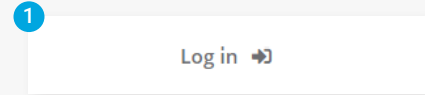


## The Basics

### Login to your account

- 1 Go to [www.myvirtualwallet.co.uk](http://www.myvirtualwallet.co.uk) and click on **Sign In / Register** Button, and then enter your email address and password when prompted



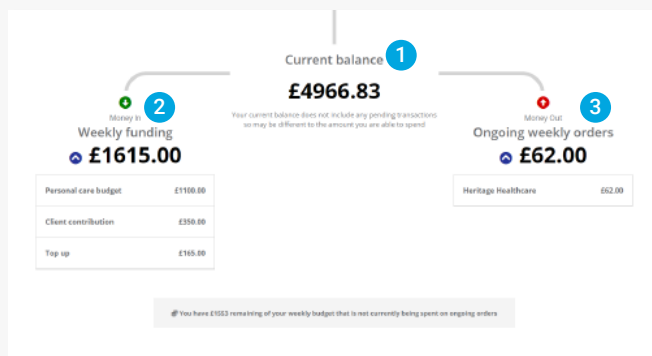
### Navigation

There are two main areas, which are shown in the header at the top of the page

- 1 **Account Summary** – You can check your balance, budget and all your financial activity.
- 2 **My Support** – Allows you to plan and manage all of your support arrangements.

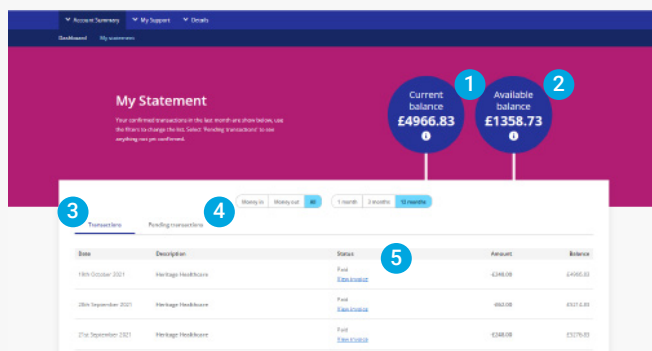


## Account Summary



### A) Check your balance and funding

- 1 The **Current Balance** is the amount of money within your Virtual Wallet account right now. It doesn't reflect any 'pending transactions', although you can see these on 'My Statement'.
- 2 **Weekly Funding** will show the money you get from the council, along with any contributions or 'top-ups' that you make.
- 3 **Ongoing Weekly Orders** shows any recurring orders that you have with providers (note that it doesn't include PAs at this time).



### B) Your statement (and transactions)

- 1 The **Current Balance** is the amount of money within your Virtual Wallet account right now.
- 2 **Available Balance** also includes money waiting to be paid in or out that hasn't yet been processed.
- 3 The **Transactions tab** shows all recent transactions.
- 4 The **Pending transactions** tab displays money waiting to be paid in or out that hasn't yet been processed.
- 5 Click **View invoice** to see full invoice breakdown, including dates it covers .

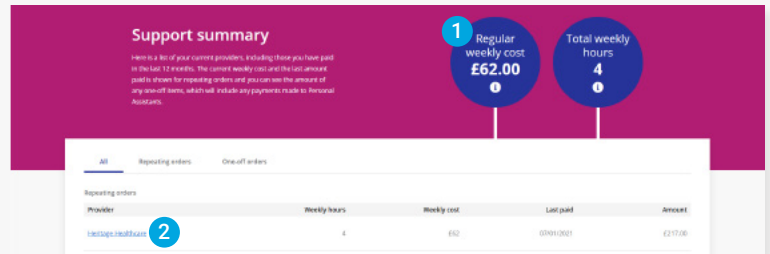
If you get stuck, don't worry – the Virtual Wallet Support Team are available to assist, you can contact us on the following:

- 03300 582692 (Monday – Friday 8.30am to 5pm)
- [info@myvirtualwallet.co.uk](mailto:info@myvirtualwallet.co.uk)

### My Support

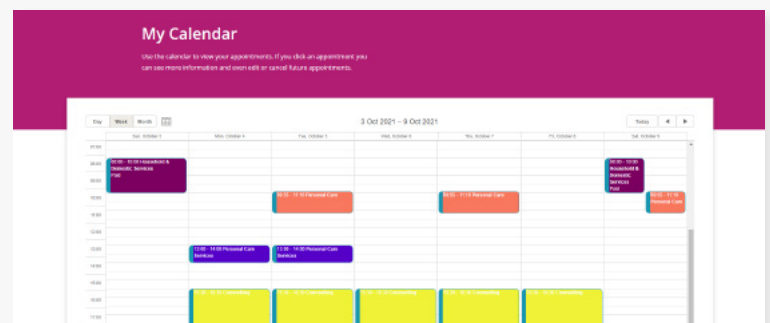
#### A) View your Support Summary

- 1 You can see a breakdown of the your regular weekly support here.
- 2 Clicking on the provider name allows you to drill-down to see more info.



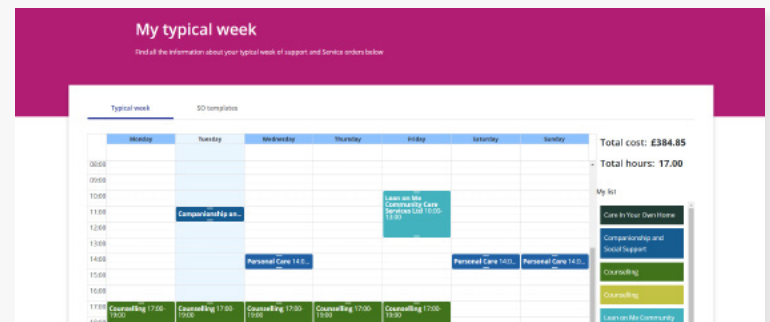
#### B) View your support in View

This shows you a breakdown of all the support that you receive in a calendar-view, where you can choose to view in Day, Week or Month view.



#### C) Plan your Typical Week

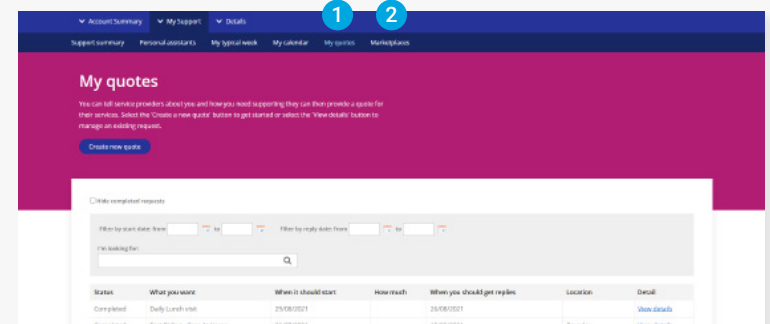
You can build-up a 'template' of the support that you would like in a typical week. This is normally used when you are producing a support plan, either when you first get a personal budget or when you have had a review.



#### D) Find new providers or services

If you want to find new providers or services, you can use:

- 1 My Quotes – you can specify what you are looking for, and then invite a number of providers to respond with personalised quotes.
- 2 Marketplace – you can browse and search



There are too many features and options to include in this quick reference guide, but please feel free to call the Virtual Wallet Support Team if you want to explore this functionality.

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