Here are some Q&A's to support you in using our new online payment system, provided by PayPoint.

Q: I'm trying to make a payment but the link that I always use to visit the payment website is no longer working?

It may be that you are using a saved link or favourite that uses the old Santander online payments site. This service is no longer available.

Please delete this saved link and add a new favourite, using the web link provided on our 'pay your rent' page.

Q: How do I access my account number for the PayPoint system?

If you were registered with our previous Santander service, your account number remains the same. You can also find your account number on a rent statement, rent payment card or via MyAccount, if you are signed up to this service.

You can also call our customer support team on 01225 715 715 who will be able to help you.

Q: Do I have to register with PayPoint to make a payment?

You do not have to register but we recommend that you do, to make it easier to make payments in the future. When you register with PayPoint, your details will be stored meaning you will not have to enter them again each time you would like to pay.

You can also make a payment as a guest, but that means your details will not be stored and you will have to re-enter them every time you would like to make a payment until you register.

Q: What is 3D Secure?

3D Secure is an authentication tool to prevent online payment transaction fraud. It works by asking customers to use two or more of the below:

- Identifying the customer i.e. using fingerprints or biometrics
- Using a pre-registered device or token system
- Using a password or PIN

Q: How do I get a receipt for my payment?

If you are registered with PayPoint, you will automatically receive a receipt for your payment via email. You will also be able to access previous payments on your account.

If you are not registered and make a payment through a guest account, you can choose to have your receipt emailed to you at the time of the transaction.

Q: What happens if I forget my password?

On the PayPoint login screen select 'forgot your password?' An email will be sent to your registered email address. This email will include a link to reset your password.

Q: I followed the step above but the link sent to me hasn't worked?

The forgotten password link may have expired. The link sent to you is only valid for 3 days. Also, the link can only be used once. If the password link hasn't worked, simply repeat our advice above.

Q: What if I want to change my email address?

Log into PayPoint. Then select the 'change email' link. Enter your new email address. You will then be sent an email by PayPoint to your new email address. This email will contain a link to activate this change. Click on the link to finish registering your new email address with PayPoint.