

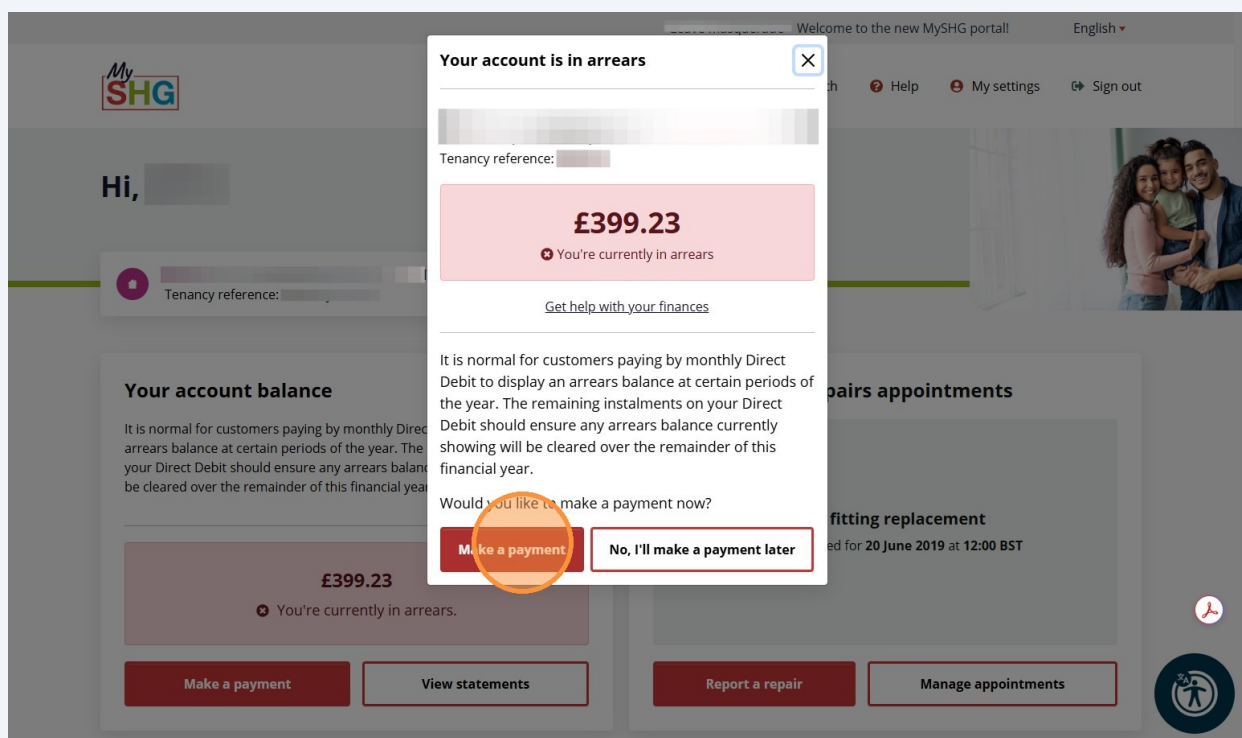
# Guide to making a payment or viewing and downloading statements on MySHG



To make a payment or view and download statements on the MySHG website, please follow the steps below.

1

Go to: <https://myshg.stockporthomes.org> and login to MySHG with your email address and password. Then click "Make a payment".



2

To make a payment, click on the 'Payment amount' field and enter the amount you wish to pay.

The screenshot shows a web interface with a left-hand navigation menu containing: '< Back to SHG Dashboard', 'Account Selector', 'Account balance', 'Make a payment', and 'Statement history'. The main content area is titled 'Make a payment' and includes a sub-header 'Payment amount'. Below this is a text input field with a pound sign (£) on the left and a '0' with a currency symbol on the right. To the right of the input field is a box displaying '399.23'. A red button labeled 'Make payment' is positioned below the input field. An orange circle highlights the input field. Below the 'Make a payment' section is a 'Statement history' section with a sub-header 'Statement history' and a paragraph of text. It includes a dropdown menu for 'Show statement history for:' set to 'Last 3 months', a 'Show' button with '15' entries, and a 'Download statement' button.

3

Then click Click 'Make payment'.

This screenshot is identical to the previous one, but with the 'Make payment' button highlighted by an orange circle. The 'Payment amount' input field now contains the number '100' with a currency symbol, and the balance box on the right now displays '299.23'.

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No click 'Continue to Payment Gateway' to be taken to Civica Pay to make your payment.

### Continue to Payment Gateway

You are about to be redirected to Civica Paylink to complete your payment.

Transaction Reference: 87110092-3a82-4139-a49f-ae54d315fd4a  
Amount: £100.00

Click the button below to proceed to the secure payment gateway:

[Continue to Payment Gateway](#)

You will be redirected to Civica Paylink automatically in 1 seconds...

If you are not automatically redirected, click the button above.

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To view statements, click 'View statements'.

Back to SHG Dashboard

Account Selector

**Account balance**

Make a payment

Payment history

### Account balance

This is your account balance. If you've recently made a payment, it might take up to 48 hours after payment for your balance to be updated. It is normal for customers paying by monthly Direct Debit to display an arrears balance at certain periods of the year. The remaining instalments on your Direct Debit should ensure any arrears balance currently showing will be cleared over the remainder of this financial year.

**£399.23**


⊕ You're currently in arrears.

[Make a payment](#) [View statements](#)

[Get help with your finances](#)

### Make a payment

To make a payment on your account, please enter the amount you wish to pay, then click on 'Make payment'. You will then be transferred to the Civica Pay portal where you can securely make your payment. Please note: It might take up to 48 hours after a payment for your balance to be updated.



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You can then select what period of time you want the statement to cover by clicking on the dropdown arrow.

[Back to SHG Dashboard](#)

Account Selector

Account balance

Make a payment

**Statement history**

### Statement history

View your statement history, including details of past transactions. If you need any help, need more details of past payments or have questions, please contact the One Number Team on 0161 217 6016.

Show statement history for: Last 6 months

Show  entries [Download statement](#)

Date	Transaction type	Debit	Credit	Balance
12th, January 2026	Charge	-183.37		-399.23
5th, January 2026	Charge	-183.37		-215.86
29th, December 2025	Charge	-183.37		-32.49
23rd, December 2025	Payment		+744.31	+150.88
19th, December 2025	Payment	-1.00		-593.43
18th, December 2025	Payment		+1.00	-592.43
15th, December 2025	Charge	-183.37		-593.43
10th, December 2025	Payment	-1.00		-410.06

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You can click 'Next' to view more of the statement.

Account balance


Make a payment

**Statement history**

18th, December 2025	Payment		+1.00	-592.43
15th, December 2025	Charge	-183.37		-593.43
10th, December 2025	Payment	-1.00		-410.06
9th, December 2025	Payment		+1.00	-409.06
8th, December 2025	Charge	-183.37		-410.06
1st, December 2025	Charge	-183.37		-226.69
24th, November 2025	Charge	-183.37		-43.32
23rd, November 2025	Payment		+744.31	+140.05
17th, November 2025	Charge	-183.37		-604.26
10th, November 2025	Charge	-183.37		-420.89

[Previous](#) **1** [2](#) [3](#) [Next](#)

Showing 1 to 15 of 36 entries



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Click 'Download statement' to download a PDF copy of your statement.

The screenshot shows the MySHG portal interface. On the left is a navigation menu with items: 'Back to SHG Dashboard', 'Unit Selector', 'Unit balance', 'Make a payment', and 'Statement history'. The main content area is titled 'Statement history' and includes a sub-header 'Show statement history for:' with a dropdown menu set to 'Last 6 months'. Below this is a 'Show' field with '15' entries. A red button with a document icon and the text 'Download statement' is highlighted with an orange circle. Below the button is a table with the following data:

Date	Transaction type	Debit	Credit	Balance
3rd, November 2025	Charge	-183.37		-237.52
27th, October 2025	Charge	-183.37		-54.15
23rd, October 2025	Payment		+744.31	+129.22
20th, October 2025	Charge	-183.37		-615.09
13th, October 2025	Charge	-183.37		-431.72
6th, October 2025	Charge	-183.37		-248.35



If you have any issues making a payment or viewing / downloading statements on the MySHG portal, please email [myshg@stockporthomes.org](mailto:myshg@stockporthomes.org)