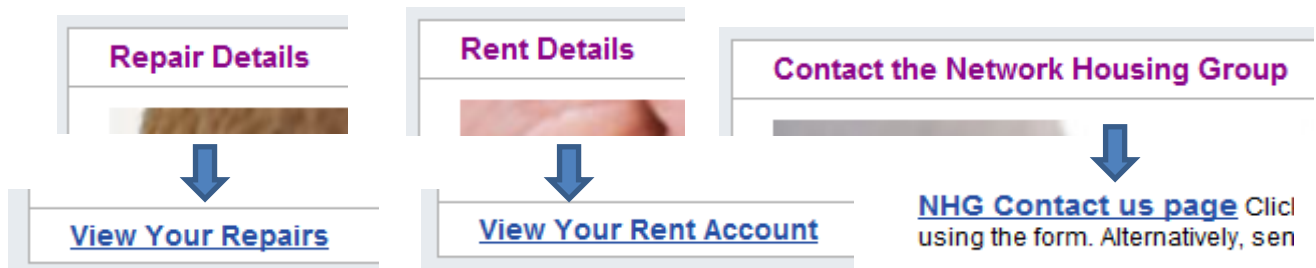


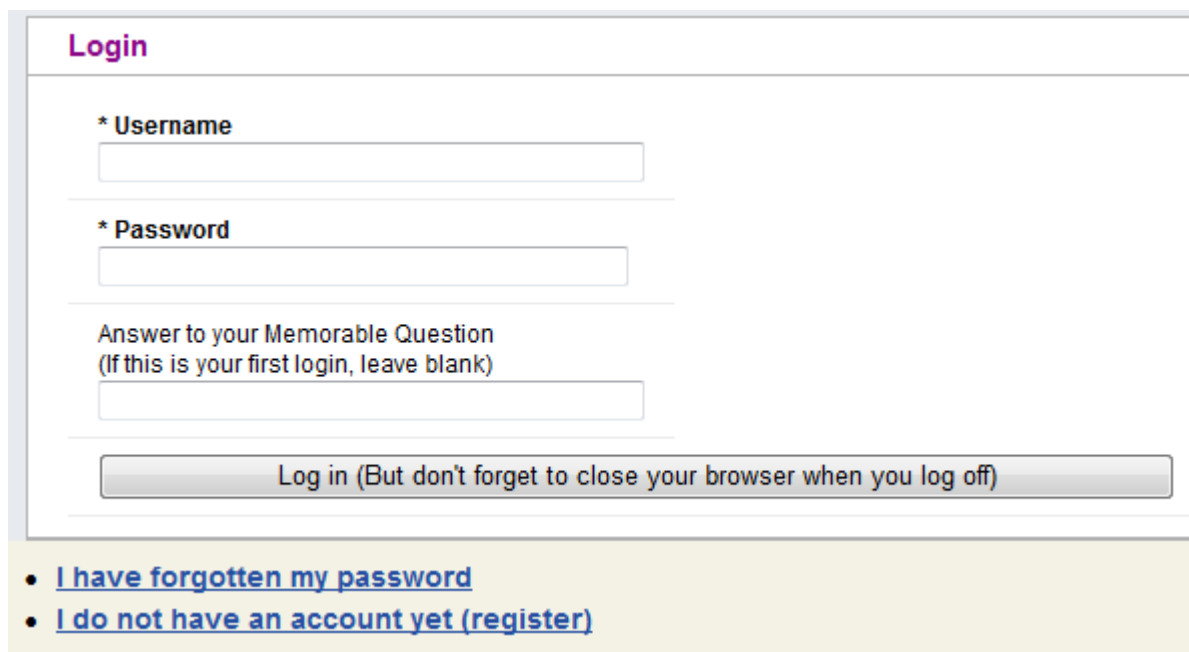
Self Service Portal – Getting Started

When you open the portal you will see options to view your repairs, view your rent account and to contact Network Housing Group. Each option will have a link:



Login

Clicking on any of the links will take you to the login page. You will need to login to your account or create a new account to use the portal:-



The screenshot shows the login page with the following fields and options:

- Username**: * Username
- Password**: * Password
- Memorable Question**: Answer to your Memorable Question (If this is your first login, leave blank)
- Login Button**: Log in (But don't forget to close your browser when you log off)
- Links**:
 - [I have forgotten my password](#)
 - [I do not have an account yet \(register\)](#)

If you already have an account:

1. Enter your **Username**, **Password** and **answer to your memorable question**, click **Login**.

Changing your preferences

[Preferences](#) [Log Off](#)

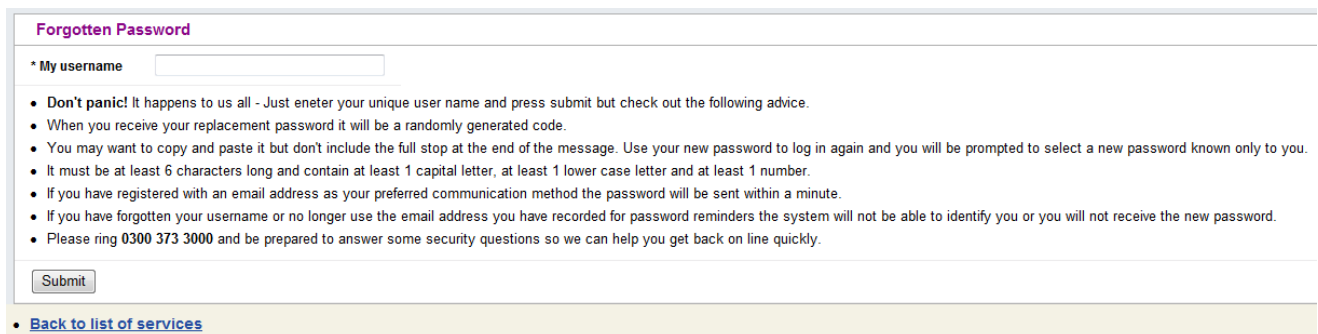
Once logged in, you can to change some of your personal preferences including:-

- Memorable question and answer.
- Surname.
- Date of birth.
- Email address
- Mobile phone number
- Password

Click **Save** to keep the new settings or **Cancel** to return to the previous page.

If you forget your password

To login to your account you will need to reset your password. You can do this by clicking the **I have forgotten my password** option at the bottom of the Login screen. The following screen should come up:-



To change your password:

1. Enter your username and click **Submit**.
2. An email will be sent to the email address that you have registered your account with. You will receive a temporary password, which you will be asked to change the next time you try login to your account.


If you forget your username

You will need to phone the Customer Service Centre to verify who you are to one of our Customer Service Advisors. You will be asked some security questions to confirm your identity. Once the advisor has confirmed you are the account holder, they will reset your username for you.

Registering a new account

To set up a new account, click on the **I do not have an account yet (register)** option at the bottom of the Login screen. The following screen should come up:-

Register

* Your Surname	<input type="text"/>
* Your Date of Birth	<input type="text"/> 
* Enter your Payment reference number. This can be found on your rent statement or rent card. If you are unsure, please call our Customer Service Team on 0300 373 3000.	<input type="text"/>
Email Address	<input type="text"/>
Confirm Email Address	<input type="text"/>

You will then need to:-

1. Complete the screen above and click **Register**.
2. You will be sent a couple of emails to welcome you to the service and a temporary password with which to login to the system with. Once you have logged in you will need to reset the password to a memorable one.

Paying your rent

Viewing Rent Account Details

1. Click the **View Your Rent Account** link under Rent Details, this will take you to the following screen:-

Rent Account Details		Breakdown	
Current Balance	688.54 ARREARS	Gross Rent	137.08
Account Type	RENT ACCOUNT	Service Charge	0.00
Account Status	Current		
Your Payment Reference	243695		
Account Address	Flat 1, Ash House, Westfield Close, London, NW9 0LY		
Last Payment Method	Housing Benefit		
	View Account Statement for Payment Reference243695		

View Account Statements

Your Rent Account Details screen will look like this:-

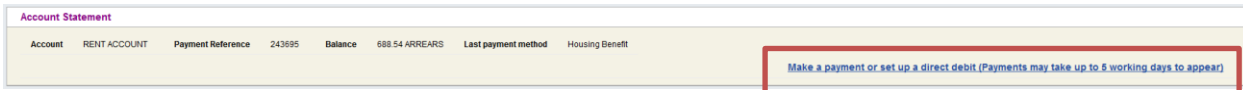
Rent Account Details	
Current Balance	688.54 ARREARS
Account Type	RENT ACCOUNT
Account Status	Current
Your Payment Reference	243695
Account Address	Flat 1, Ash House, Westfield Close, London, NW9 0LY
Last Payment Method	Housing Benefit
	View Account Statement for Payment Reference243695

1. To see a history of your payments, click the **View Account Statement for Payment Reference.....** link. This will go back up to six years.

Account Statement					
Account	RENT ACCOUNT	Payment Reference	243695	Balance	688.54 ARREARS
					Last payment method
					Housing Benefit
Make a payment or set up a direct debit (Payments may take up to 5 working days to appear)					
From (DDMMYYYY)			To (DDMMYYYY)		Search
Date	Transaction	Credit	Rent Debit	Balance	
27/07/2015	STANDARD DEBIT	137.08	688.54	ARREARS	
20/07/2015	STANDARD DEBIT	137.08	551.46	ARREARS	
13/07/2015	STANDARD DEBIT	137.08	414.38	ARREARS	

2. You can search for specific payments and dates by changing the **From** and **To** dates. The dates should be entered using the fields highlighted. Click **“Search”** once you have entered the dates in the correct format of dd/mm/yyyy.
3. Click on **Next** or **Previous** links at the bottom of the screen to scroll through the account statement history if more than one page exists.

Make a Payment / Setup a Direct Debit

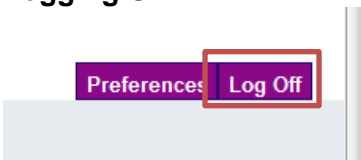


Account Statement

Account	RENT ACCOUNT	Payment Reference	243695	Balance	688.54 ARREARS	Last payment method	Housing Benefit
Make a payment or set up a direct debit (Payments may take up to 5 working days to appear)							

1. Click the **Make a payment or set up a direct debit.....** option.
2. This will open up a new window/tab to the Allpay website.
3. You will need to use your Payment Card with your Payment Reference Number to access this service. If you do not have your card and/or number you will need to contact the Customer Service Centre to have one sent out to you.

Logging Off



Note: Pleaser remember to Log Off from the Customer Portal each time you use it. If you do not log off the system will time you out after 20 minutes.

Managing your repairs

View Repair Details for your home

[Home Page](#) Repair Details

Property Details

Name	Mr Fred Flintstone
Contact No	07910 123456
Address 1	Flat 1, Ash House, Westfield Close, London, NW9 0LY

[View Repair Details for this address](#) [Report a Repair for this address](#)

This area of the portal allows you to view the status of both repairs to your own property, and to communal areas. You can also raise a repair request for your home. To view repairs on your own home, under the **Property Details** section of the Repairs Home Page:-

1. Click on **View Repair Details for this address**. This will give you a full list of all repairs logged and in progress on your home.
2. Click on **Next** or **Previous** links at the bottom of the screen to scroll through the repair history.

You cannot raise a communal area repair on the portal, you can only view repairs that have already been logged. Please call the Customer Service Centre to raise a repair request for your communal area.

View Communal Repairs

Property Details	
Name	Mr Fred Flintstone
Contact No	07910 123456
Address 1	Flat 1, Ash House, Westfield Close, London, NW9 0LY

[View Repair Details for this address](#) [Report a Repair for this address](#) [View Communal Repairs](#)

Under the **Property Details** section:-

1. Click on **View Communal Repairs**. This will show you what repairs have been reported in your communal areas, and will also show you their current status.
2. Click on **View Repair Details for this address** to take you back to the Repairs Home Page.

View Action History of a Repair

Repairs	
Description	A service request has been logged
When Reported	01-MAR-2016 16:34
Location	2nd bathroom
Access	
Comments	
Reference	1418652

[Action History](#)

Action Taken Your request has been noted but no further action has been taken. Please contact us on 0300 373 3000 between 8am to 6pm Monday to Friday for further details.

Under the **Repairs** section:-

1. Click on **Action History**. A new section will appear under Action History:-

Action Taken	Your request for a repair has been noted but the work has not yet been passed to a contractor. Please contact us on 0300 373 3000 between 8am to 6pm Monday to Friday for further details.
Contractor Name	Rydon Maintenance
Target Date	14-MAR-2016
Works Order Ref	1418698/1
1. Tap/Repair Any Type Of Tap. Tap/Repair Any Type Of Tap. Leave In Good Working Order Incl. Dismantle/Renew Any Parts, Resealing, Repacking Gland, Resecure Tap, Cleaning Down Stem, Reassemble, Pack Gland And Test On Completion. , Property 2. Washing Machine/Plumb-In Appliance. Washing Machine/Plumb In Incl Extend Hot/Cold Pipework, Fit In Line Stop Taps/Valves, Make Joints, Test. Make Connection For W M Waste In Extg Waste Pipe Incl. Trap & Securely Fixed Stand Pipe. , Property	

2. This allows you to see every step taken in completing the repair.
3. Click on the **Back** link to take you back to the Repairs Home Page.

Report a Repair for the home

Home Page Repair Details

Property Details

Name	Mr Fred Flintstone
Contact No	07910 123456
Address 1	Flat 1, Ash House, Westfield Close, London, NW9 0LY View Repair Details for this address Report a Repair for this address

Under the **Property Details** section of the Repairs Home Page:-

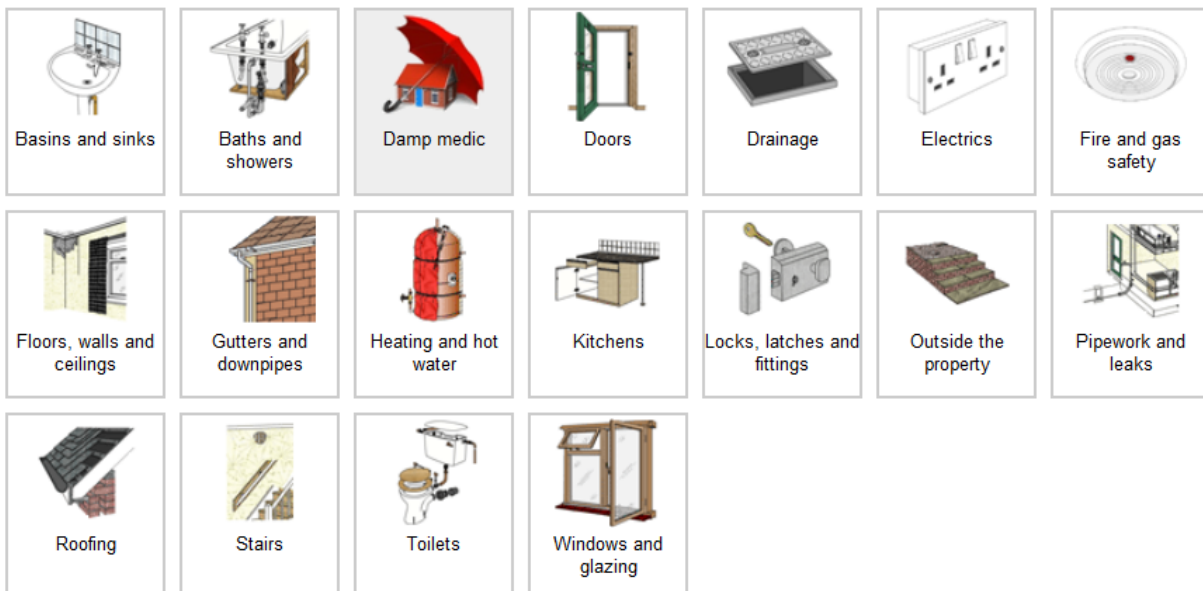
1. Click on **Report a Repair for this address**.
2. On the Welcome screen, click on the **Report a Repair** button.
3. This will take you to a new screen where you can click on the picture options to report your repair.

Report a Repair

Tenant Name Mr Fred Flintstone Address Flat 1, Ash House, Westfield Close, London, NW9 0LY

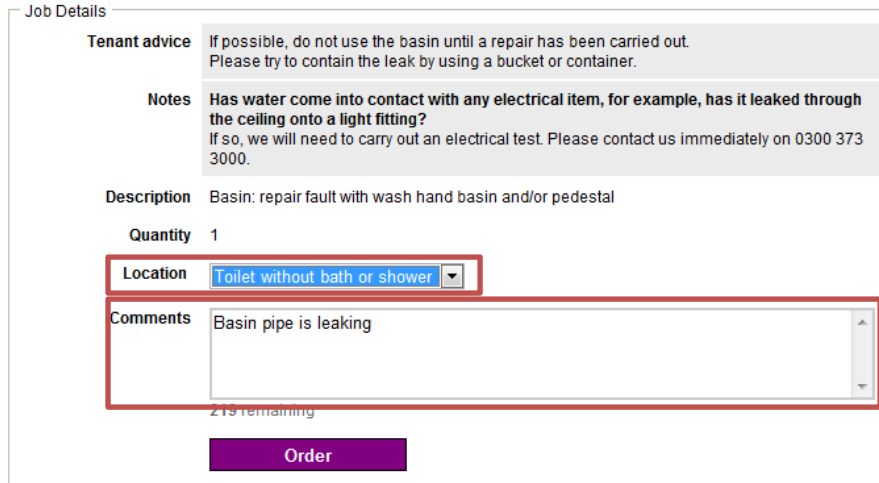
Contents

Where do you need the repair?



Note: If you are unable to see the images above, you will need to install Flash Player on your computer.

4. Under the Job Details screen once you have identified your repair, you will need to provide additional information as shown in the example below:-



The screenshot shows a 'Job Details' form with the following fields and content:

- Tenant advice:** If possible, do not use the basin until a repair has been carried out. Please try to contain the leak by using a bucket or container.
- Notes:** Has water come into contact with any electrical item, for example, has it leaked through the ceiling onto a light fitting? If so, we will need to carry out an electrical test. Please contact us immediately on 0300 373 3000.
- Description:** Basin: repair fault with wash hand basin and/or pedestal
- Quantity:** 1
- Location:** A dropdown menu with 'Toilet without bath or shower' selected.
- Comments:** A text area containing 'Basin pipe is leaking'.
- Order:** A purple button at the bottom.

5. Once you have finished reporting the repair press the **Order** button followed by **Submit**. The system will generate a job number on the screen. This can be used as your reference number when contacting us.
6. If you have more than one repair, you can click on the **Report Another Repair** button or, go back to the Repairs Home Page, by clicking the **Back to repairs summary** link, where you can review your property's Repair History or Log Off.