

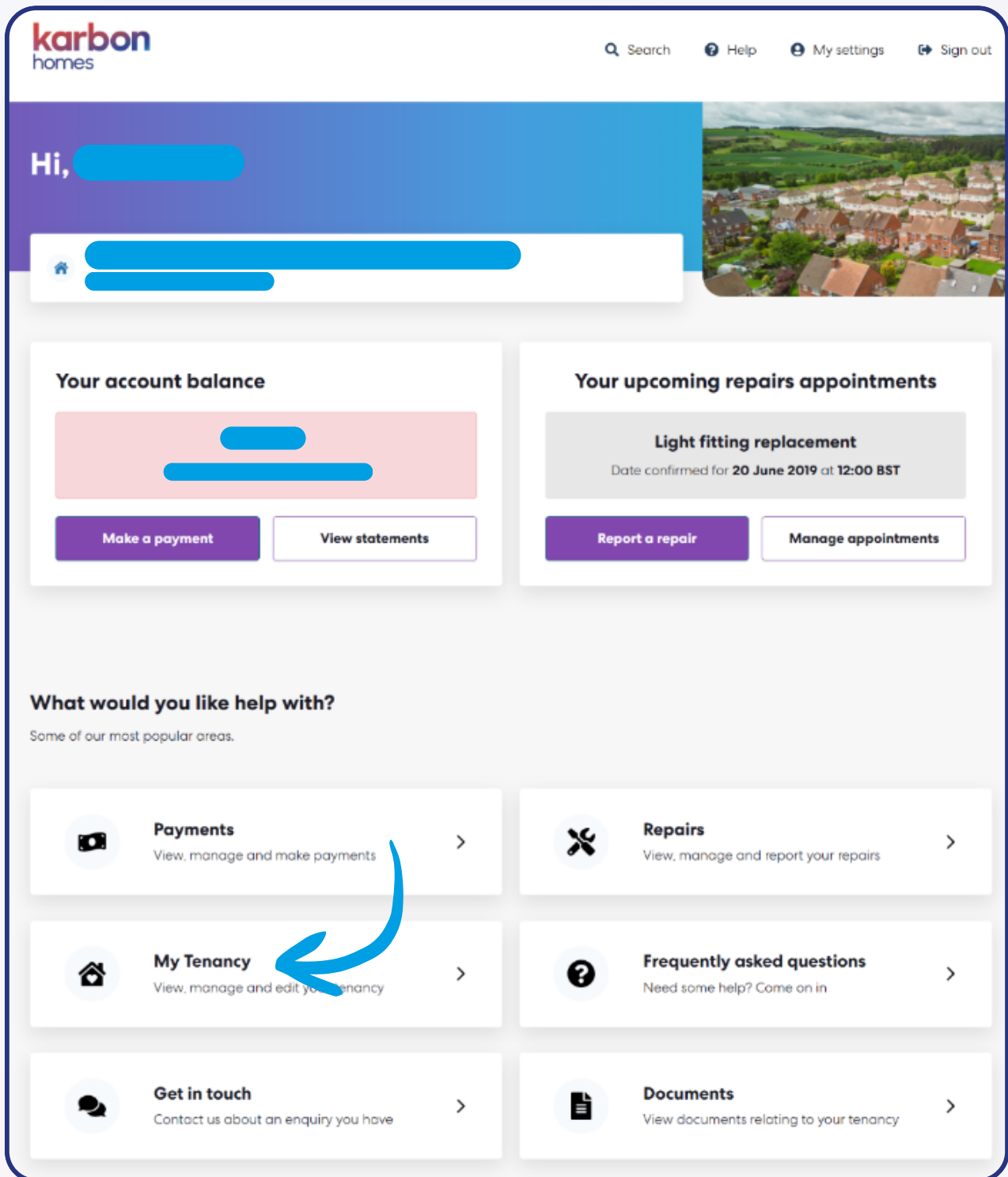
MyKarbon how-to guides

How do I add or edit my contact details in MyKarbon?



How do I add or edit my contact details in MyKarbon?

1) From the MyKarbon homepage, scroll down and click on the block labelled “My Tenancy”



2) Upon clicking this, you should see the “My Tenancy” page overview

3) Please click the drop-down arrow next to your name

karbon
homes

Search Help My settings Sign out

My tenancy

Home icon

My tenancy

Tenancy Reference
Address
Start Date
Tenure Type

My housing team

Housing Officer
Name
Contact details

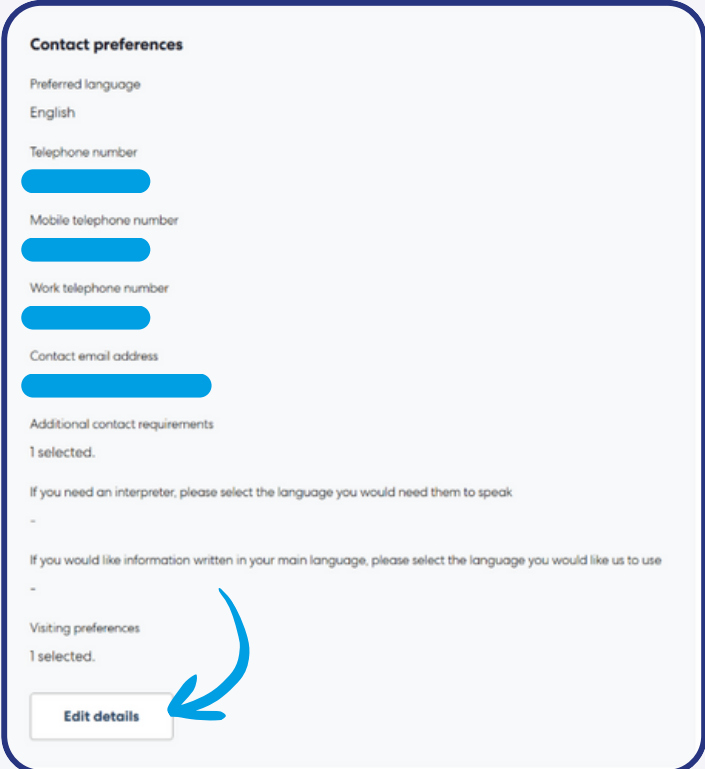
Tenancy details

Manage your tenancy details by adding and editing your household members.

Blue arrow pointing to a drop-down arrow icon.

4) A further menu will open, from here scroll to the section labelled “Contact Preferences”

5) Click “Edit details” which will make the fields editable



Contact preferences

Preferred language
English

Telephone number
[Redacted]

Mobile telephone number
[Redacted]

Work telephone number
[Redacted]

Contact email address
[Redacted]

Additional contact requirements
1 selected.

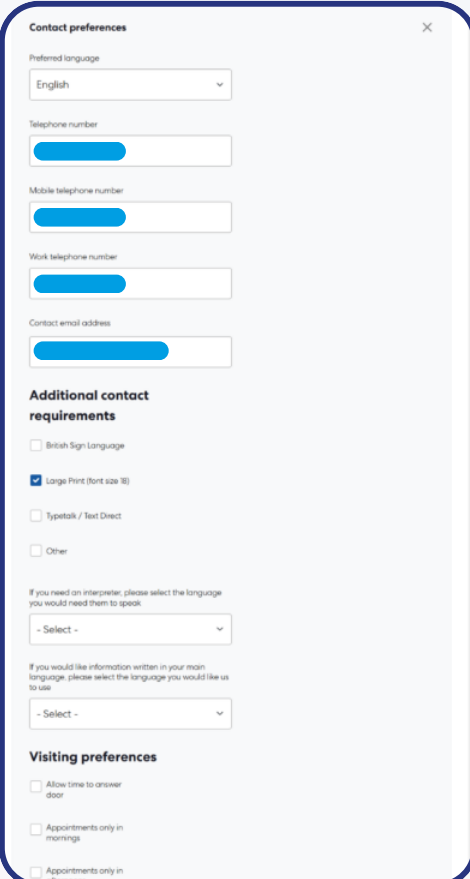
If you need an interpreter, please select the language you would need them to speak
-

If you would like information written in your main language, please select the language you would like us to use
-

Visiting preferences
1 selected.

Edit details

6) Once you have edited the relevant area, click “Save changes” to update.



Contact preferences X

Preferred language
English

Telephone number
[Redacted]

Mobile telephone number
[Redacted]

Work telephone number
[Redacted]

Contact email address
[Redacted]

Additional contact requirements

☐ British Sign Language

☒ Large Print (font size 18)

☐ Typetalk / Text Direct

☐ Other

If you need an interpreter, please select the language you would need them to speak
- Select -

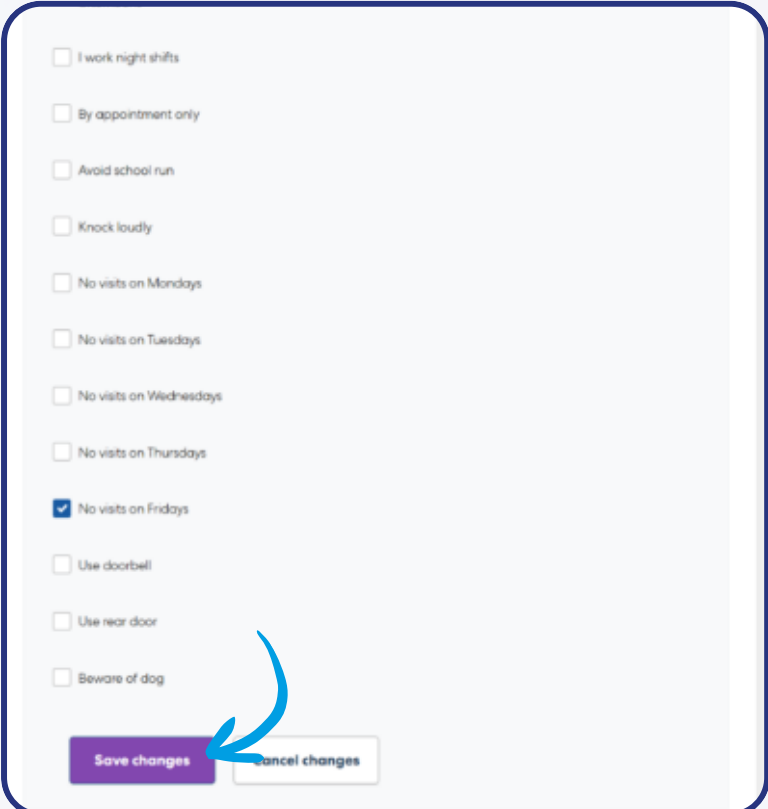
If you would like information written in your main language, please select the language you would like us to use
- Select -

Visiting preferences

☐ Allow time to answer door

☐ Appointments only in mornings

☐ Appointments only in afternoons



☐ I work night shifts

☐ By appointment only

☐ Avoid school run

☐ Knock loudly

☐ No visits on Mondays

☐ No visits on Tuesdays

☐ No visits on Wednesdays

☐ No visits on Thursdays

☒ No visits on Fridays

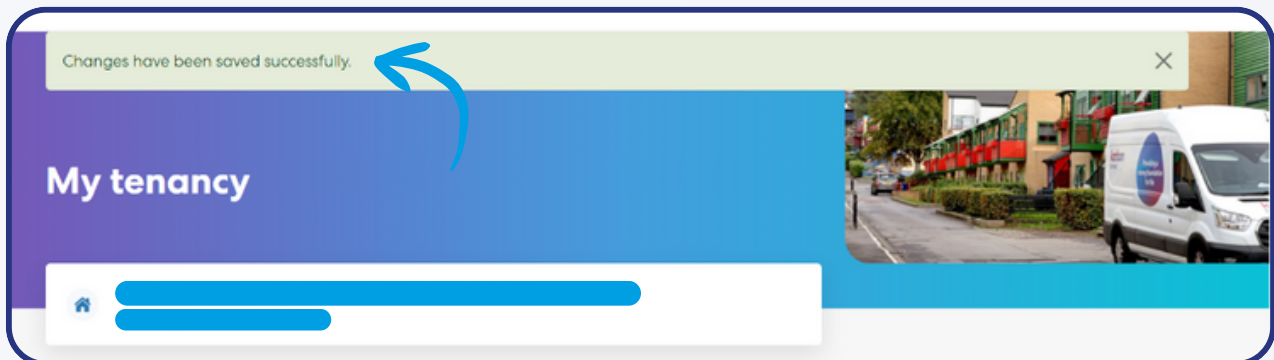
☐ Use doorbell

☐ Use rear door

☐ Beware of dog

Save changes **Cancel changes**

7) To confirm that the changes have been made successfully, you should see the message below – “Changes have been saved successfully”.



Still need help?

Drop us an email at info@karbonhomes and we can help you get set up with MyKarbon.