



# HAVE YOU TRIED OUR NEW SELF SERVICE APP ON YOUR PHONE OR TABLET?



You can now access many of our services from the comfort of your home or on the go with Thenue's NEW Tenant App.

- No need to phone or visit our office
- Access up to date data on your rent account, repairs history etc 24/7, 365 days a year!
- Report repairs or a neighbour complaint day or night.
- Help to keep Thenue rents lower by using the App, which will reduce our costs

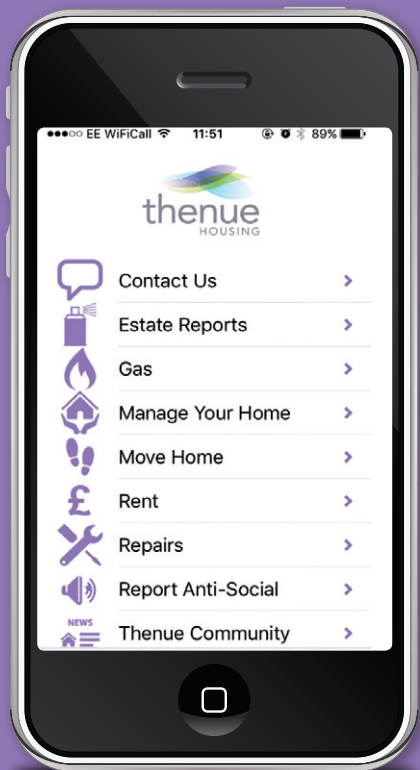
**SEE INSIDE  
FOR DETAILS  
ON HOW TO  
DOWNLOAD  
OUR APP ONTO  
YOUR DEVICE!**

# HELP TO KEEP THENUE RENTS LOWER BY USING THE APP WHICH WILL HELP REDUCE OUR COSTS

**20x**  
cheaper  
than phone

**30x**  
cheaper  
than postal

**50x**  
cheaper than  
face to face



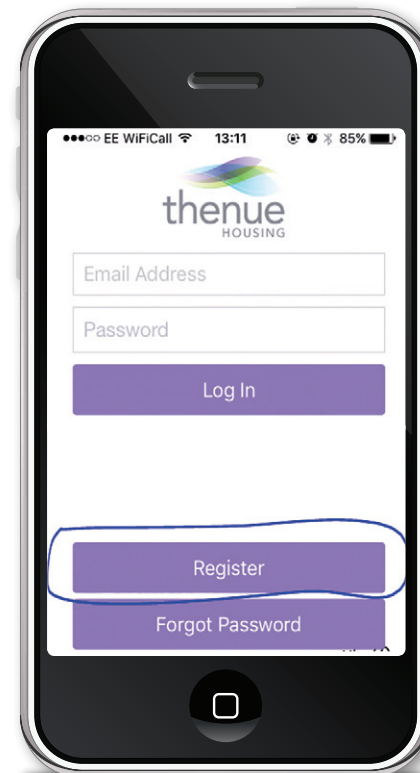
- Report a Repair
- Pay Your rent
- See recent transactions
- Report a Neighbour Complaint
- Update your details
- Request an Appointment

**...& MUCH MORE!**

# HOW TO DOWNLOAD AND REGISTER WITH OUR APP

- **How do I get Thenue's self service app?**  
You will need a smartphone or tablet and an email address

- **How do I download the Tenant app on to my iPhone or iPad?**  
Go to the Apple app store and search for Thenue. Choose Get or Install and the App will install on your iPhone or iPad (IOS6) and above.



- **How do I download the Tenant app on to my Android phone or tablet?**  
Go to Google Playstore and search for Thenue. Choose Get or Install and the App will install on your Phone (Android 2.33 or later) or Tablet (Android 3.0 or later).

- **How do I register my account on the App?**

Select Register. If you know your tenancy account number enter that. If not enter your postcode and then select your address. Then enter your details (including email address you will need this to log in in future,) and a password. You will then be registered with the App and can start to use it right away!

- **What if I need help to download the app or use it?**

Contact any member of staff on 01415503581 and they will be happy to assist.

- **What if I have problems registering or forget my password?**

Please contact our Corporate Services Team on 01415503581 and they will assist.

# FREQUENTLY ASKED QUESTIONS

- **What if I lose my device?**

Again no one can access the app unless they know your password but if you are still worried about this, contact Thenue and we can disable your account. You will need to install and register again on your new device and choose a new password.

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- **Why does the app need access to my camera, phone, location etc?**

This is to allow the app to function fully. For example, to upload photos of repairs the app needs access to your photos/camera and your location. To allow you to call a number directly from the app, it needs access to your phone.

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- **How much space and data does the app use?**

It will use around 40MB on your device which is about the average for an app. It is less than most games, YouTube and Facebook. If not using with your own or public WiFi, it also uses very little mobile data to process any request.

- **How secure is my data on the App?**

The data stored on the same device is encrypted using the same encryption standard used by governments and banks. This ensures that even if a device is stolen and the contents of its internal storage is made accessible to a hacker, the personal information processed by Self Service cannot be read.

The data in transit between the app and our systems is the same mechanism used to secure banking and shopping websites around the world.

You will be the only one able to access the app once you set up your password (keep a note of this somewhere safe in case you forget it). We offer additional protection on your app by ensuring that you have to enter your password to change your personal details.

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