

The Midland Heart app

Our secure app lets you perform simple tasks without having to speak directly to our team.

It saves you the cost of a phone call and is more convenient as you won't need to visit our office.

You can access your account anywhere and anytime you have access to the internet.

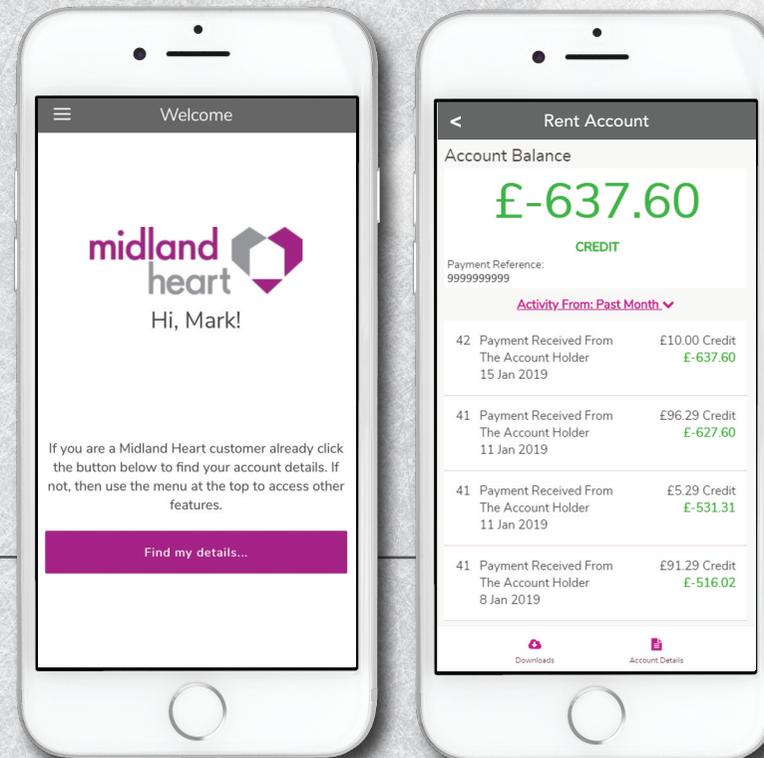
What can I do on the app?

- Update your personal details
- Check your rent balance
- View your payment history
- Download your rent statement and proof of rent
- Make a payment
- Ask for money advice

My online account

With our app you can easily manage your rent account on your smartphone or tablet.

Downloading is simple! Just search for Midland Heart in the Apple or Android App Stores on your phone or tablet.



Frequently asked questions

Q. Why can't I download the app?

A. For your security the app will only work if you have a PIN or passcode on your smartphone/tablet. Create one and then you should be able to download the app.

Q. Is my personal information safe?

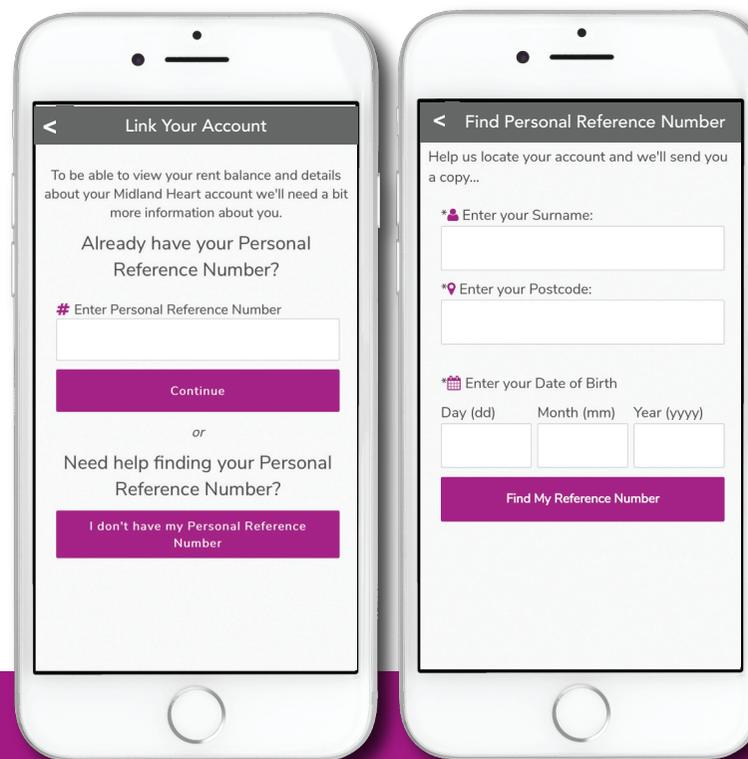
A. Our app is encrypted which means it's safe and secure to use. We've also upgraded our security measures by adding 3-D Secure to the app.

Q. What is 3-D Secure?

A. 3-D Secure is another layer of security that will protect your personal data when you use our app. You'll need to verify any payments with your bank by either typing in a passcode or entering specific digits of the password associated with your bank.

Q. How do I link my Midland Heart account to the app?

A. To link your account, you'll need to enter your personal reference number. Don't worry if you don't know it, you can request it on the app.



How do I request my personal reference number?

Step 1: Enter your email address, full name and a password into the sign-up page. If you've already signed up, sign in with your email address and password.

Step 2: Click 'I don't have my personal reference number'.

Step 3: Enter your surname, postcode, date of birth and select 'Find my reference number'.

Step 4: We'll send you your personal reference number by text, email or post depending on what contact information we currently hold for you.

Once you've received your personal reference number, you'll be asked to enter this, your full name and date of birth on the app so we can verify your details.