



Rural Stirling
Housing Association



MyRural

LAUNCH DATE
1 MAY 2024

My Rural is an online self-service portal allowing 24/7 access to your RSHA tenancy.

Giving you access to your account 365 days of the year.

Allowing you in your own time, wherever you are to:

View your rent statement



Make payments direct through Worldpay



Report a repair



Manage your tenancy details / contact numbers



We plan to introduce more functionality in the future.

How to register “My Rural”

Insert the unique URL address

<https://myrural.rsha.org.uk> into your web browser. Click on Register and follow the instructions.



MyRural

Or go to our website home

page **www.rsha.org.uk** and click on the button located at the top right of your screen.



Everyone registering during the first month will be entered into a prize draw for a new tablet device.



Is “My Rural” account secure?

Yes, we take the security of your personal information seriously.
For more information about how we use your data please refer to our Privacy Policy which can be found on our website.

? Questions

What if someone hacks into your systems - would they be able to take my money?

No - we don't hold any payment of bank details in My Rural and all passwords are encrypted.

Could someone register as me?

No - there can only be one login for each account. The registration process asks for personal account details only the account holder and our staff should know.

Has anyone ever logged in and got the wrong person's information?

No, never.

Can anyone else access my account?

Only if you give them your details or if you add them as a proxy user. If you think someone else has our login details, you can change them at any time.

If my name is on the internet, could people stalk me?

The only person who can see your name on the My Rural portal is you.



Need support getting started? We're here to help you set up My Rural:

You can arrange a suitable time to come into the office where we can help you or visit you in your own home. Tell us what suits you best and our staff will help you get started with My Rural. **Get in touch over the phone, or email us:**



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Registered with the Scottish Housing Regulator HAL232
Property Factors No. PF000330 Letting Agent Registration Nos. LARN1907004 and LARN1904083

