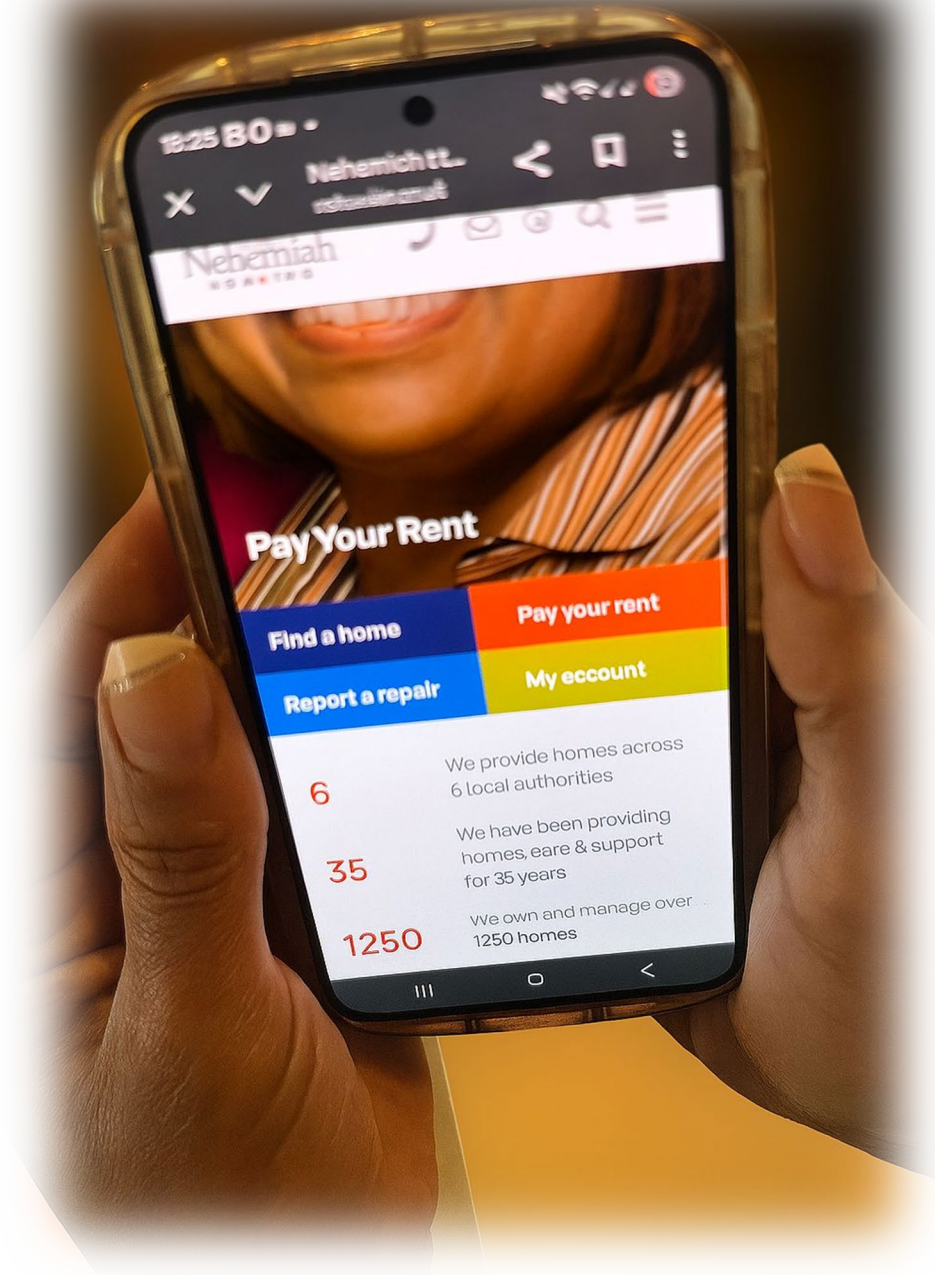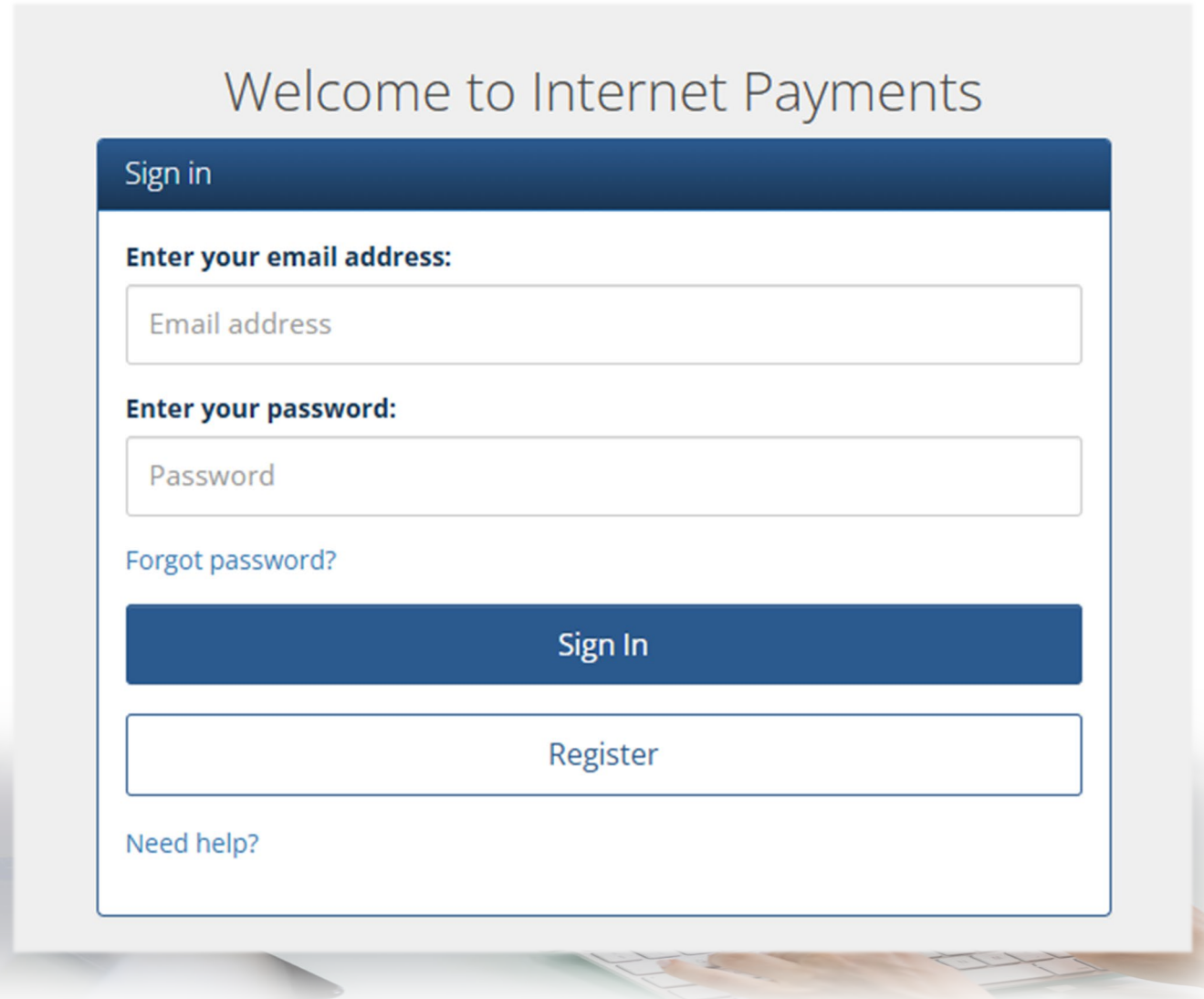Nehemiah HOUSING

How to Access your Allpay Account

Logging In to Allpay (from My Account)

Logging In to Allpay (from My Account)

1.Initiate Payment: From the "My Account" tab, click the "Pay My Rent" button.

2.Allpay Login Page: You will be redirected to the "Welcome to Internet Payments" page.

3.Enter Email Address: In the "Enter your email address" field, type your email address.

4.Enter Password: In the "Enter your password" field, type your password.

5.Sign In: Click the "Sign In" button to log in to Allpay.

Welcome to Internet Payments

Sign in

Enter your email address:

Email address

Enter your password:

Password

Forgot password?

Sign In

Register

Need help?

Step-by-Step Guide – How to Register on Allpay

1. Start Registration:

- Click or tap on the **"Register"** or **"Sign Up"** button.
  - **What you'll see:** A form to enter your account and personal details.

Welcome to Internet Payments

Sign in

Enter your email address:

Email address

Enter your password:

Password

Forgot password?

Sign In

Register

Need help?

Account Details & Personal Details

This is the screen you will see next

allpay Internet Payments

Account details

Email address:

Password:
(12 characters including at least: 1 lower case letter, 1 upper case letter and 1 number)

Confirm password:

Create Your Own Security Question:

Security answer:

Terms and Conditions:

☐ I accept allpay's Terms and Conditions

[reCAPTCHA] ☐ I'm not a robot — reCAPTCHA Privacy - Terms

Need help?

Personal details

Title:
Please Choose

First name:

Last name:

Back   Register

Nehemiah HOUSING

2. Enter Account and Personal Details:

You'll typically need to provide the following information:

- **Email Address:** This will likely be your username.
- **Password:** Create a strong password. Allpay usually requires:
  - Minimum of 12 characters.
  - At least one lowercase letter.
  - At least one uppercase letter.
  - At least one number.
  - Some sources also mention a special character requirement such as @ or * etc.
- **Confirm Password:** Please re-enter your chosen password.
- **Security Question & Answer:** You'll be asked to set up a security question (e.g., "What was your first pet's name?") and provide the answer. This is used for password recovery.
- **Personal Details (Optional, but often required for verification):**
  - Your Name (First and Last Name)
  - Sometimes your address or other contact details.
  - **What you'll see:** Input fields for the above information, with clear labels and possibly password strength indicators.

3. <u>Accept Terms and Conditions & Privacy Policy:</u>

- Read Allpay's Terms and Conditions and Privacy Policy carefully.

- Tick the box(es) to confirm you accept them.
    - **What you'll see:** Links to the legal documents and checkboxes for acceptance.

4. <u>Complete Security Verification (e.g., "I'm not a robot"):</u>

- You may encounter a CAPTCHA or similar verification to prove you're not a robot.
    - **What you'll see:** A checkbox or a small puzzle to solve (e.g., selecting images with a specific object).

Start Sign in

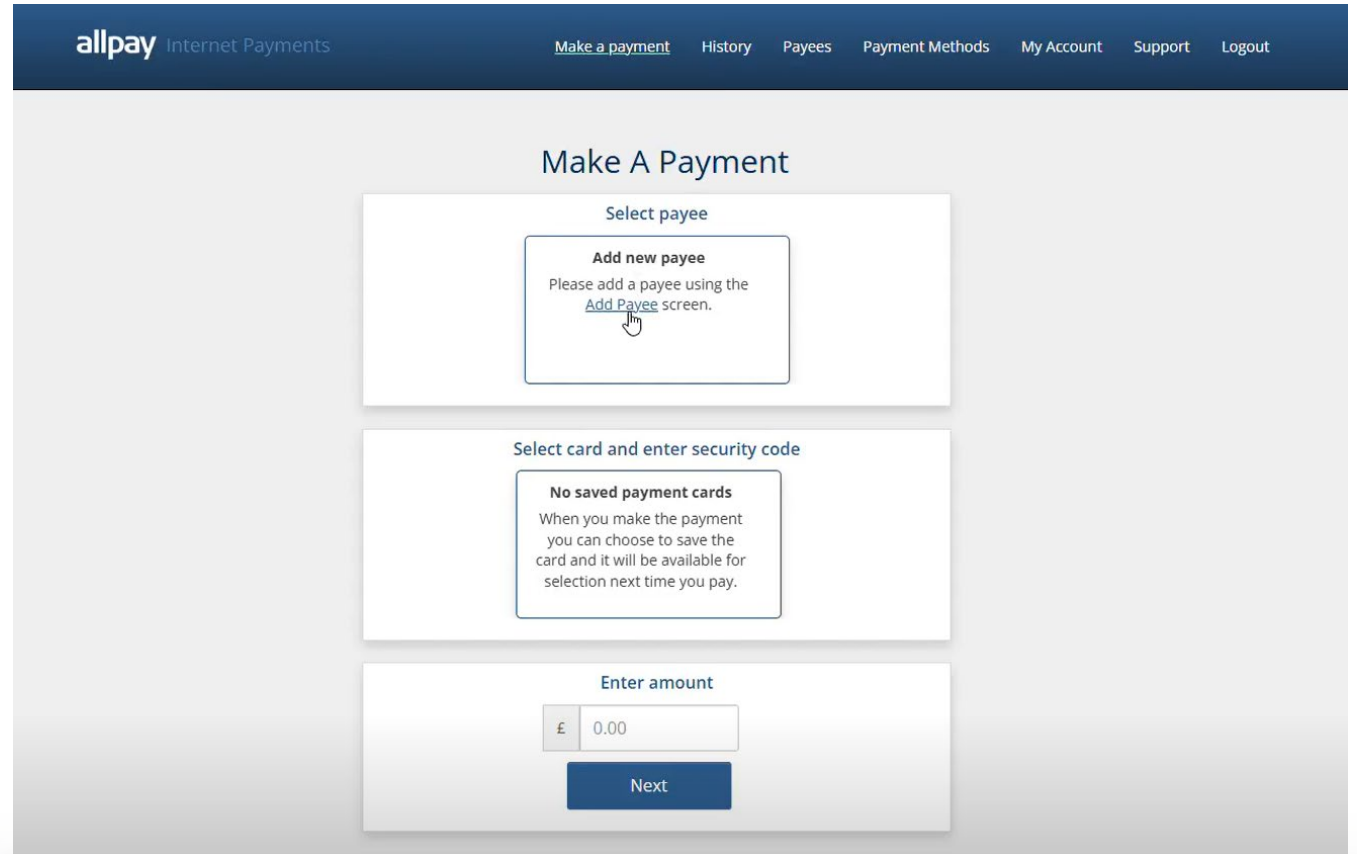**1. Start Sign in:**
- Once you have registered, you will need to sign in.

How to Select a Payee in the Allpay App

Navigate to the "Make a Payment" Section:

•After logging in, you'll usually land on a dashboard or home screen.

•Look for a prominent button or option labeled **"Make a Payment"**. This is often found on the main navigation bar at the bottom of the screen, or accessible via the menu icon (three horizontal lines) in the top corner. Tap on it.

•**What you'll see:** The "Make a Payment" screen, which will typically show an area where you need to choose the payee and the payment method.
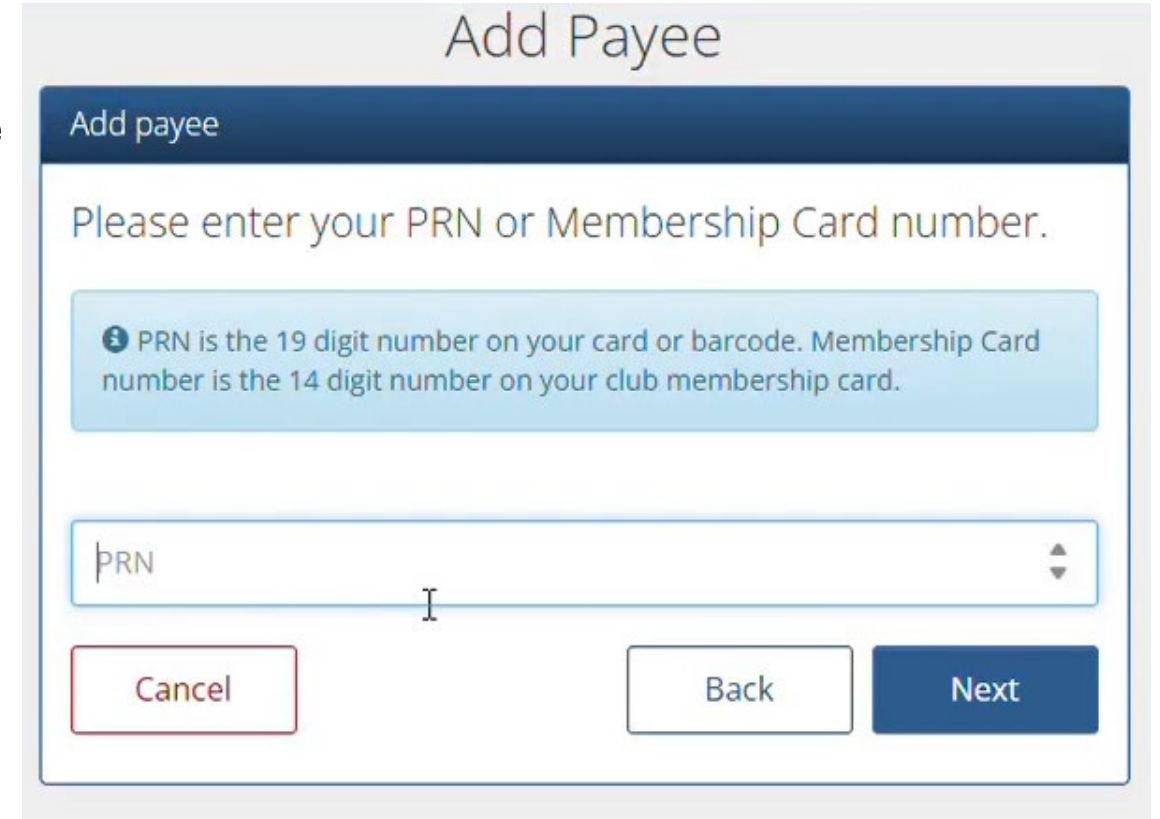
Add a payee

Add Your Allpay Account Information (Payment Reference Number - PRN):

•After initial registration, you'll need to link your Allpay account (the one associated with your bill).

•Look for an **"Add Account"** or similar button.

•Enter your **19-digit Payment Reference Number (PRN)**. This is crucial for Allpay to know which bill you intend to pay. It's usually found on your physical Allpay card or a barcoded bill from the organisation you're paying (e.g., your housing association, local council).

•If you don't have your PRN number get in touch with us and we can give you this again.

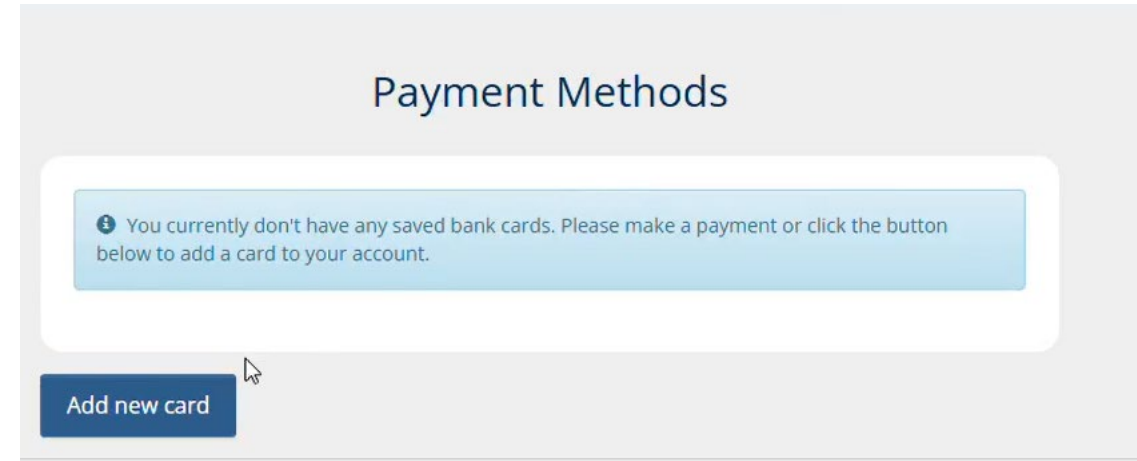- **What you'll see:** An input field for your 19-digit PRN.

Add Payee

Add payee

Please enter your PRN or Membership Card number.

ⓘ PRN is the 19 digit number on your card or barcode. Membership Card number is the 14 digit number on your club membership card.

PRN

Cancel   Back   Next

How to Make a Payment

- **Go to "Make a Payment":** Tap the "Make a Payment" option, usually found on the bottom navigation bar or in the main menu.
- **Select Your Payee:** Choose the specific payee (e.g., "Rent - Your Address") from your list of added accounts.
- **Locate the "Payment Method" Section:** On the payment screen, after selecting your payee, you'll see a section dedicated to the "Payment Method."
- **If you have saved cards:** Your saved cards will likely be displayed, often with the last four digits and card type (e.g., "Visa **** 1234").
- **If you haven't saved a card or want to use a new one:** You'll see an option **"Pay with New Card"**

Payment Methods

ⓘ You currently don't have any saved bank cards. Please make a payment or click the button below to add a card to your account.

Add new card

If you need more information

Email: haveyoursay@nehemiah.co.uk

Tel: 0121 358 0966