

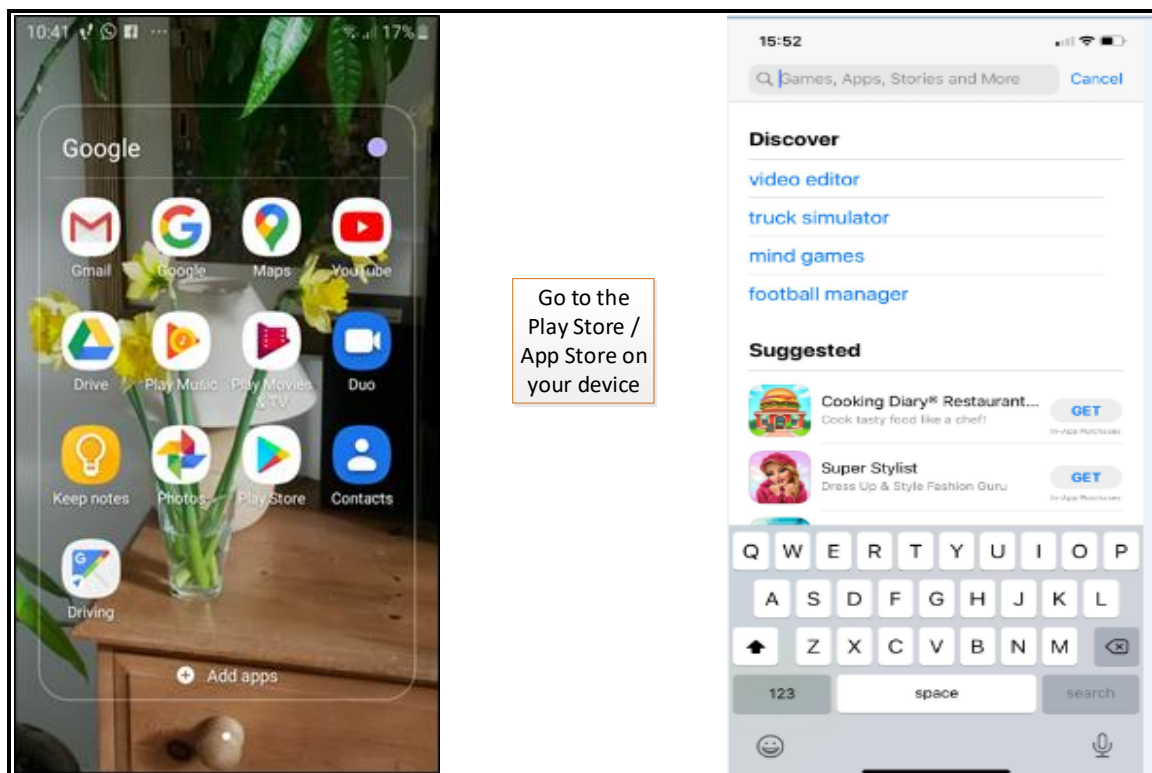
Guidance on downloading the AllPay App to a mobile device

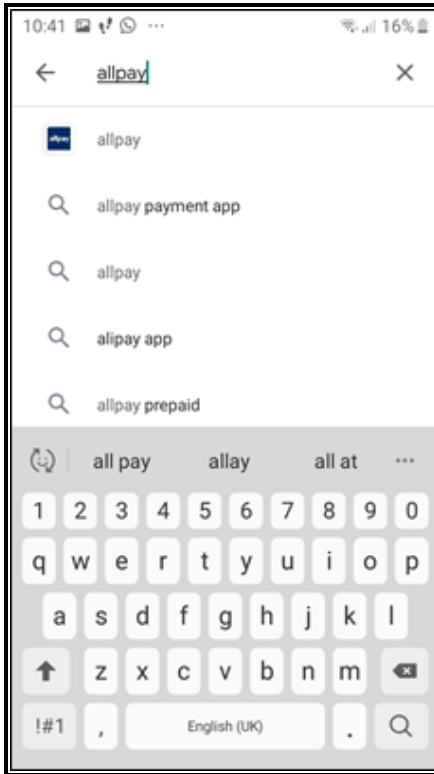
If you already have an AllPay card, then please keep this handy - you will need the 19-digit number on your payment card in order to add your account details to the App.

If you don't have an AllPay card, or if you haven't used the online payment system before, then please call Bolton At Home on 01204 328000, where we can help you to set this up.

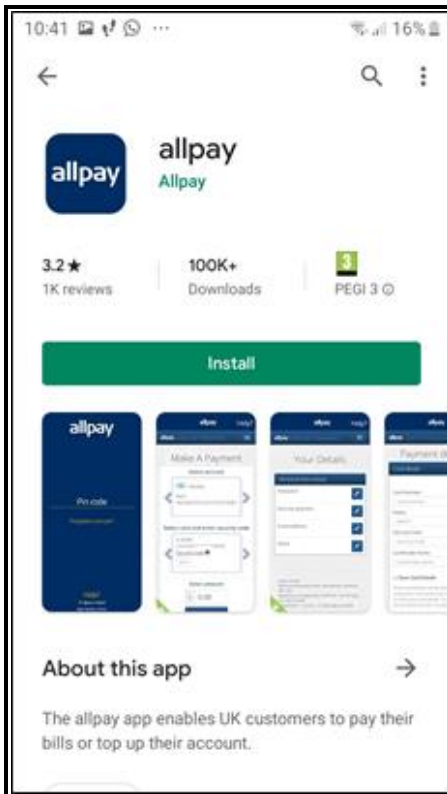
If you have used the online payment system, then you can log in to your account here: <https://webconnect.allpay.net/> (**The Client Code is BAHR**)

You will be able to find your 19-digit code on your account details. If you have any problems in finding this, please contact the Contact Centre at Bolton At Home, on 01204 328000, who will happily help you with this.



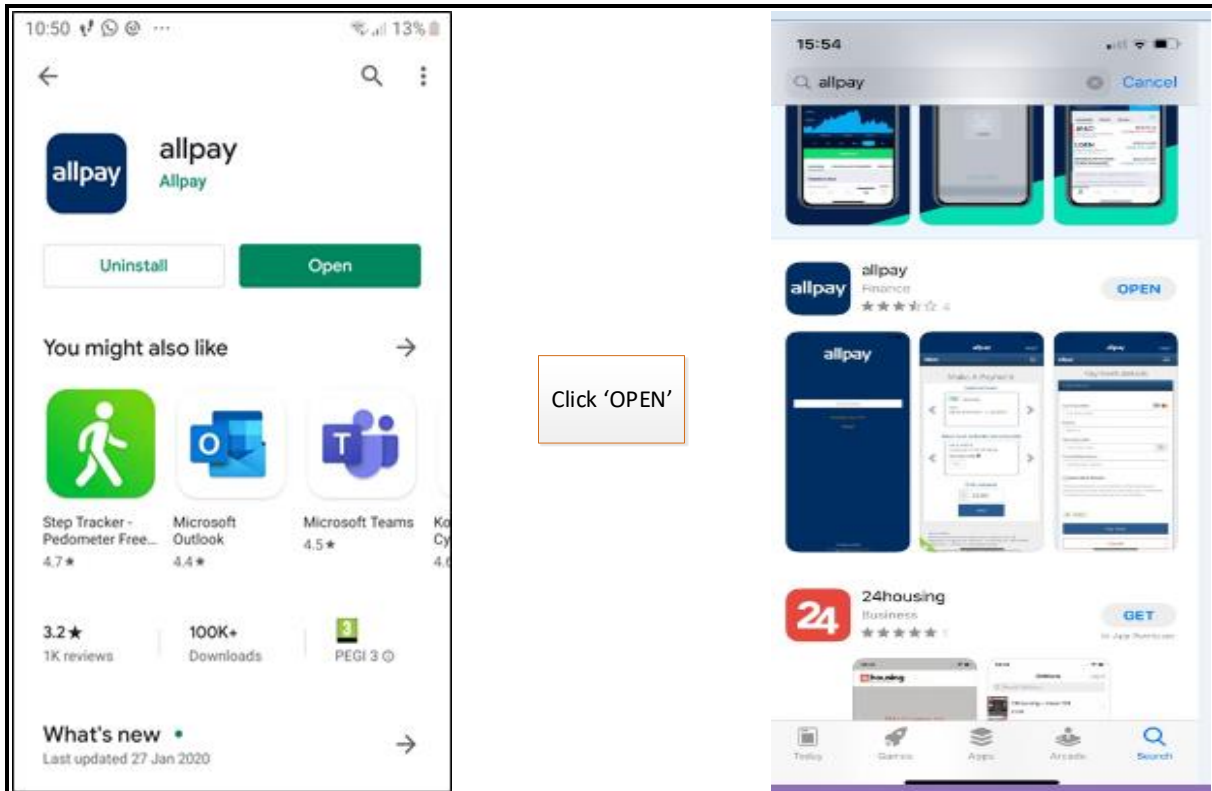


Search for Allpay in the Play Store / App Store



Click 'Install' / 'Get'

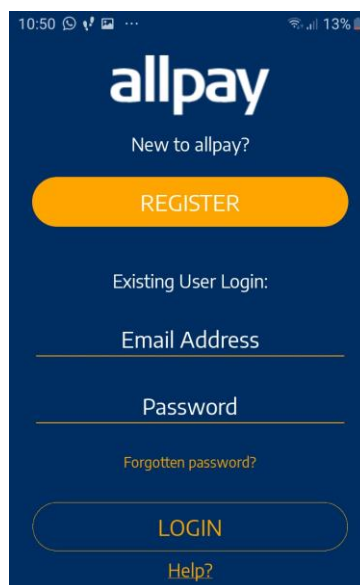




The screens will look the same on an Android and an Apple device from now on.

If this is your first time using the Allpay App, you'll be asked to register. You will need to have an account with Allpay – if you have paid online using a computer, or if you have an AllPay card, then you will be able to log in with your existing account details.

If you haven't got details of your Allpay Account – if you can't find them, or if you have never paid in this way before - then please call Bolton At Home on 01204 328000, and we'll be happy to help you to get the details you need.



10:50 allpay Help? 13%

Personal Details

Title

First Name

Last Name

Account Details

Email Address

Password

Confirm Password

Security Question

Security Question

Security Answer

10:51 allpay Help? 13%

Password

Confirm Password

Security Question

Security Question

Security Answer

I accept allpay's [Terms and Conditions](#)

SIGN UP

© allpay Limited
App Version v3.0.5

You'll need to add your email address and a security question and answer. You can also set up a Pin Code for quick access next time

11:27 allpay Help? 9%

Enter a PIN for faster login next time.

PIN Code

Confirm PIN Code

Save

11:28 allpay Help? 9%

allpay Internet Payments

Add Account

Add account

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

You'll then need to add your account, in order to pay your rent. The number you'll need to enter here is your Allpay Number (NOT your rent account number).

← ← ←

If you don't have an Allpay account, you'll need to set this up first. You can do this online, from the Bolton at Home's webpage here

www.boltonathome.org.uk/online-payments

Or call 01204 328000 for help in setting this up.

Your bank account details will go in next, and you can choose to save them for use next time.

→ → →

11:28 allpay Help? 9%

allpay Internet Payments

Make A Payment

Select account

Add new account
Please add an account using the Add Account screen.

Select card and enter security code

No saved payment cards
When you make the payment you can choose to save the card and it will be available for selection next time you pay.

Enter amount

£ 0.00

If you have any problems at all in setting up your AllPay account, or installing it on your phone, please call Bolton At Home on 01204 328000.