Activate "My Karibu" App
For Residents

Karibu Community Homes

You will receive an email from no-reply@karibu.org.uk containing:

- My Karibu app download link

- My Karibu activation code

Download "My Karibu" app from AppStore or PlayStore

If it is your first time using the app you will need to :

"Activate Account"

(use the email address, and the activation code received by email)

During Activation, you must set a **strong** password

(click on '?' for details)

When you Activate your account, you will be auto logged-in. Future logins can be by:

- email and password, or

- by fingerprint or "Face ID" if you have it activated on your device (see My Account section of the app).

Your Password Must:

- Be between **8~64 characters** long
- Have at least **one special character**
- Have at least **one capital letter**
- Have at least **one number**
- Password must reach **five green bars on the password strength meter**

If you suspect a genuine technical issue with the app, please contact your landlord.

OPTUS app.com

Ensure you have the latest app release version:

- Please check the app store for any updates
- In the app, the app version number is shown at the bottom of the My Account screen

Frequent Questions

Q: I didn't receive activation email?

A: *Please check your email Junk/Spam folder*

A: Ensure *you are checking correct email account*

A: *If you have previously activated, you will not receive a new activation email. Proceed to log-in*

Q: My activation code isn't working?

A: *Ensure you are on the activation screen, by pressing the 'Activate Account' button*

A: *Ensure the activation code is typed in correctly*

A: *Ensure the email address being used is the same one that the activation code was sent to*

A: *Ensure the password meets the minimum strength requirements – see '?' for details*

Q: I can't remember my password, or my password doesn't work?

A: *Please use 'Reset Password' to reset your password. You will also need to re-activate your account, so we will send you a new activation code (via email).*