

Section 8
Managing debts
with
My Money Steps

79% of people believe they
are more independent after
getting help to use the
internet

Freshminds 'Does the internet improve lives?' 2009

Managing debts with

My Money Steps is a free, independent and confidential online debt advice service from National Debtline. It will provide you with practical money advice you can follow step-by-step.

Follow these four simple steps to start getting advice

1. Type www.mymoneysteps.org into your web browser address bar



3. Answer five short questions to check that My Money Steps can help you.



2. When the page has loaded, select the orange 'Get started' icon in the right hand corner of the screen.



4. Then simply fill in the boxes on the registration page to set up your account.



Managing debts with

Need help using My Money Steps?

If you having problems using My Money Steps, please note:

- There are notes alongside many of the questions in My Money Steps to explain more about what they mean.
- There are Frequently Asked Questions (FAQs) about using the website below
- My Money Steps also has a FAQs page which may be helpful.
- If you cannot find the answer to your question after checking the notes and FAQs, your local Citizens Advice Bureau will be able to help.

What to do if you need more advice

My Money Steps will refer you to an appropriate source if you need further advice.

FAQs about technical issues



Question: Why won't My Money Steps accept my password?

Answer: My Money Steps will ask you to set up a password for your account. This will ensure that your account is secure.

Passwords must follow these rules:

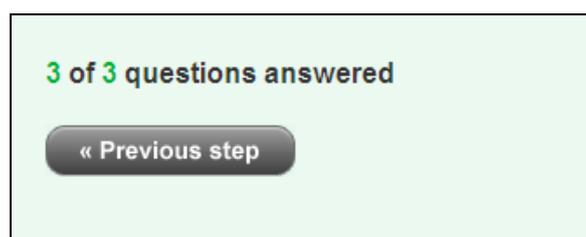
- Must be a minimum of 8 characters long;
- Must be a mixture of letters and numbers;
- Must be a mixture of upper and lower case characters;

Managing debts with

- Must not contain sequences, i.e. 123; and
- Must not contain any personal information, i.e. forename

Question: How can I change information that I have entered incorrectly?

Answer: In the bottom left corner of each page there is a button marked 'Previous step'. Click on this to go back to the previous screen.



Question: How do I print my financial statement?

Answer: On the 'Financial Statement' screen there is an option to the right of the financial statement marked 'Print statement'. When you select this you will be prompted to enter your personal details to add to the statement. You will need to select 'Print statement' a second time in order to print.

Question: How do I download my financial statement?

Answer: On the financial statement screen there are two buttons marked CSV and PDF. You have the option to download your financial statement as either a CSV (Microsoft Excel) or PDF file.

Question: How do I change my financial statement?

Answer: You can change your financial statement by selecting the category you want to change. This will take you back to the screen which holds the information so that you can change it. For example if you wanted to change your salary and wages information you need to select this category which will take you back to the original screen. You can then change the information and press next step to save the information.

Question: What happens if I need more advice at a later date?

Answer: You can use My Money Steps any time you need to by visiting www.mymoneysteps.org and logging in to your account.