

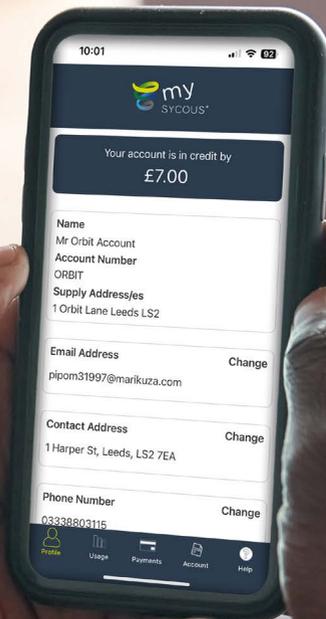


# Your Orbit PAYG System

mysycous.com | 0333 880 3115



Scan here for  
[mySycous.com](https://mysycous.com)



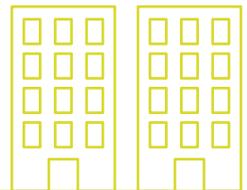
# Your Orbit PAYG System

Introducing your Orbit PAYG System! Please refer to this brochure to learn how you can make the most out of using your system.

You will be able to manage your PAYG account whenever, wherever through the mySycous app! This provides you with an easy way to access your account information, make payments and keep track of your energy consumption.

The mySycous app is connected to the Orbit system installed at your property. The meter installed at your property transmits secure data to your utility provider, allowing you to monitor energy consumption and make top-ups through the app.

You can download the mySycous app on both the Google Play Store and Apple App store using the QR codes below:





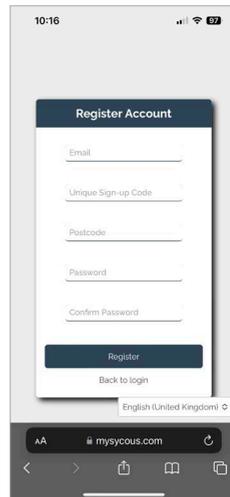
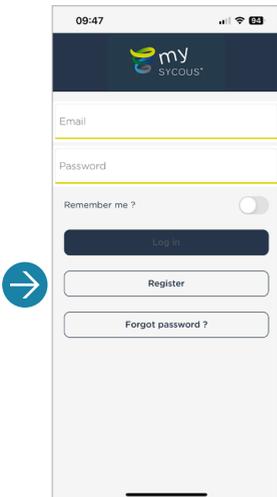
## Set up your online account via the mySycous app



**Make sure you have the mySycous app downloaded on your smart phone or tablet device.**

Selecting **Register** from the login screen will take you to our online portal to set up your account. Registering is easy but you will need an email address, postcode and your mySycous online account sign-up code. This sign-up code can be found on your Welcome Letter, or can be emailed across to you from our Team.

Once activated, you'll receive an email notification whenever a new statement or any other account correspondence becomes available to view.

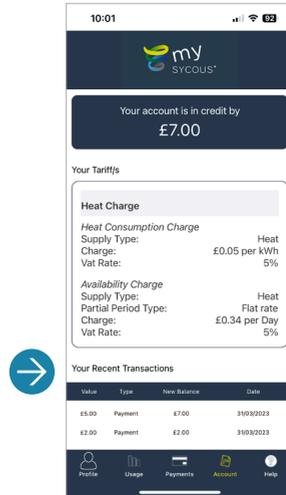
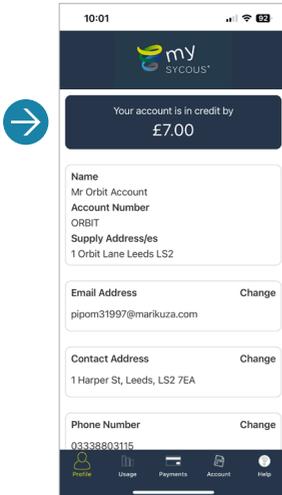




## View your account balance & recent transactions

You can check the balance on your Pay-As-You-Go account from the **Profile tab**.

To view a list of your previous transactions, select the **Account tab** and scroll to **Your Recent Transactions**.



## Understanding Friendly Credit & Emergency Credit

### Friendly Credit:

During friendly credit periods such as overnight, weekends and bank holidays, your utility supply for this account won't disconnect, even if you are out of credit. This gives you extra time to top up.

Friendly credit is only available when your system disconnects during these certain times. If the system is already disconnected it will not reconnect. You will need to repay all debt accrued and top-up to £1 credit before you will be able to access your utilities again.

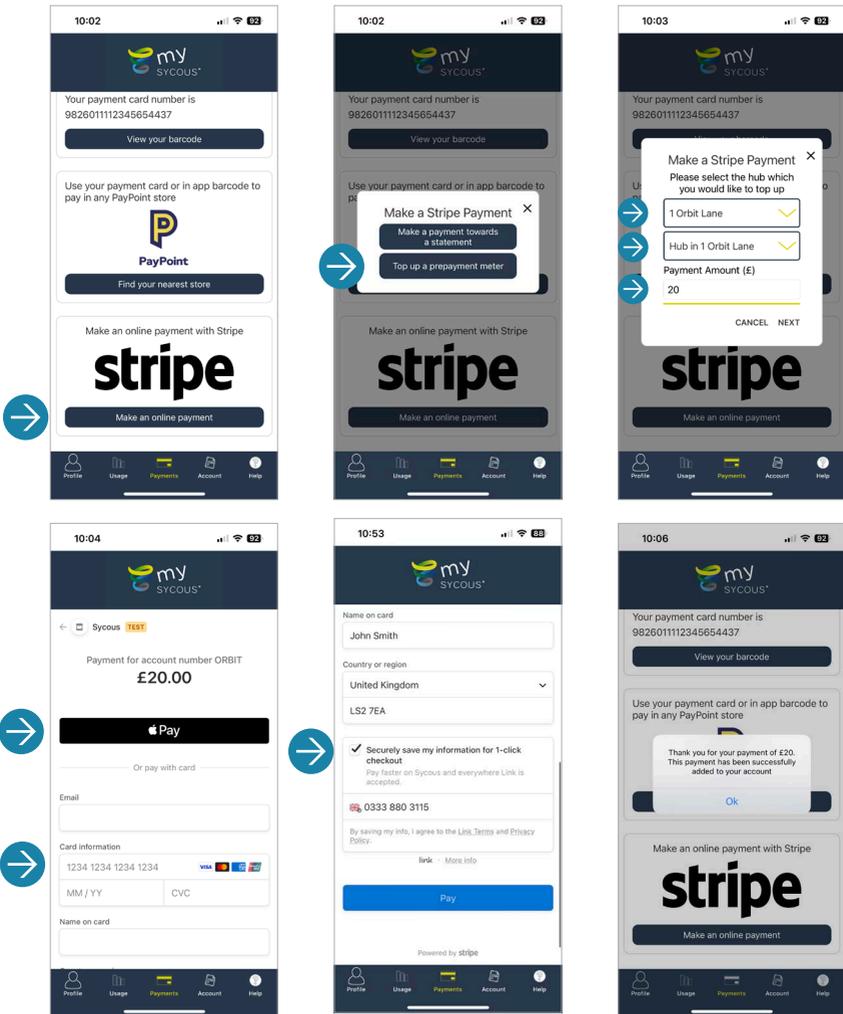
### Emergency Credit:

Your emergency credit allowance of £15 will automatically be activated when you run out of credit. Once this has been used, you will need to top-up to at least £1 of credit before you will be able to access your utilities again.

# How to make a top-up to your Pay-As-You-Go account

You can make a payment to your Pay-As-You-Go account through the mySycous app. Simply select the **Payments tab** and scroll to **Make an online payment**. As a Pay-As-You-Go customer, you will then need to select **Top up a prepayment meter** to make a top-up to your account. Next, select your **Property, Hub** and enter a **Payment Amount** to make a top-up using your credit or debit card or Apple Pay through Stripe.

For faster checkout next time you top-up, select the checkbox for **1-click checkout** to securely save your contact information and card details using your phone number.

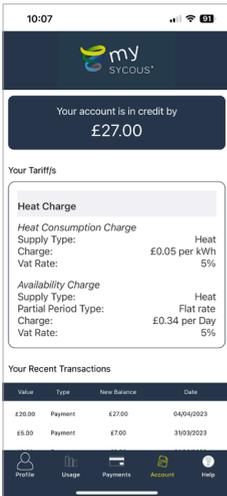




## How to view your tariff information

You can view tariff charges for your property's utility supply's by visiting the **Account tab**. Here you will be able to view the tariff rate set by your utility supplier.

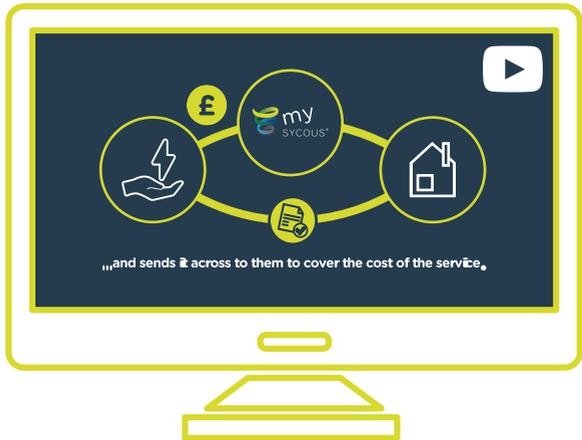
The tariff is normally designed to cover the cost of providing a utility supply in the fairest possible way to recover both the variable and fixed costs. To learn more about tariffs and how they are calculated, scan the QR code below to view our **What is a tariff?** video:



Scan here for our mySycous **What is a tariff?** video



Scan here for our **mySycous YouTube channel!**

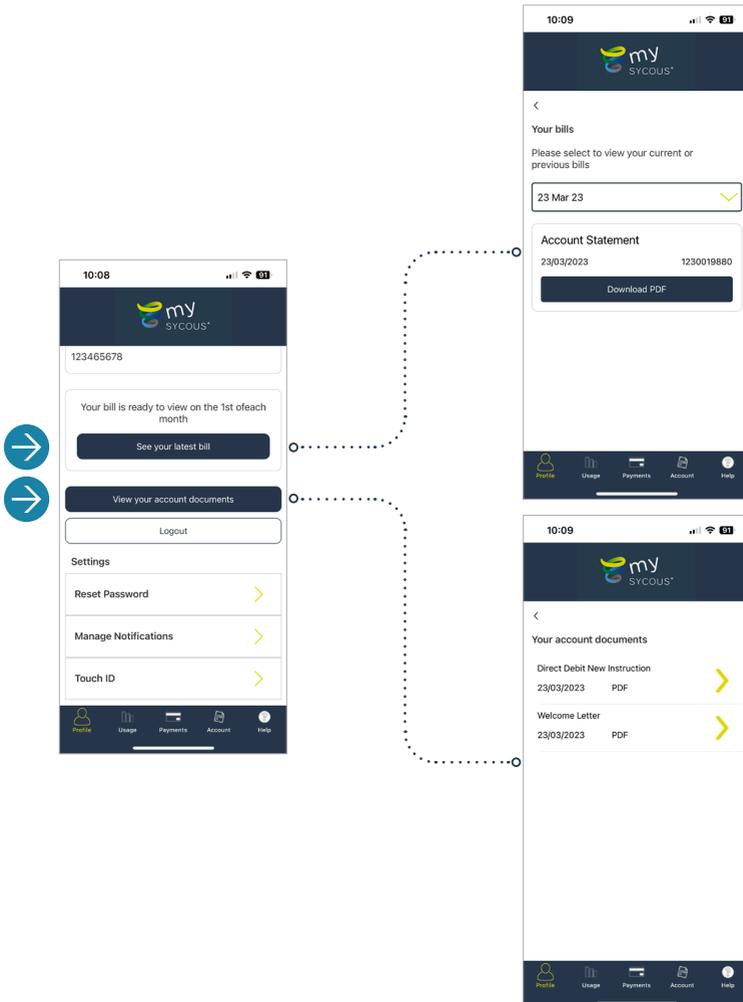




## How to view your latest bill and account documents

You can view your latest bill and account documents by scrolling down the **Profile tab** and selecting **See your latest bill** to view your latest Annual Statement. Select **View your account documents** to view other account correspondence such as your Welcome Letter.

You will also be able to see the date that your Annual Statement will be ready to view each year.





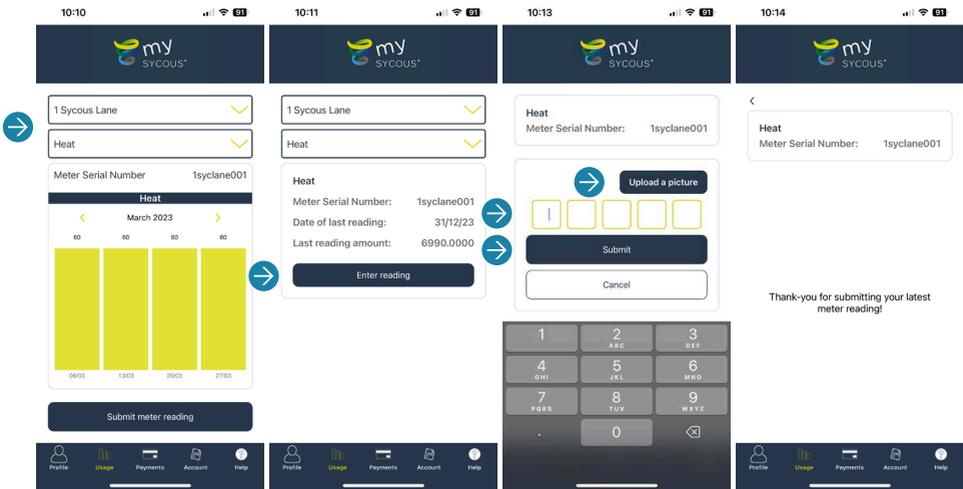
## Managing your energy usage

The **Usage** tab gives a visual indication of your energy consumption.

By selecting your **Supply Property** and **Supply Type** you can view your weekly usage information and compare with previous months.

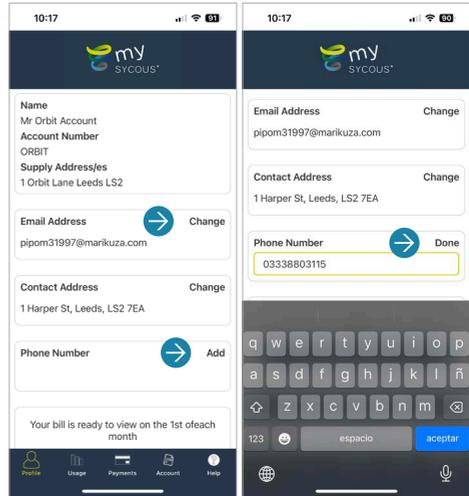
Your property has a meter installed inside that is automatically read to keep your usage accurate and updated.

You can also provide a manual reading by selecting **Submit meter reading** once you have selected your **Supply Property** and **Supply Type**. Please ensure that your Meter Serial Number is correct for the chosen Supply Type before proceeding. You will then be able to enter your reading manually or upload a picture of your meter.



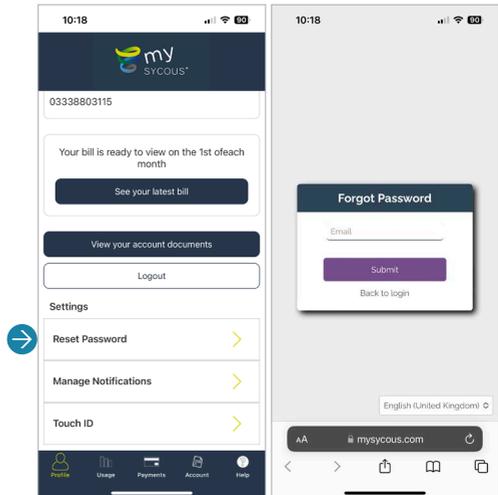
## How to update your account information

You can update your account information such as contact email address, contact address and phone number via the **Profile tab** by selecting **Change** or **Add**. After you have updated your details, be sure to select **Done** to save your information.



## How to reset your password

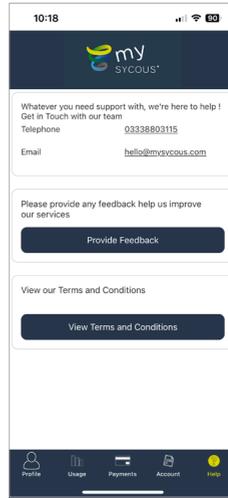
On the **Profile tab** scroll down to select **Reset Password**, you will then be taken to our online portal to enter your email address. Once submitted, you will receive an email with a reset password link where you can enter a different password.



## Find contact details and provide feedback



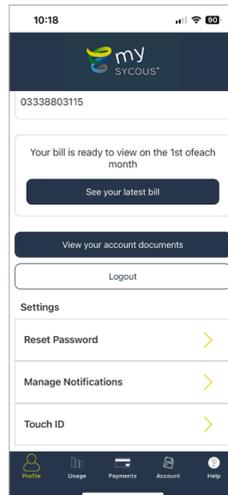
Visit the **Help tab** to find the telephone number and email address of our mySycous Support Team. You can also provide feedback and leave any comments you may have on using our mySycous app.



## How do I logout of the mySycous app?



On the **Profile tab**, scroll down to select **Logout** to exit your account securely.





# Need Help?

Contact our team on

**0333 880 3115** or

**[mysycous.com/get-in-touch](https://mysycous.com/get-in-touch)**



Sycous Limited is registered in  
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