into the field 'Please enter your username' - this is your email address.

5 - Click into the field 'Please enter your password' and enter your password.

6 - Click on the 'login' button.

You are now on the homepage of My Peabody.

Your full name and details of your most recent contact history with Peabody will be displayed. On the left you will see a list of different tools to help you access the services available at Peabody.

If you have any problems, please contact Peabody Direct. Phone **020 7021 4444** or **0800 022 4040** (free from landlines) or email: peabody.direct@peabody.org.uk.

Translation service

যদি আপনি এই লিফলেট বাংলায় পেতে চান, তাহলে :

- পলিসি এবং ইনসাইট সার্ভিসকে লিখুন 45 Westminster Bridge Road, London SE1 7JB; অথবা
 - ই-মেইল করুন translate@peabody.org.uk
- আপনার নাম ও ঠিকানা আমাদেরকে বলুন ও 'ARA Ben' উল্লেখ করুন।

Bu broşürün Türkçesini istiyorsanız lütfen şu adrese yazın:

- Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB ya da
 - İnternet üzerinden e-posta gönderin: translate@peabody.org.uk
- Adını-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسة باللغة العربية. فيمكنك أن:

- تكتب رسالة إلى:
Policy and Insight, Peabody, 45 Westminster Bridge Road,
London SE1 7JB

- تبعث برسالة عبر البريد الإلكتروني على العنوان: translate@peabody.org.uk أو:
وإبلاغنا عن اسمك وعنوانك وكتابة العبارة 'ARA Ara' باللغة الإنجليزية.

Si vous désirez obtenir cette brochure en français, veuillez :

- Ecrire à Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB ; ou
- Adresser un courrier électronique à translate@peabody.org.uk en précisant votre nom, votre adresse et la référence 'ARA Fre'.

Se desejar este folheto em português, pode:

- Escrever para o serviço de política e inclusão (Policy and Insight) na morada Peabody, 45 Westminster Bridge Road, London SE1 7JB, ou
- Enviar um email para translate@peabody.org.uk apresentando o seu nome e a sua morada, e citando 'ARA Por'.

**This document is also available in
large print, braille or audio format**

Peabody
45 Westminster Bridge Road,
London SE1 7JB
Tel: 020 7021 4444 or 0800 022 4040 (free from landlines)
Email: peabody.direct@peabody.org.uk
www.peabody.org.uk

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