

ista SmartPay

PRE-PAYMENT QUICK START GUIDE

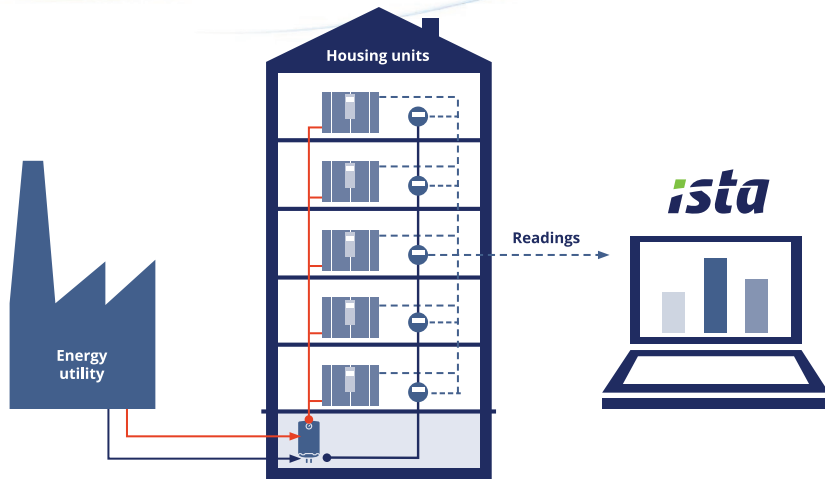
ista



Welcome to your ista SmartPay System

The **SmartPay system** has been installed on behalf of your Landlord/Property manager to manage the supply of Heating and Hot Water to your property from a communal boiler system.

The costs for your Heating and Hot Water are set by your Landlord/Property Manager and the funds collected from you by **ista** are returned to them to pay for the cost of running the boiler plant.





Getting started with SmartPay

To access your myista portal logon to myista.co.uk or scan the QR Code and register your account.



The myista portal will provide all the information and features to allow full management of your heat supply via any smart device - phone, tablet or PC.

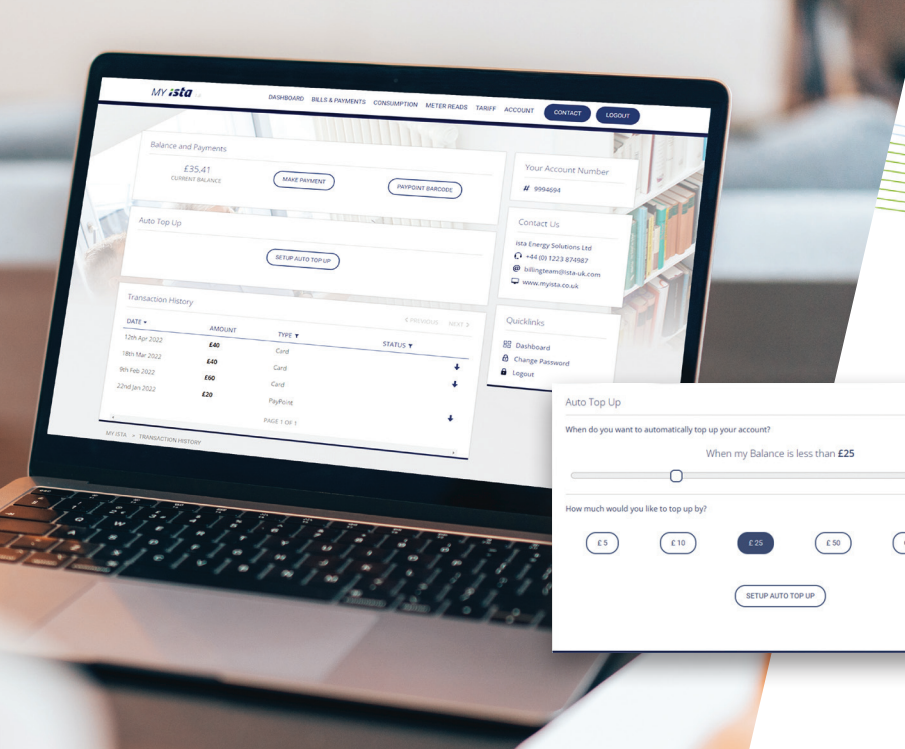
Pre-payment Guide

To maintain the supply of heat to the property your account must remain in credit. Once the credit has run out and the balance reaches zero then the supply of heat will be stopped.

Use your myista portal to manage the balance of your account when you are logged on you will always see the following information on the homepage:

- **Account Balance** - the indicator will be green when in credit, amber when the balance approaches zero and red when it is zero or below.
- **Heat Supply Status** - on/off.
- **Estimated Credit Remaining** - an estimation of how long the current credit will last before a top-up is required.





Making Payments

The easiest way to keep your account in credit is with **Auto-top** from a selected payment card. This will automatically add an amount that you chose whenever the balance drops below a set limit.

Alternatively you can use your payment cards to make a payment to top-up your balance at any time on your **myista portal**, 24hours a day, 7days a week.

Help and Advice

Your **myista portal** provides a wide range of useful information and self-help guides. Your **dashboard** gives you access to the range of information available:

- **Tariff** - how much your property charges for the heating system.
- **Payments** - full details of your top-ups.
- **Consumption** - graphs of meter readings and comparisons to help you manage your use.
- **FAQs** - useful articles related to the heating system, energy saving advice and contact details for various agencies providing expertise and support.



Contact information

Portal Access: www.myista.com

Email: smartpay@ista-uk.com

Phone: 01223 874 946

Opening Times: X to X Mon - Fri

