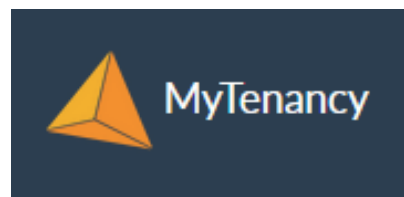


MyTenancy Service User Guide For:



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1. MyTenancy

1.1. What is MyTenancy?

MyTenancy is an online portal where you can view information related to your tenancy 24/7. Including your current rent balance, repairs on your home, important documents, contact information etc. You will also be able to pay your rent and request any repair work for your home.

1.2. Pre-requisites

Before creating an account, you'll need to ensure that you have:

- Access to a valid email account
- Provided <customer name> with your date of birth and your valid email address
- Your tenant reference key/account code (if you do not know account code, you can obtain this by calling <customer name>)

1.3. Creating your MyTenancy account

- Open your internet browser and enter the following URL into the address bar and hit the "Enter" key:

<https://housing.mytenancy.co.uk>

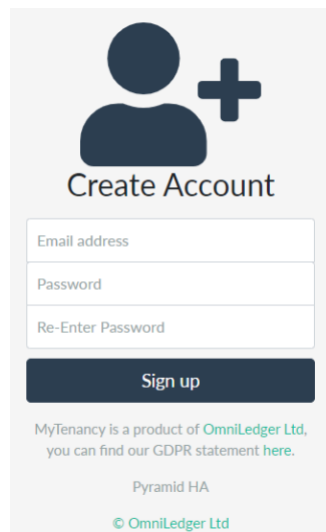
- Click "Create an Account" button as shown below:



N.B. The logo in the above screenshot may be different to the one shown.

- Enter your "Email address" and desired "Password" details as shown below. Please note that in order to register your email address, you will need to provide <customer name> with your date of birth. Passwords are case sensitive.

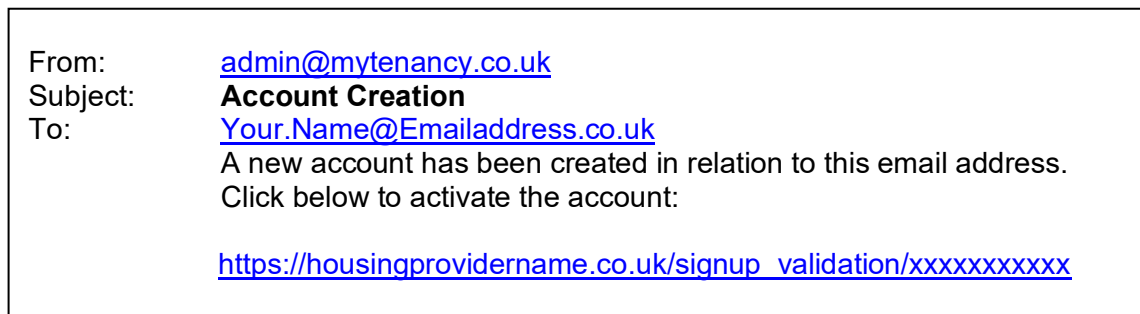
Note that your account will need to be validated using the email address provided, before you can use it. Please ensure that you have access to the email address you registered.



The 'Create Account' form features a header with a person icon and a plus sign. Below the header, there are three input fields: 'Email address', 'Password', and 'Re-Enter Password'. A dark blue 'Sign up' button is positioned below the fields. At the bottom, a small text block states: 'MyTenancy is a product of OmniLedger Ltd, you can find our GDPR statement [here](#).' Below this, it says 'Pyramid HA' and '© OmniLedger Ltd'.

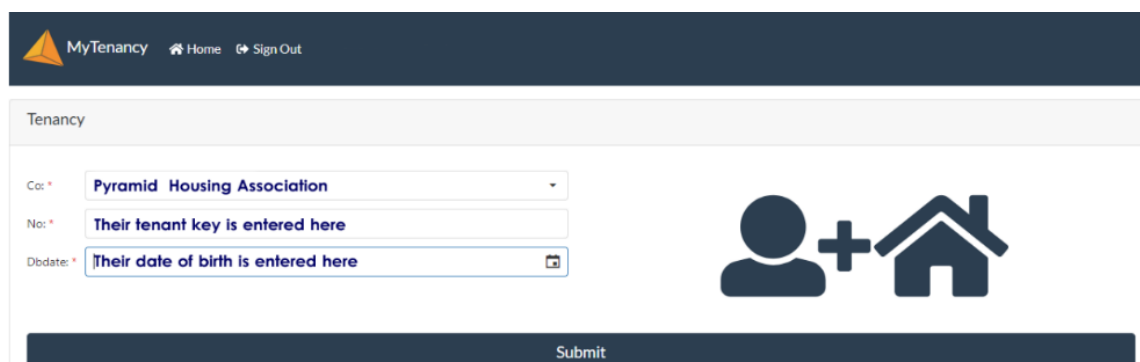
1.4. Validating your account

- A validation email will be sent to the address you provided. Click on the hyperlink to validate your email as shown below:
- If you cannot see the email then please check your junk mail folder. If you still cannot find the validation email then please call <customer name>.



The email content is as follows:
 From: admin@mytenancy.co.uk
 Subject: **Account Creation**
 To: Your.Name@Emailaddress.co.uk
 A new account has been created in relation to this email address.
 Click below to activate the account:
https://housingprovidername.co.uk/signup_validation/xxxxxxxxxxx

- You will then be presented with a screen as shown below, asking for your tenant key (account code) and date of birth. If you are unsure of your tenant key (account code), please call <customer name>.



The validation screen has a dark blue header with the 'MyTenancy' logo and links for 'Home' and 'Sign Out'. Below the header, the title 'Tenancy' is displayed. The form contains three fields: 'Coc' with a dropdown menu showing 'Pyramid Housing Association', 'Noc' with the placeholder text 'Their tenant key is entered here', and 'Dobdate' with the placeholder text 'Their date of birth is entered here' and a calendar icon. To the right of the fields is a large icon of a person, a plus sign, and a house. A dark blue 'Submit' button is at the bottom.

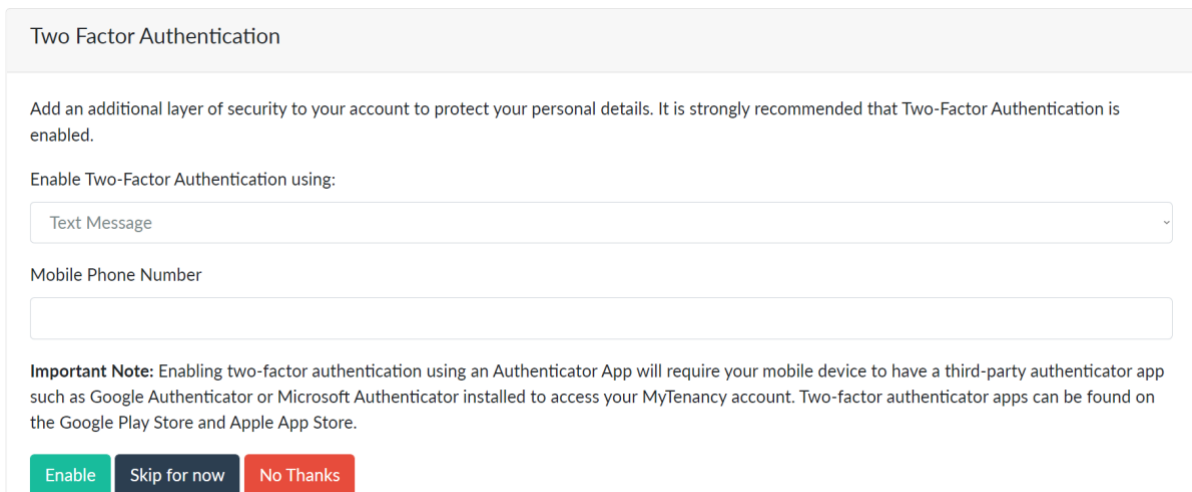
- If the details you have provided are correct, you will automatically be logged into MyTenancy. Should you wish to log in again after signing out, just visit <https://housing.mytenancy.co.uk>, enter your username and password as registered and click the “Sign In” button



The image shows the login interface for Pyramid Housing Management. At the top is the Pyramid logo, an orange 3D pyramid. Below it, the text "PYRAMID HOUSING MANAGEMENT" is displayed. There are two input fields: "Email address" and "Password". Below these fields are two buttons: "Sign in" and "Create an account". A link "Forgot your password?" is located below the "Create an account" button. At the bottom, it says "Pyramid HA" and "© OmniLedger Ltd".

1.5. Two-Factor Authenticator Setup

- Accessing your account using the correct details will present you with the below screen:



The image shows the "Two Factor Authentication" setup screen. The title "Two Factor Authentication" is at the top. Below it, a message states: "Add an additional layer of security to your account to protect your personal details. It is strongly recommended that Two-Factor Authentication is enabled." Below this message, it says "Enable Two-Factor Authentication using:" followed by a dropdown menu currently showing "Text Message". Below the dropdown is a label "Mobile Phone Number" and an input field. An "Important Note" follows: "Enabling two-factor authentication using an Authenticator App will require your mobile device to have a third-party authenticator app such as Google Authenticator or Microsoft Authenticator installed to access your MyTenancy account. Two-factor authenticator apps can be found on the Google Play Store and Apple App Store." At the bottom, there are three buttons: "Enable" (green), "Skip for now" (dark blue), and "No Thanks" (red).

- As the above shows, you are presented with a few options. The main ones are the Enable/Skip for now/No Thanks. These options allow you to either setup the two factor authentication straight away with Enable, skip it till next time you log in with Skip for Now, or avoid it completely with No Thanks. You are also able to choose if you want to use an app or phone number for authentication.
- If you select to use an App. Selecting Enable shows the following below:

You will need to get either Google Authenticator or Microsoft authenticator off the app store, on either iPhone or Android phones.

Using either of the authenticators you can scan the QR code which will generate a 6 digit code (that refreshes every 30 sec) or enter the 32 digit key underneath, if the scan doesn't work.

If at any point you are having issues, you can always cancel the setup process and do it another time. Just click on the red button and use the skip option until you are ready to setup the authenticator.

Scan this QR code using an authenticator app such as Google Authenticator or Microsoft Authenticator installed on your mobile device and enter the 6-digit number displayed by the app. Two-factor authenticator apps can be found on the Google Play Store and Apple App Store.



WNXG2VQVYZ6NYHDZUHTHUEZVZSIRPYW

Authentication Code

Sign in

If you are unable to authenticate using an authenticator app please click the button below.

Cancel Setup Process

- Selecting to use a phone number and filling in your number in the Mobile Phone Number section, will get the below screen:

After getting to this screen, you should receive a text with an authentication code. You will need to input that number to authenticate your account.

If for any reason you have not received the authentication code, you can click on the "Didn't receive a Code" option. That should bring you back into your account details where you can amend phone number you had entered, or change which way you want to authenticate next time you login.

We've sent a 6-digit code to your supplied phone number. Please enter the the number below to sign in.

Authentication Code

Sign in

If you didn't receive a code by text message please click the button below and double-check the mobile phone number entered.

Didn't receive a Code

- Once you have authenticated, you will not need to do so again for 1 week. Once that expires, you will be prompted to re-enter the authentication code that you will get sent as an SMS or through your authenticator app.

- Clicking on No Thanks option will present you with the below:

We strongly recommend that Two-Factor Authentication is enabled on your account to protect your personal information.

Click Go Back to start the Two-Factor Authentication set-up process.

Click No Thanks to confirm that you do not wish to enable Two Factor Authentication. If you change your mind later, you can activate Two Factor Authentication at any time in the Account section of MyTenancy.



- You are able to fully opt out of using the authenticator by once again clicking on No Thanks on the above, but please keep in mind that Two-Factor Authenticator is for the security of your account, and is recommended to be used.
- However, if you change your mind later on, you can always re-enable Two-Factor Authenticator in the account menu.

***To reset Two-Factor Authenticator for a user go to section 3.4**

2. Using MyTenancy

2.1. Home Menu

2.1.1. Summary

Once you have signed into MyTenancy you will initially be presented with the home page. From here, you'll be able to view a summary of your details, as well as access personal information, statement of account, repair history and request a repair for your home.

Each of these features can be accessed by clicking on the green heading links as shown below:

Home / Tenancy

Summary Personal Information Statement of Account Repair History

Balance: £1,230.85

Personal Information

Key	1/SANC02
Name	Ms Grace Sanctuary
Address	22 Porter Square 445 Hornpipe Way Baldock Herts SG4 8UJ
Home	01707 324201
Fax	01707 385472
Mobile	07785 234996

The most prominent section of the home screen is your current rent balance. This will be shown in different colours depending on your arrears level:

- If your balance is displayed in red, it indicates that you are currently in arrears and will need to make a payment to balance your account.

Balance: £1,614.85

- If your balance is displayed in green, it indicates that you are currently in credit or pre-paid.

Balance: £480.94

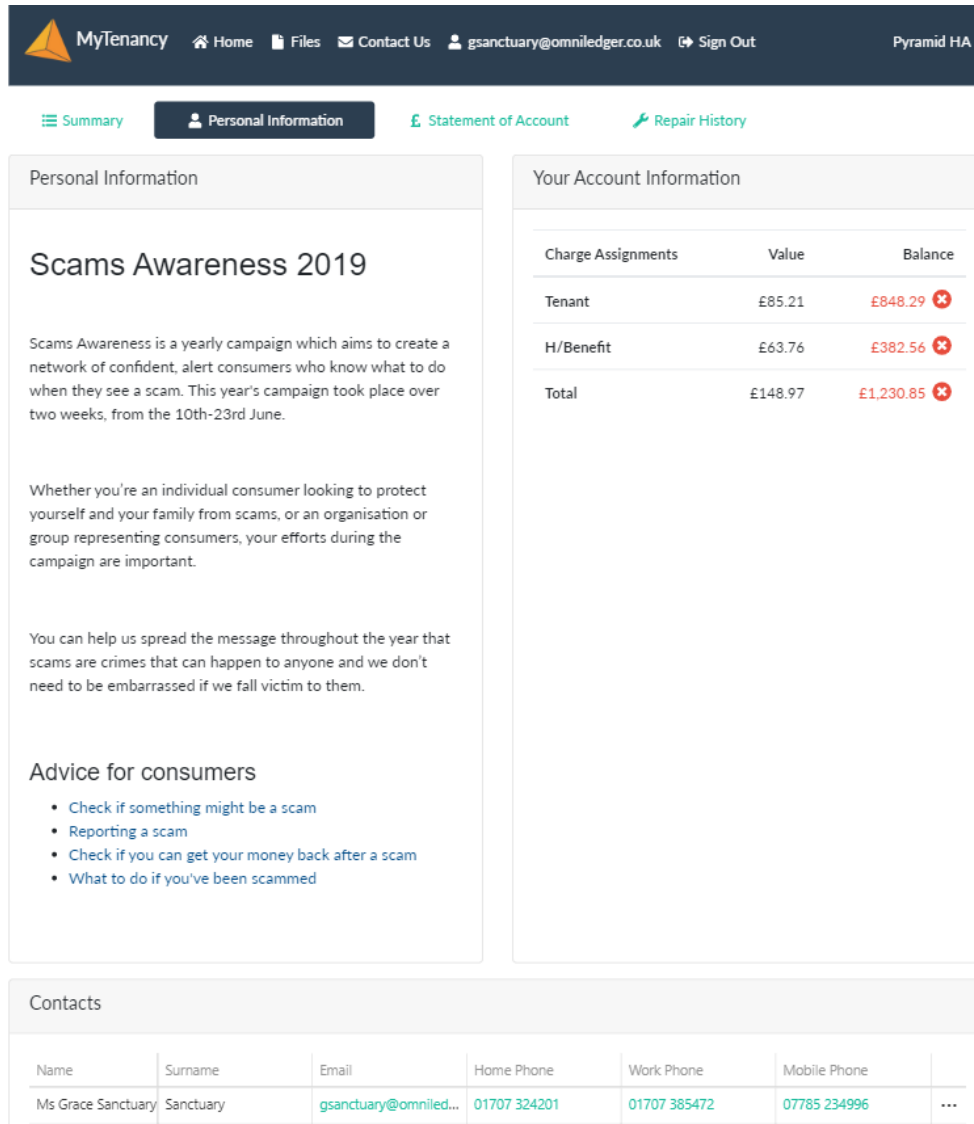
- If your balance is displayed in blue, it indicates that you are currently at zero balance.

Balance: £0.00

However, if you believe that this is a mistake, please contact your housing representative or <customer name>.

2.1.2. Personal Information

The “Personal Information” page of the home menu displays the personal information that <customer name> has recorded about you, including your current rent account details. This has been broken down into three boxes labelled “Personal Information”, “Your Account Information” and “Contacts” shown below:



MyTenancy Home Files Contact Us gsanctuary@omniledger.co.uk Sign Out Pyramid HA

Summary **Personal Information** Statement of Account Repair History

Personal Information

Scams Awareness 2019

Scams Awareness is a yearly campaign which aims to create a network of confident, alert consumers who know what to do when they see a scam. This year's campaign took place over two weeks, from the 10th-23rd June.

Whether you're an individual consumer looking to protect yourself and your family from scams, or an organisation or group representing consumers, your efforts during the campaign are important.

You can help us spread the message throughout the year that scams are crimes that can happen to anyone and we don't need to be embarrassed if we fall victim to them.

Advice for consumers

- [Check if something might be a scam](#)
- [Reporting a scam](#)
- [Check if you can get your money back after a scam](#)
- [What to do if you've been scammed](#)

Your Account Information

Charge Assignments	Value	Balance
Tenant	£85.21	£848.29 ✖
H/Benefit	£63.76	£382.56 ✖
Total	£148.97	£1,230.85 ✖

Contacts

Name	Surname	Email	Home Phone	Work Phone	Mobile Phone	
Ms Grace Sanctuary	Sanctuary	gsanctuary@omniled...	01707 324201	01707 385472	07785 234996	...

Personal Information:

This section contains general information provided by <Customer Name> that may be of interest to you. From time to time, this will change to bring you the latest news or notifications.

Your Account Information:




This section includes details about your rent account and is divided up into three columns, "Charge Assignments", "Value" and "Balance".

Charge Assignments: This shows who is responsible for paying what towards your rent. Any values listed against the tenant would be your responsibility. Please contact <customer name> if you would like further information on rent payment responsibilities.

Values: This shows how much each charge assignment contributes towards your rent as per your tenancy agreement. i.e. In the example shown above, if your agreement with <customer name> is to pay rent weekly, then you are expected to contribute £85.21 per week.

Balance: This shows the current total for each charge assignment. Please note that this is cumulative with each charge. For example, if your rent is £85.21 per week and you missed two weeks of payment, then the balanced displayed will be £170.42 in arrears.

The status of each assignment is displayed in red, green or blue, indicating whether you are in arrears, credit or zero balance respectively:

- If your balance is in Arrears  will be displayed.
- If your balance is in Credit  will be displayed.
- If your balance is Zero  will be displayed.

Contact Information:




This section includes the personal information about you and any individuals related to your tenancy. For example, your spouse, child, GP etc. Each contact will include the following details (if they've been provided to <customer name>):

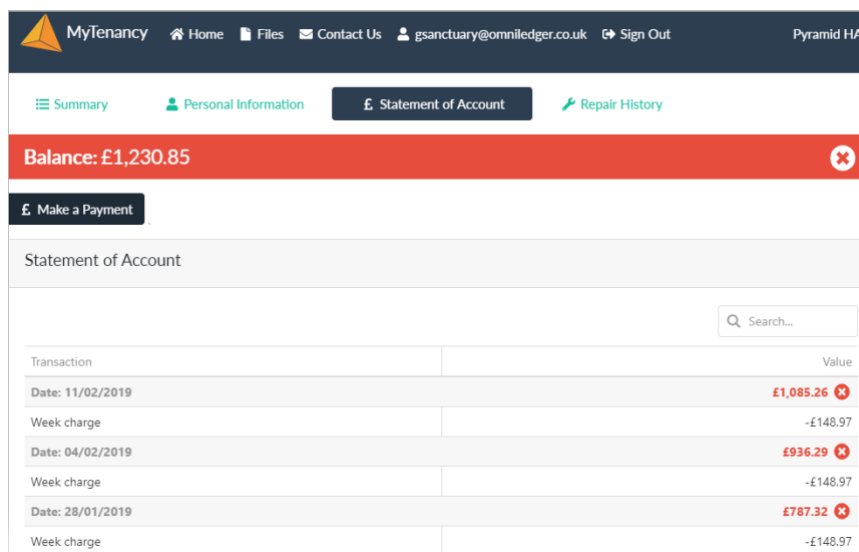
- Full Name
- Title
- Forename
- Surname
- Email
- Home Phone
- Work Phone
- Mobile Number

Should you see any incorrect information, or would like to provide us with an update, then please contact <customer name>.




2.1.3. Statement of Account

The “Statement of Account” page displays your rent balance and includes all transactions that have occurred since you moved into your home, providing you with a complete history of how the final balance is made up. As with “Your Account Information”, each value is displayed in red, green or blue, indicating whether you were in arrears, credit or zero balance at that point in time:

- If your balance is in Arrears  will be displayed.
- If your balance is in Credit  will be displayed.
- If your balance is Zero  will be displayed.



The screenshot shows the 'MyTenancy' web interface. The top navigation bar includes links for Home, Files, Contact Us, and a user profile for 'gsanctuary@omniledger.co.uk'. The main menu has options for Summary, Personal Information, Statement of Account (selected), and Repair History. A prominent red banner at the top displays the 'Balance: £1,230.85' with a red 'X' icon, indicating an arrears status. Below this is a 'Make a Payment' button. The 'Statement of Account' section features a search bar and a table of transactions.

Transaction	Value
Date: 11/02/2019	£1,085.26 
Week charge	-£148.97
Date: 04/02/2019	£936.29 
Week charge	-£148.97
Date: 28/01/2019	£787.32 
Week charge	-£148.97

Your statement will be divided into two columns, providing you with the following information:

Transaction: Each transaction will include two pieces of information. The date in which the transaction took place and what sort of transaction it was. These typically include:

- Rent charge (weekly, monthly or 4-weekly depending on your tenancy agreement)
- Standing order
- Cash Payment
- Allpay Payment
- Housing Benefit

Value: This column displays two values for each transaction:

- The final balance after the transaction has taken place. This will be coloured red, green or blue depending on your arrears status at the time.
- The value of the transaction. This will be displayed as a negative number (indicating a charge has been applied to your account) or positive number (indicating a payment has been applied to your account).

Navigating and searching your statement

[Summary](#)
[Personal Information](#)
[£ Statement of Account](#)
[Repair History](#)

Balance: £1,230.85

Rent Ledger

Transaction	Value
Date: 11/02/2019	£1,085.26
Week charge	-£148.97
Date: 04/02/2019	£936.29
Week charge	-£148.97
Date: 28/01/2019	£787.32
Week charge	-£148.97
Date: 21/01/2019	£638.35
Week charge	-£148.97
Date: 23/11/2018	£489.38
Week charge	-£148.97

<
1
2
3
4
5
...
12
>

You can scroll through your account history by clicking on the numbers or arrows found at the bottom of the statement (as shown above). Clicking on the numbers will take you to that specific statement page, whereas the arrows will simply navigate you to the next or previous page.

However, should you wish to search for something specific within your accounts, you can do so by using the search bar found at the top of your statement (as shown above). MyTenancy will then only display transactions containing what you searched for. For example, if you searched for “Week”, the MyTenancy will only display week charge transactions. All other transactions will not be shown.

Paying Your Rent

The “Statement of Account” also includes an option for you to pay your rent in the form of a button:

£ Make a Payment

By clicking on the “£ Make a Payment” button, you will be redirected to your rent payment portal. Should you have any questions regarding how to make a rent payment, then please contact <customer name>.

2.1.4. Repair History

The “Repair History” page provides you with a summary of maintenance work for your home since you moved in, including any outstanding jobs that are due.

Viewing repairs to your home

Q Search...	
Description	Raised
Q	Q
▶ Water Coming Through Light	16/06/2010
▶ Responsive Repair	24/01/2011
▶ No Power	11/02/2016
▶ Switch sparks or trips power	03/10/2019

Your repair history is presented in two columns, providing you with a brief description of the work and the date of when it was raised with <customer name>. You can see more information about each job by clicking on the small arrow next to the description. The section will then expand to provide you with the following details:

Q Search...															
Description	Raised														
Q	Q														
▶ Water Coming Through Light	16/06/2010														
<table> <tr> <td>Order No</td><td>9605</td></tr> <tr> <td>Entered</td><td>15/06/2010</td></tr> <tr> <td>Supplier</td><td>Dial 1st Development Ltd</td></tr> <tr> <td>Urgency</td><td>Emergency (1 Working Day)</td></tr> <tr> <td>Estimated Completion</td><td>16/06/2010</td></tr> <tr> <td>Actual Completion</td><td>16/06/2010</td></tr> <tr> <td>Request No</td><td>7027</td></tr> </table>		Order No	9605	Entered	15/06/2010	Supplier	Dial 1st Development Ltd	Urgency	Emergency (1 Working Day)	Estimated Completion	16/06/2010	Actual Completion	16/06/2010	Request No	7027
Order No	9605														
Entered	15/06/2010														
Supplier	Dial 1st Development Ltd														
Urgency	Emergency (1 Working Day)														
Estimated Completion	16/06/2010														
Actual Completion	16/06/2010														
Request No	7027														
▶ Responsive Repair	24/01/2011														
▶ No Power	11/02/2016														
▶ Switch sparks or trips power	03/10/2019														

Order No: This is the order number which the repair work was allocated. You may reference this number with <customer name> should you have a query regarding the work.

Entered: This is when the repair work was entered into our system.

Supplier: This is the company responsible for completing the repair work.

Urgency: This is the urgency which <customer name> has allocated the repair work. Repair work that is more urgent will have a faster estimated completion date.

Estimated Completion: This is when <customer name> expects the work to have been completed by.

Actual Completion: This is when the repair work was completed. Should this section be blank, then it means the job is still outstanding. If you believe that this is incorrect then please contact <customer name>.

Request No: This is the reference number which was allocated to the original request for this repair.

Navigating and searching your repair history:

There are a number of ways to search and navigate through your repair history. You can scroll through your account history by clicking on the numbers found at the bottom of the repair history (as shown below). Clicking on the numbers will take you to that specific history page.

Description	Raised
<input type="text" value=""/>	<input type="text" value=""/>
▶ No Water Inside His Flat	05/05/2010
▶ Hole In Cimney Brest.	23/09/2010
▶ Hole In Cimney Brest.	08/11/2010
▶ Leak From Tap Head	29/09/2011
▶ Toilet Not Flushing	13/03/2012
▶ Toilet Not Flushing	25/04/2012
▶ No Heating.Boiler Not Igniting For Heating But	15/05/2012
▶ Toilet Not Flushing	23/07/2013
▶ Roof Leak	15/10/2013
▶ Plumbing	26/03/2014

1 2

If you would like to find a specific repair job, there are three search bars allowing you to so (as shown above). The search bars within the “Description” and “Raised” columns enables you to search for something specifically within the associated column.

For example, if you entered “Water” into the “Description” column, the repair history will only show you jobs that had water within the description.

Description	Raised
<input type="text" value="water"/>	<input type="text" value=""/>
▶ No Water Inside His Flat	05/05/2010

When searching within the “Raised” column, you may click on the calendar icon (as shown below) to quickly select a specific date:

The screenshot shows a table with two columns: 'Description' and 'Raised'. A search bar is at the top right. The 'Raised' column header has a search icon and a calendar icon (highlighted with a red circle). A calendar dropdown is open, showing 'OCTOBER 2019' with dates from 29 to 9. The 'Description' column has a list of items with expandable arrows.

Note that any searches using the top search bar will apply your enquiry to both the “Description” and “Raised” columns.

Sorting your repair history:

By default, your repair history is sorted by date in ascending order (oldest to newest). To change this, you may click on the “Raised” and “Description” column headers to sort the repair history in descending date order or alphabetical order. A small up or down arrow will be displayed within the column header, indicating how you’ve applied your sort:

The screenshot shows the same table as before, but now the 'Description' and 'Raised' column headers are highlighted with a red box. The 'Description' header has a small down arrow, and the 'Raised' header has a small up arrow. The table content shows a list of repairs with dates in the 'Raised' column, sorted from oldest to newest.

Requesting a repair for your home:

In the event that you need to report a repair to <customer name> for your home, then you can do so by clicking on the “Request a Repair” button:

[Request a Repair](#)

When requesting a repair, you will be presented with the Repair Wizard (as shown below), asking you for the details of your request.

Request a Repair

Repair Wizard

Select an option

Bath and Showers

Cupboards, Drawers and Wardrobes

Doors

Electrics

Gas Services

Heating and Cooling

Hot Water

Kitchen Sinks and Bathroom Basins

Laundry Items and Clothes Lines

Outside of Home

Pests

Stoves and Ranges/Hoods

Toilets

Walls, Floors, Ceilings and Stairs

Water Meter

Windows

Upload Images/Videos

Choose Files

No file chosen

What is the problem?

Enter description

Enter a description of the required repair.

Where is the problem?

Location of repair

What's the best contact number?

Number to contact you via

Submit

First, you will need make <customer name> aware of the issue clicking on the buttons presented at the top of the screen, to select a category that best describes the problem. Note that some categories may ask you for further information by presenting more sub-category buttons as shown below:

Hot Water

Bath and Showers

Cupboards, Drawers and Wardrobes

Doors

Electrics

Gas Services

Heating and Cooling

Hot Water

Kitchen Sinks and Bathroom Basins

Laundry Items and Clothes Lines

Outside of Home

Pests

Stoves and Ranges/Hoods

Toilets

Walls, Floors, Ceilings and Stairs

Water Meter

Windows

Bathroom

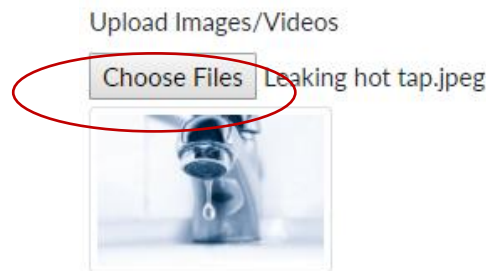
Bathroom

Guest Toilet

Kitchen

If you click the wrong button, you can go back a step by clicking the button as shown above.

If you have a photo or video to help us diagnose the repair issue further, then you can send this to us by clicking on the “Choose Files” button and selecting the file:



If using the MyTenancy service on a mobile device, the “Choose Files” option will automatically offer you the opportunity to invoke the mobile devices camera and capture the image or video at that point in time.

The final section of the repair request form ask’s you to provide us with further detailed information. Simply complete the three questions as best as you can and once you’re happy with the answers provided, click on the “Submit” button to finish the request.

What is the problem?

Hot water leaking from tap, can't stop the flow.

Enter a description of the required repair.

Where is the problem?

Upstairs bathroom toilet

What's the best contact number?




01707 336548

Submit

The form will then be sent to <customer name> and a member of our team will be in contact to discuss the status of your repair request.

2.2. Viewing your tenancy documents and files

You can view and download any documents related to your tenancy by clicking on the “Files” link found at the top of the page (as shown below).

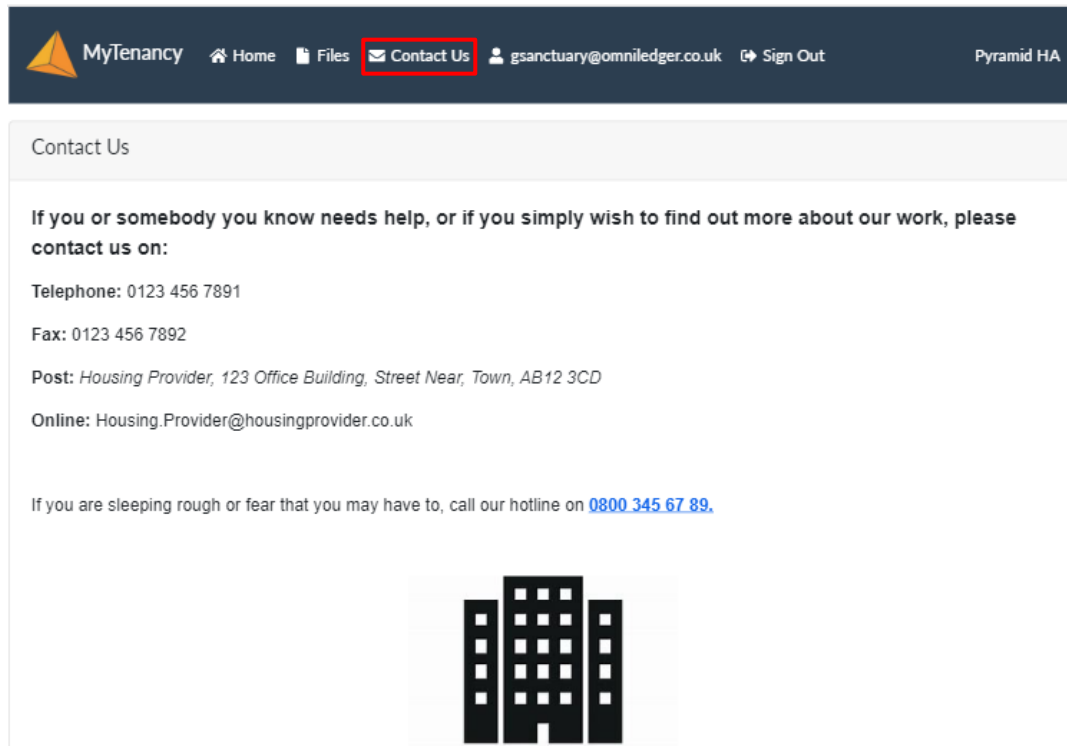
MyTenancy Home Files Contact Us gsanctuary@omniledger.co.uk Sign Out Pyramid HA				
Filename	Description	Created		
 Qh4sbth3.ico		03/10/2019, 10:19		...
 Newsletter.pdf		21/09/2018, 09:31		...
 ri_statement_2018-05-25_1_SANCO2.pdf	Statement of charges and payments to your ...	25/05/2018, 10:25		...

From time to time, <customer name> will update the files listed here. They contain important documents such as your rent statements, tenancy agreements, newsletters etc. When a new document is uploaded to the “Files” repository, you will automatically receive a new email notification.

To download any document, simply click on the green coloured document name.

2.3. Contact Us

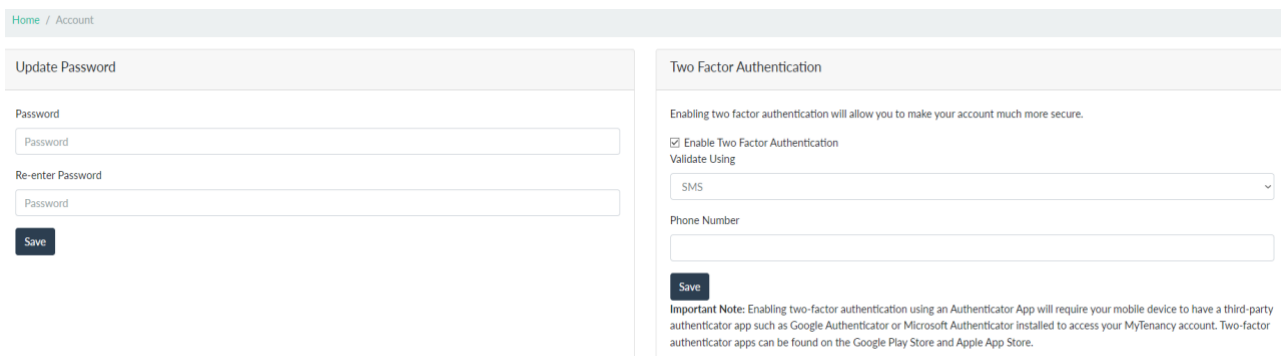
Should you need to contact <Customer Name>, you can find all the details by clicking on the “Contact Us” link found at the top of the page (as shown below). This page contains all information you need to direct you to the correct people.



2.4. Re-setting your password

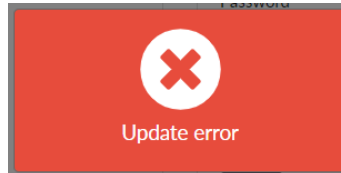
Re-setting account password via your portal

You can reset your password details by clicking on your email address found at the top of the screen (as shown below). This page contains two sections, “Tenancy” which provides you with your unique tenant reference, and “Update Password” which allows you to change your password details.



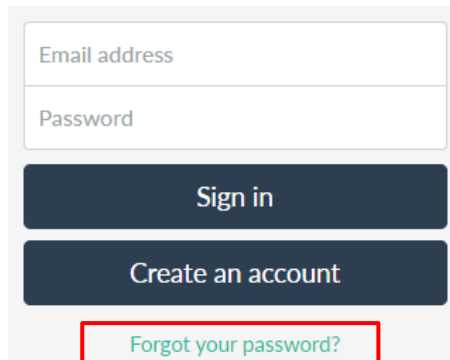

To reset your password, simply enter your new details within the “Password” box and then confirm the same password again in the “Re-enter Password” box, click the “Save” button when completed.

Should you receive an “Update Error” message (as shown below), MyTenancy has detected that both passwords entered do not match. You’ll need to re-enter the details and ensure that they are exactly the same in each box. Note that passwords are case sensitive.

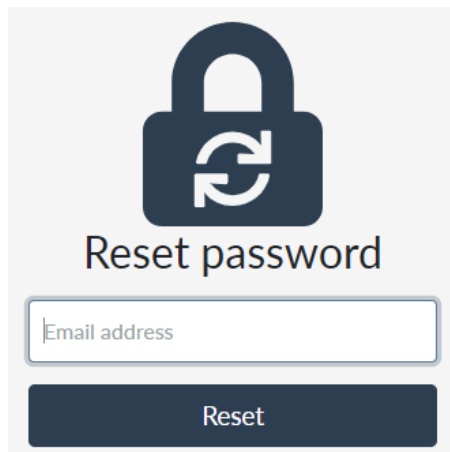


Forgotten your password

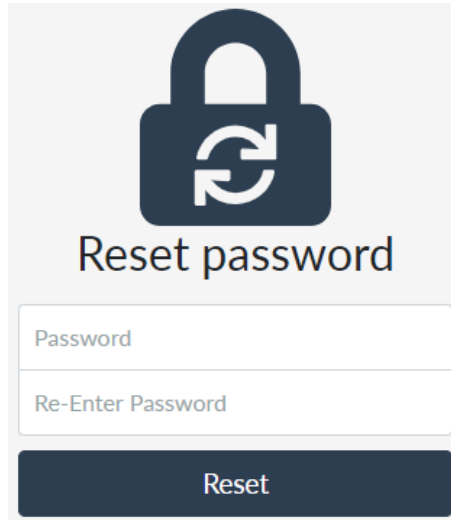
If you’ve forgotten your password and can’t login, you can use the account retrieval option via the login screen. Simply click the green “Forgot your password?” link:

A login form with two input fields: "Email address" and "Password". Below the fields are two dark blue buttons: "Sign in" and "Create an account". At the bottom, there is a green link "Forgot your password?" which is highlighted with a red rectangular border.

You will then be prompted to enter the email address that you registered your account with. If you can’t remember which email you used, then please contact <customer name>.

A screen with a large padlock icon containing a circular arrow. Below the icon is the text "Reset password". Underneath is an input field labeled "Email address" and a dark blue button labeled "Reset".

If you entered the correct details, an email notification will be sent to you containing a hyperlink to reset your password. Simply click on the link provided and MyTenancy will prompt you for your new password details.



The image shows a 'Reset password' form. At the top is a dark blue padlock icon with a white circular arrow inside. Below the icon is the text 'Reset password'. Underneath are two input fields: the first is labeled 'Password' and the second is labeled 'Re-Enter Password'. At the bottom of the form is a dark blue button with the text 'Reset' in white.

To reset your password, enter your new details within the “Password” and “Re-enter Password” boxes, then click the “Re-set” button. Note that passwords are case sensitive.

If you cannot see the reset email, then check your junk mail folder. If you still cannot find your reset email, then please contact <customer name>.

2.5. Sign Out

MyTenancy will automatically log out after a short period of inactivity. However, should you wish to log out manually you can do so by clicking the “Sign Out” link.

 Sign Out

Authentication Code (if App Authentication is used).