Activate your HASSRA Live Account

Open your internet browser and type in **hassra.org.uk** in the line at the top of the page where it shows the website address.

Go to **'Sign in'**

If you previously had an Online Shop account, go to **Sign in to HASSRA Live**, use your existing log in details and click

[Sign in]

If you did not previously have an Online Shop, scroll to **'Activate your HASSRA Live account'**. Complete the details and click

[Register]

Go to the **My Profile** page and complete all required fields.

[MY PROFILE]

Make sure you choose your preferred **HASSRA Newsletters** from the list shown.

Scroll down and click

[Update profile]

HASSRA Virtual Assistant (Chat Function)

[chat icon]

Just **click the speech bubbles** on any HASSRA webpage and search using key words. The HASSRA Virtual Assistant holds a wide range of information that will answer most general enquiries. If the HASSRA Virtual Assistant can't find an answer or your query is more specific, you can **leave a message** using the online prompt.

[envelope icon]

Click on the envelope. Make sure you enter your contact details and as much relevant information as possible before sending your message. A member of the HASSRA National team will respond by e-mail within 1 working day.

Don't forget to browse the **HASSRA website** and also check out national and regional **social media pages** for important news and information.

Passwords

Your password must be a minimum of 8 characters long. It must contain a mixture of upper and lower case letters, numbers and symbols**. It cannot contain a recognised name or a dictionary word.**

For example, if you wanted to use MillerRobbie1234!, it would not meet the criteria as the words *Mill*, *ill*, *Rob* are all dictionary words that can be found within this password, along with the recognised names *Robbie* and *Miller*

To get around this issue, you can replace certain letters with numbers or symbols to avoid the word/name recognition issue, meeting the number/symbol criteria at the same time.

e.g. R088!e2020! instead of **Robbie2020!** or **Mi!!er1234!** instead of **Miller1234!**

Mobile Devices

<u>Adding HASSRA to the Home Screen on your Android Phone or Tablet</u>

Visit hassra.org.uk in your browser and Sign In
Your device should prompt you to save your log in details for convenience.
Click on **the 3 dots** on the top right or bottom right of your screen.
Choose the option to '**add to your home screen'**.

<u>Adding HASSRA to the Home Screen on your iPhone or iPad</u>

Visit hassra.org.uk in your browser and Sign In
Settings>Passwords>AutoFill Passwords will save your log in details for convenience.
Select the box with the arrow pointing out the top
Scroll down and select '**Add to Home Screen**'
Select **Add** on the top right of your screen