

**Frequently Asked Questions
My Kingdom**

If you need this publication in larger print, audio form, Braille, or in another language, please contact our office and we will try to help you.



Frequently Asked Questions:

I do not have a computer. Can I still use My Kingdom?

The new portal can be used on any device such as a smart phone or tablet. You can use it at the library or even a family member's or friend's device.

What is the benefit to me of using My Kingdom?

Benefits of the portal include saving you time by giving you one-stop access to your tenancy whether you need to report a repair, check your rent balance, log a complaint / compliment or just send us a message. You just need an internet connection.

Will My Kingdom work with my internet browser?

The portal will work with all internet browsers and any device.

How do I register for My Kingdom?

Click on one of the URL links provided to be taken to the page to start your registration process.

I don't have an email account, can I join?

Unfortunately not, an email account is required in order to register.

I have not received the verification code?

You can call the Customer Contact team who will advise you of your verification code or re-send you out a new code.

I have forgotten my log in details, what do I do?

If you go to the web page and click Login there is a field that says 'Forgotten login details'. If you click on this it will allow you to set a new password.

What is my username?

This is your email address.

How do I recover my password?

If you go to the web page and click Login there is a field that says 'Forgotten login details'. If you click on this it will allow you to set a new password.

Can I change my password?

Yes, this can be changed from the 'My Details' menu option.

How long does it take for me to be registered?

If your email is already registered on the system you will receive your verification code on the same day. If not, your verification code will be issued by post which could take up to 5 days for you to receive.

My account is locked.

After 3 failed login attempts your account will be locked and an automatic email will be issued advising you to follow the link to unlock your account.

Can my partner use My Kingdom too?

For security reasons, you should not allow anyone to have access to your login details.

Some of my details in My Kingdom are incorrect.

Go to the 'My Details' menu option to make any changes required.

I did not register for a My Kingdom account.

Contact our Customer Contact team for help with this.

Troubleshooting

I cannot get access to My Kingdom.

Try using Google Chrome to access My Kingdom. You may not get access by using the old version of Google. If you cannot resolve – contact the Customer Contact Team.

The verification code does not work.

Try and copy then paste the verification code to avoid the problem. There may be confusion between zero and O.

I cannot pay my rent online via My Kingdom.

You can only pay your rent through this function if you have a swipe card. If you do not have a swipe card, contact Customer Accounts who will arrange for a card to be sent out or you can request a card through My Kingdom.