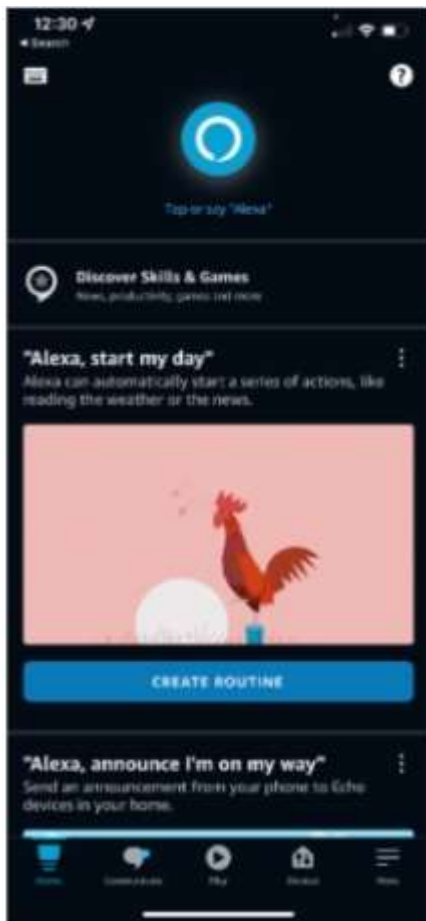
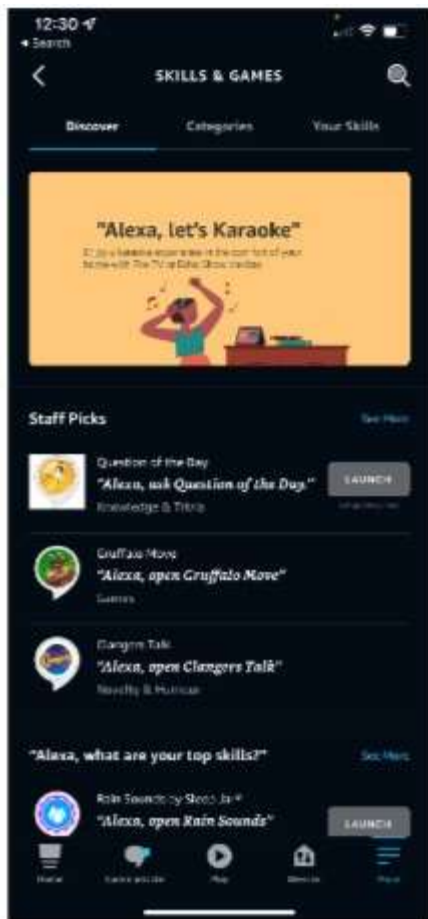


Installation Guide

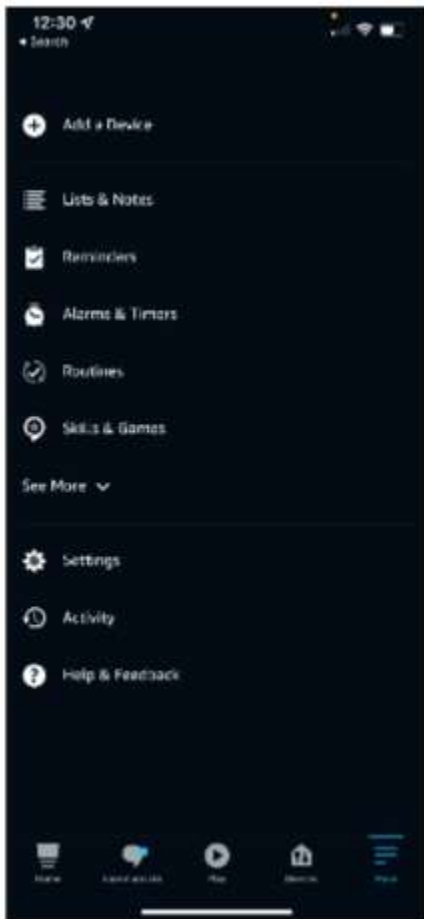
Download and open Alexa app on IOS/Android - You may need to create a free account if you don't already have one



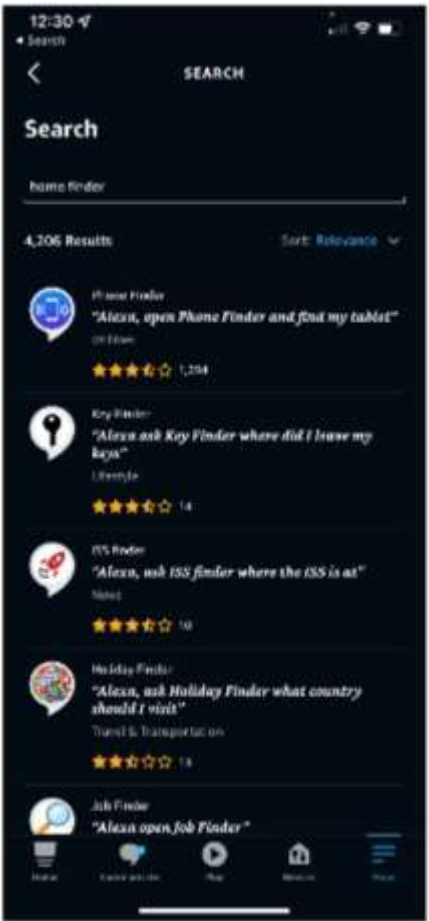
1) Open the app and this is the landing page

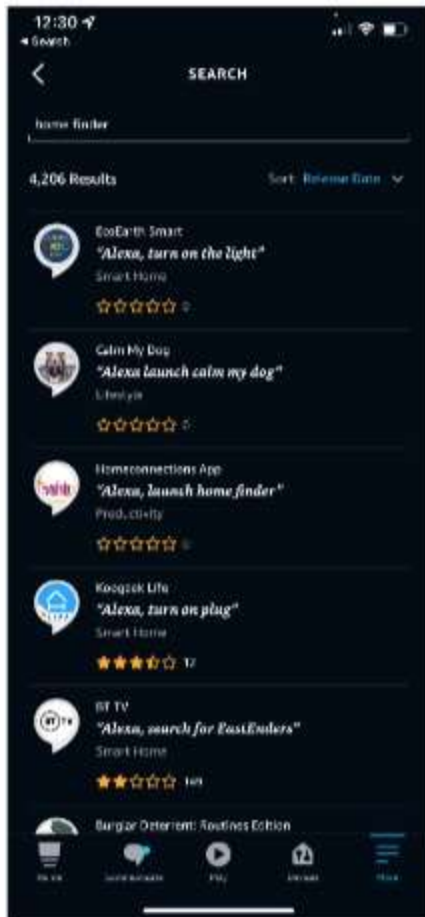


2) Tap 'More'



3) Tap 'Skills & games'





4) Type in the search bar 'Hart Home Connections'

5) in the top right adjust the 'Sort' to 'Relevance'

6) scroll down until you see the 'Hart Home Connections' with the Hart logo (TROUBLE SHOOT) if you can't find the app, please check you are running the latest version of software on your phone.

Click into the App and click 'Enable or Launch.'

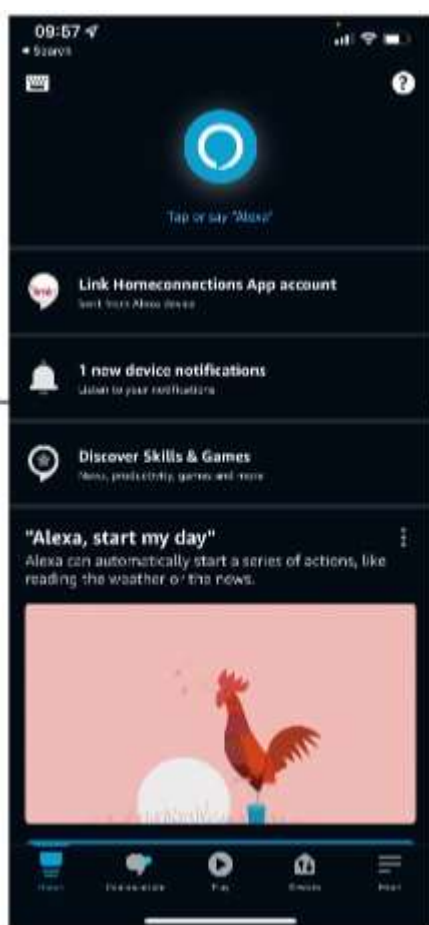
THE APPLICATION IS NOW ADDED TO YOUR ALEXA

The log in screen should appear to allow you to link the customer account – skip to step 2 in account linking guide.

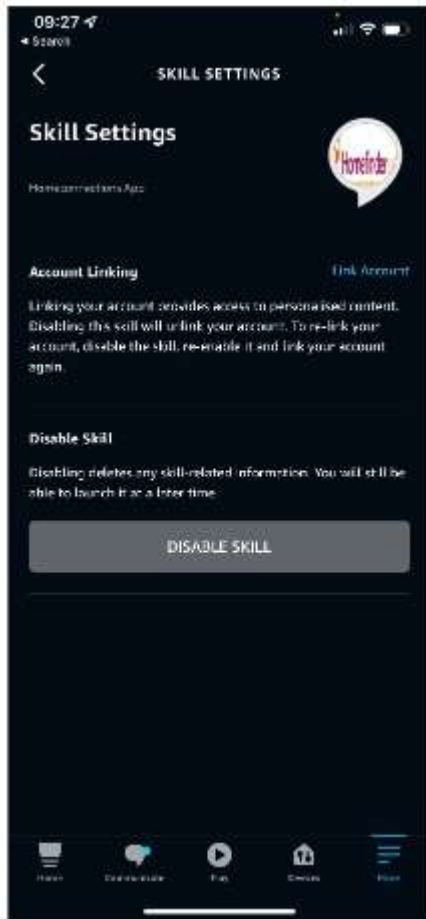
Account Linking Guide

1. Open the Alexa app and say the following 'Alexa, open Hart Home Connections'
2. The application will open and welcome you to the skill with some information on what the app can do. You will have the opportunity to link an account.

Your screen will show the following:



- 1) Tap 'link home connections app account'



2) Tap the blue 'Link account' hyperlink and this will navigate you to a log in page.



3. Enter your 'Household ID' and 'Password' and the Captcha and click log in.
4. You can choose to opt in to Multi Factor Authorization here also as per regular login process.
5. If you enter the details correctly you see the 'your account has been linked successfully' message



THE APPLICATION IS NOW READY TO BE USED!! VIEW, BID, WITHDRAW.

How to Use the App

Once the application is installed you can then ask Alexa to *'Alexa open Hart Housing'* – this is the launch phrase for the application to open.

In addition, you could also ask

'Alexa what properties are available' - pulls a list of properties the applicant is ELIGIBLE for

'Alexa what are my bids' - Alexa reads out the applicant's current bids.

'Alexa close' - closes the application.

Example flow of what you may wish to ask

‘Alexa open Hart Housing’

Listen to opening helper text.

‘Alexa what properties are available?’

Listen to the properties being listed.

Confirm you want to place a ‘bid’ on the property (2 steps to do – answer ‘YES’ twice)

‘Alexa list my bids.’

Alexa will read out the properties you have placed a bid on.

Confirm you wish to withdraw bid (2 steps to do – answer ‘YES’ twice)

‘Alexa close’

Application closes

Any further questions please contact the Housing Team on 01252 774420 or email housing@hart.gov.uk