

OUR NEW PAYMENT APP...

...ALLOWS YOU TO PAY ANYTIME, ANYWHERE

Available for Apple, Android and Windows smartphones

Download for FREE from the Apple App Store, Google Play or Windows Phone Store



Securely store your rent and credit card details



Allows you to pay anytime, anywhere



Completely FREE!



DOWNLOAD

- Search for 'allpay' in the Apple App Store, Windows Phone Store or Google Play.
- Click on the allpay logo and download the Payment App for FREE.

Alternatively, if you have a QR code scanner installed on your phone, simply scan the QR code for your device below. Click the install button and allow the device to download the app.

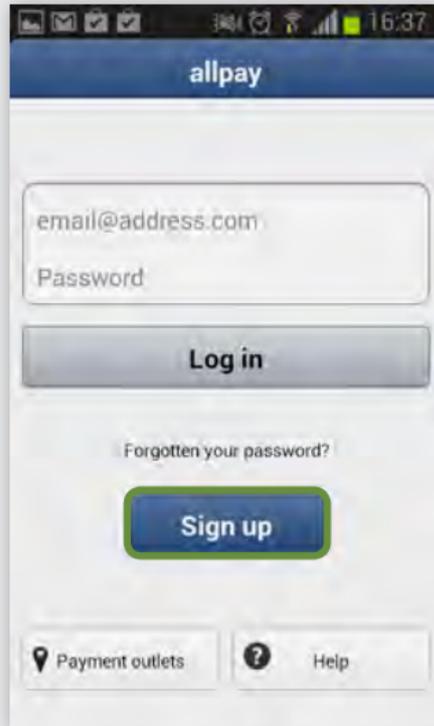


1

Homescreen

For the first time user, you must register your account details in order to securely log in and make future payments in seconds.

Click the **Sign up** button to enter the registration screen.



The screenshot shows the 'allpay' app interface. At the top, there's a blue header with the 'allpay' logo. Below it, there are two input fields: one for 'email@address.com' and another for 'Password'. A grey 'Log in' button is positioned below these fields. Underneath the button, there's a link that says 'Forgotten your password?'. At the bottom of the main content area, there is a prominent blue 'Sign up' button with a green border. At the very bottom, there are two smaller buttons: 'Payment outlets' with a location pin icon and 'Help' with a question mark icon. The status bar at the top shows the time as 16:37.

2

Sign up

Enter your email address, a password, a security question, a PIN number and your Payment Reference Number (PRN).

Your PRN can be found on your Rent/Garage payment card.

Click the **Sign up** button to confirm and finish registration.



The screenshot shows the 'Sign up' screen in the 'allpay' app. It has a blue header with a 'Back' button and the title 'Sign up'. The screen is divided into several sections, each with a green border around its input fields: 1. 'Personal details' section containing fields for 'email@address.com', 'Password', and 'Confirm password'. 2. 'Create PIN' section containing fields for '4 digit PIN' and 'Confirm 4 digit PIN'. 3. 'Security question' section containing fields for 'Security Question' and 'Answer'. At the bottom, there is a checkbox and a 'Sign up' button. The status bar at the top shows the time as 16:38.

3

Add bank card

The bank card is the card you will use to make a payment to a recipient. This can be either a debit or credit card.

You may add multiple bank cards to your account. Add your first card by clicking the **Add bank card** button to move to the entry form.

Please note that due to Payment Card Industry regulations, the cards you enter here will not be saved for future use until a payment is made with the card, where you will be given the option to save the card. Please see step 10.

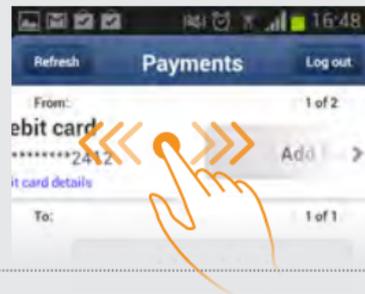
The screenshot shows the 'Payments' app interface. At the top, there are 'Refresh', 'Payments', and 'Log out' options. Below this, there are two sections: 'From:' with '1 of 1' and 'Add bank Card' button, and 'To:' with '1 of 1' and 'Add recipient' button. Further down, there is an 'Amount' field with '£0.00' and a 'Make payment' button. At the bottom, there are 'Payments' and 'My details' icons.

4

Add bank card

Enter the required details and click **Save** to add the card to your account.

You can add multiple cards by swiping the bank card section left or right until you reach the **Add bank Card** button and following the same process.



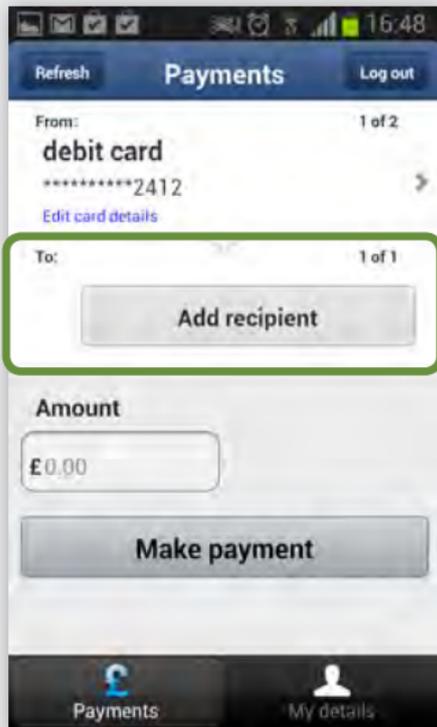
The screenshot shows the 'Add bank card' entry form. It has a 'Back' button, 'Add bank card' title, and 'Log out' button. The form contains several fields: 'Friendly name*' (with a hint 'Friendly name e.g. My Debit Card etc'), 'Name on card*' (with a hint 'Name that appears on card'), 'Card number*' (with a hint 'Long number on front of card'), 'Issue date' (with a hint 'mmyy'), 'Expiry date*' (with a hint 'mmyy'), 'Issue number' (with a hint 'Switch/Solo/Maestro only'), and a 'Save' button at the bottom.

5

Add recipient

The recipient (Cornwall Housing) will be the organisation that you wish to pay, They will have given you a Payment Reference Number which can be found on your Rent/Garage payment card.

You may add multiple recipients to your account. Add your first by clicking the **Add recipient** button to move to the entry form.



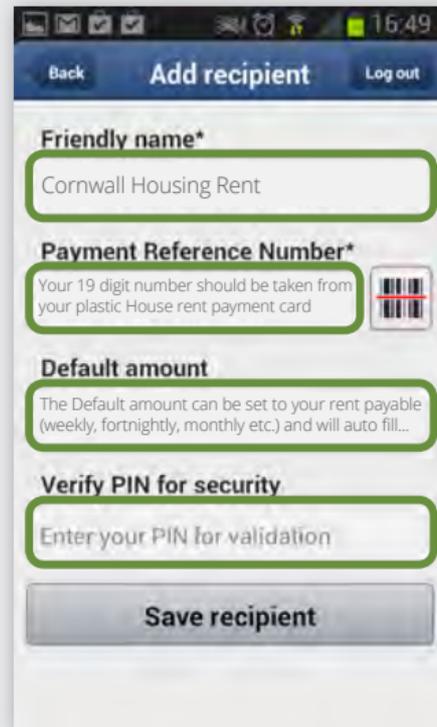
6

Add recipient

Enter the required information and click the **Save recipient** button.

The **Default amount** will automatically fill in the Payment Amount section of the payments screen when this recipient is selected. This is not a set amount however and you will be able to edit this if needed.

You may add multiple payment recipients. To do this swipe the recipient section across until you see the **Add recipient** button (similar to step 4 for adding multiple bank cards).

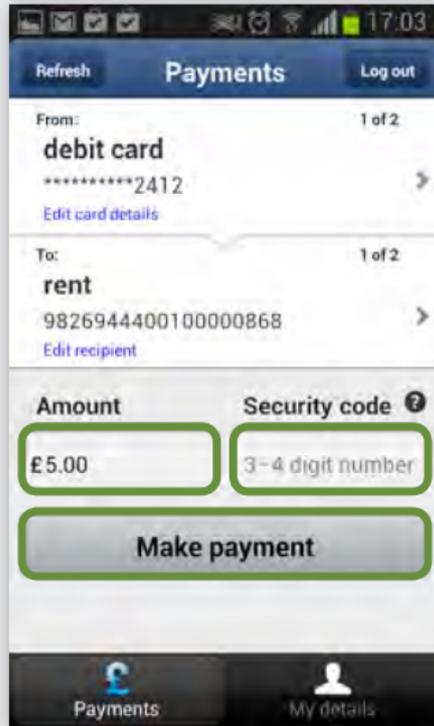


7

Make a payment

Making a payment is quick and easy. Select the bank card and recipient you would like to use for the payment by **scrolling to the left or right of the bank card and recipient sections** until the card you wish to use is showing in the pane. An indicator to the top right of that section shows how many panes you have (e.g. 1 of 2).

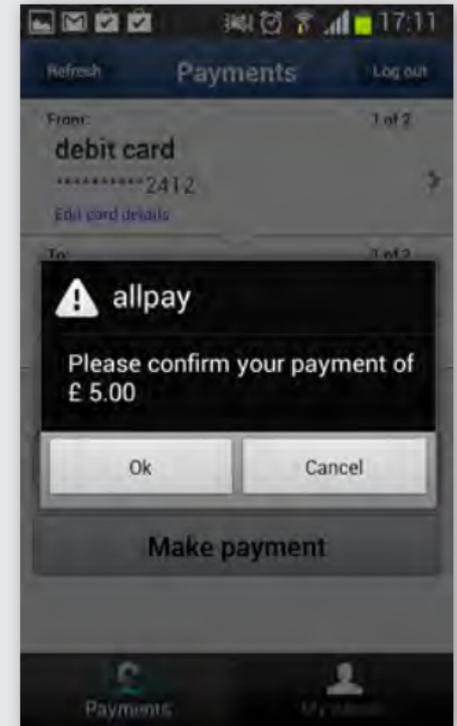
Your default amount, set in step 6, will automatically fill the **Amount** section. You can amend this to your desired amount, enter the 3 digit **Security code*** for the selected bank card and click the **Make payment** button.



8

Make a payment

A notification box will ask you to confirm the payment. Confirm the details are correct by clicking **Ok** or return to the previous screen by clicking **Cancel**.

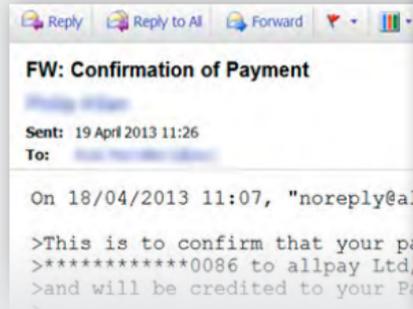


* For Visa and Mastercard, the Security Code is the 3 or 4 digit number printed on the back of the card. It appears after and to the right of your card number

9

Receipt

You have confirmed the payment and your payment has been authorised. A confirmation box will display the Authorisation Code and Transaction Reference. A receipt will be sent to the email address you provided at registration.



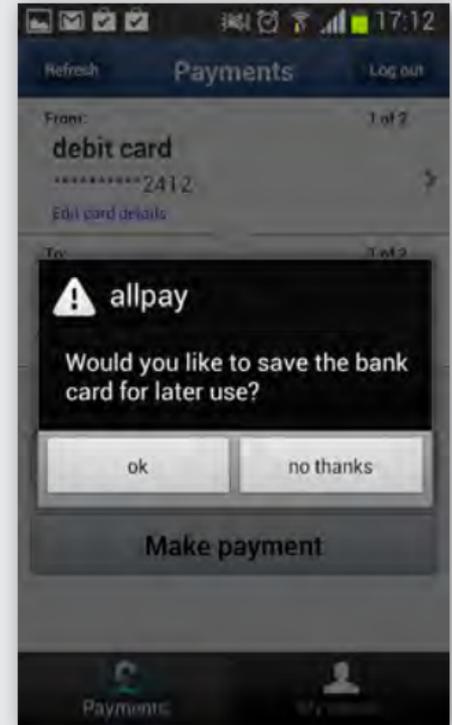
10

Save bank card

Once payment is complete you will be given the option to save the bank card used to make the payment into your account.

Press **ok** to confirm and save.

If you select **no thanks**, the card you have entered will be removed upon exit from the allpay Payment App.



INTERNET PAYMENTS



How to Make a Payment via the Internet

What is an internet payment?

An internet payment is a secure online payment service enabling you to conveniently pay your bills anytime.

It provides you with the ability to make regular or one-off bill payments, store multiple allpay payment cards and bank cards and view your payment history.

You simply need internet access, a rent payment card and a current credit or debit card.

1

Go to **www.allpayments.net**.

Select **'Sign Up'** located in the middle of the screen
If you have signed up already, please log in and skip to Step 6

2

Complete the form by entering the appropriate information into each field.

Select **'Sign Up'** to continue the process

3

Enter your 19 digit Payment Reference Number into the field provided. This can be found on your plastic Rent/ Garage payment card.

Select **'Next'** when complete



4

Create a friendly name for your account (eg. Cornwall Housing Rent). This will help identify the account for future use. If desired, enter a default amount to use when topping up the balance.

Select **'Next'** when complete

5

Your account has been created and you can now make payments via the internet.

6

Enter the amount you wish to pay.

Select '**Pay Now**' to continue the process.

7

Complete the '**add new card**' form by entering the appropriate information into each field. You can save your card details for future use at this point.

Check the '**Amount Due**' is correct and select '**Continue**' when complete

8

Confirm the details on the '**payment summary**' are correct.

Select '**Pay Now**' to confirm your payment. At this point you may be requested to verify your card by your card provider.

9

The '**payment receipt**' will show if your payment has been accepted. A receipt will be sent to your email address.

10

Other ways to pay your rent:

- At any PayPoint outlet or Post Office
- At any council's one-stop shop
- By Direct Debit (*please speak to your Rent Management Officer*)
- By phone with either your debit or credit card (0300 1234 161)
- By standing order (*please speak to your Rent Management Officer*)



Call **0300 1234 161** (Option 4)

Email **info@cornwallhousing.org.uk**

Text number **07941 712 712**

