



Horsham
District
Council

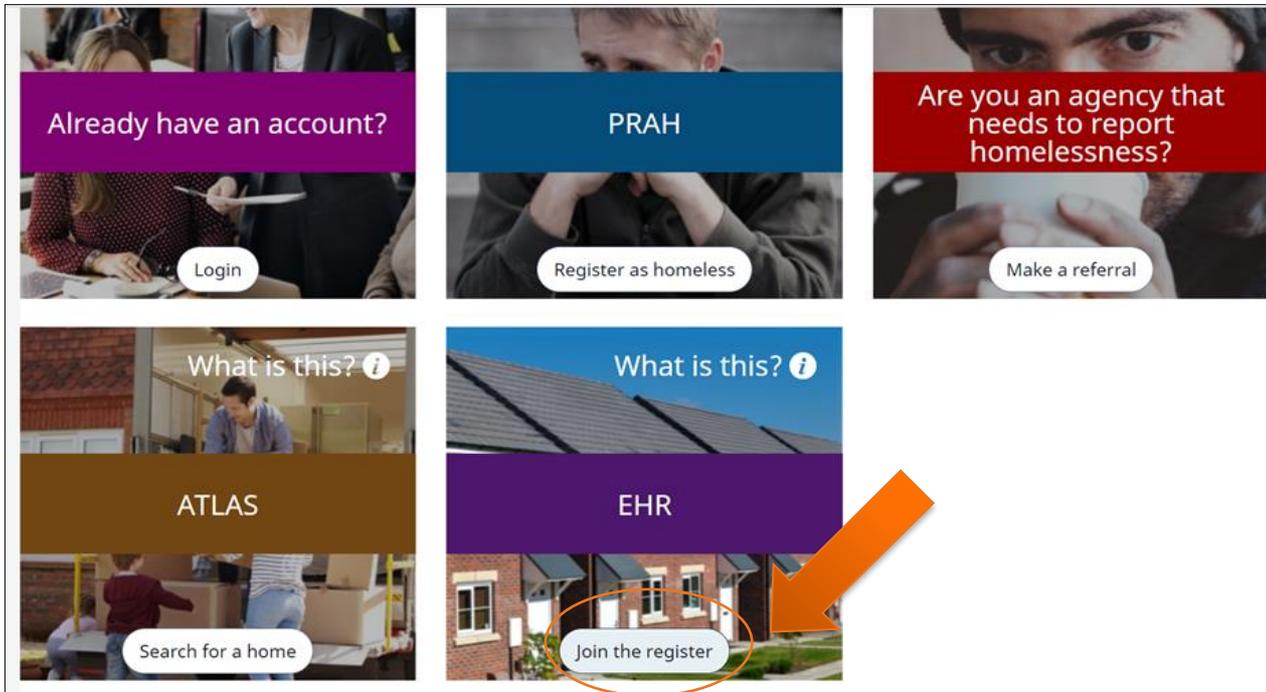
Housing Jigsaw Customer Portal User Guide

How to create a user account for the Housing
Register

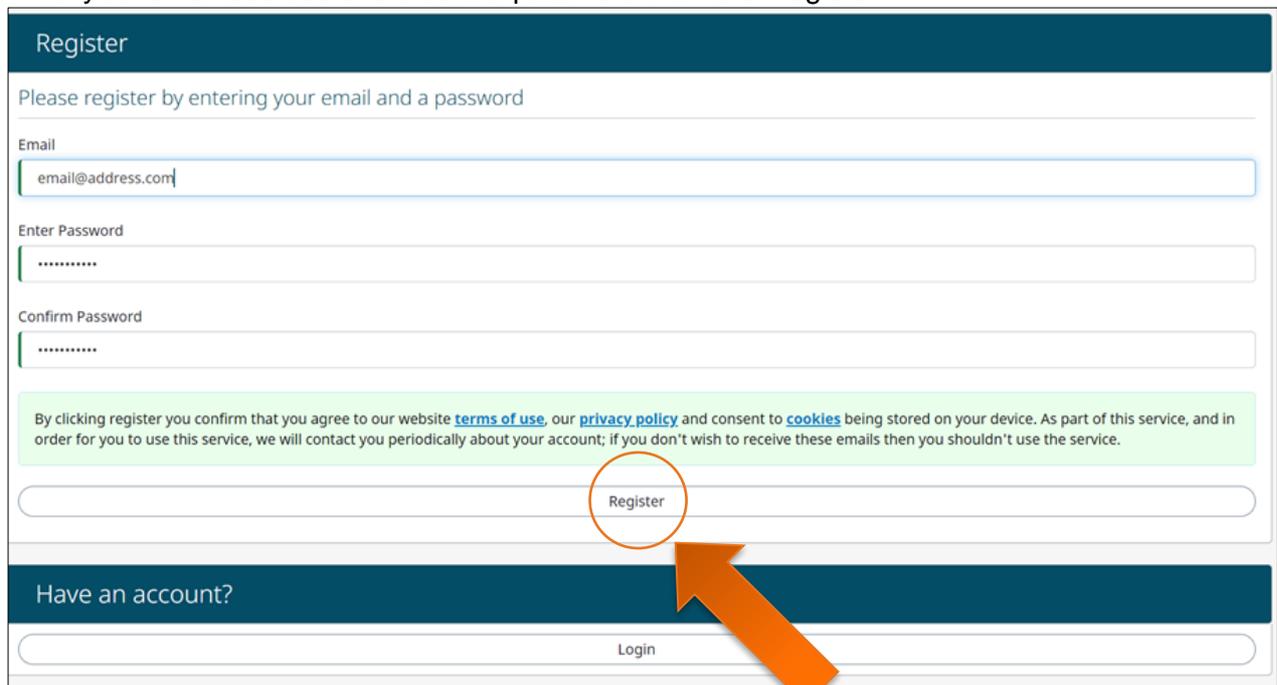
Introduction

Go to horsham.housingjigsaw.co.uk

1. Click on join the register on the tile called EHR.



2. (If you already have an account and you wish to log in, click the log in button in the first tile and [visit our website](#) for other user guides)
3. Enter your email address and create a password then click register



Register

Please register by entering your email and a password

Email

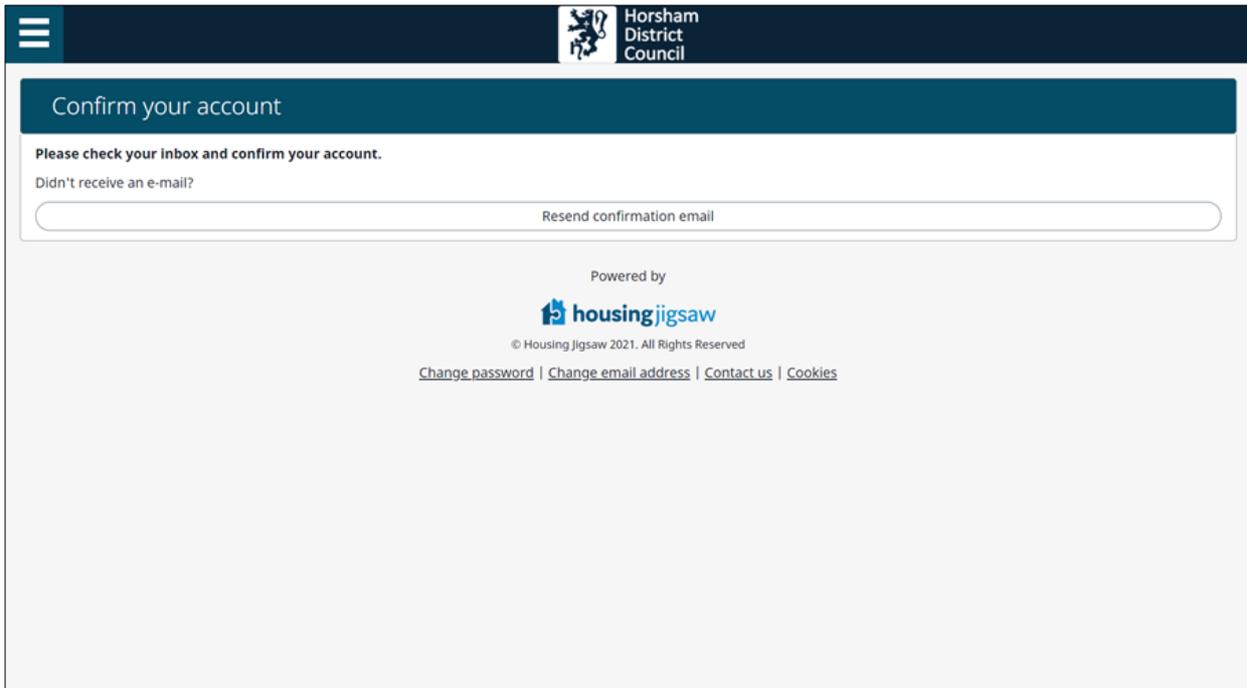
Enter Password

Confirm Password

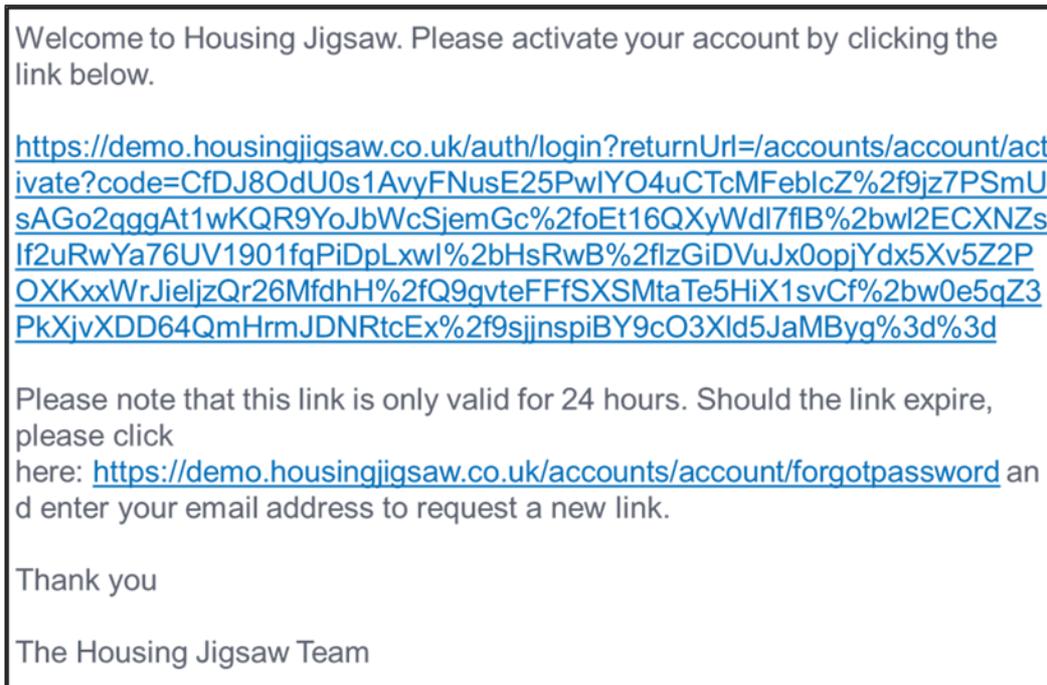
By clicking register you confirm that you agree to our website [terms of use](#), our [privacy policy](#) and consent to [cookies](#) being stored on your device. As part of this service, and in order for you to use this service, we will contact you periodically about your account; if you don't wish to receive these emails then you shouldn't use the service.

Have an account?

4. You should receive an email straight away asking you to confirm your account. If you don't receive the email, click resend email.

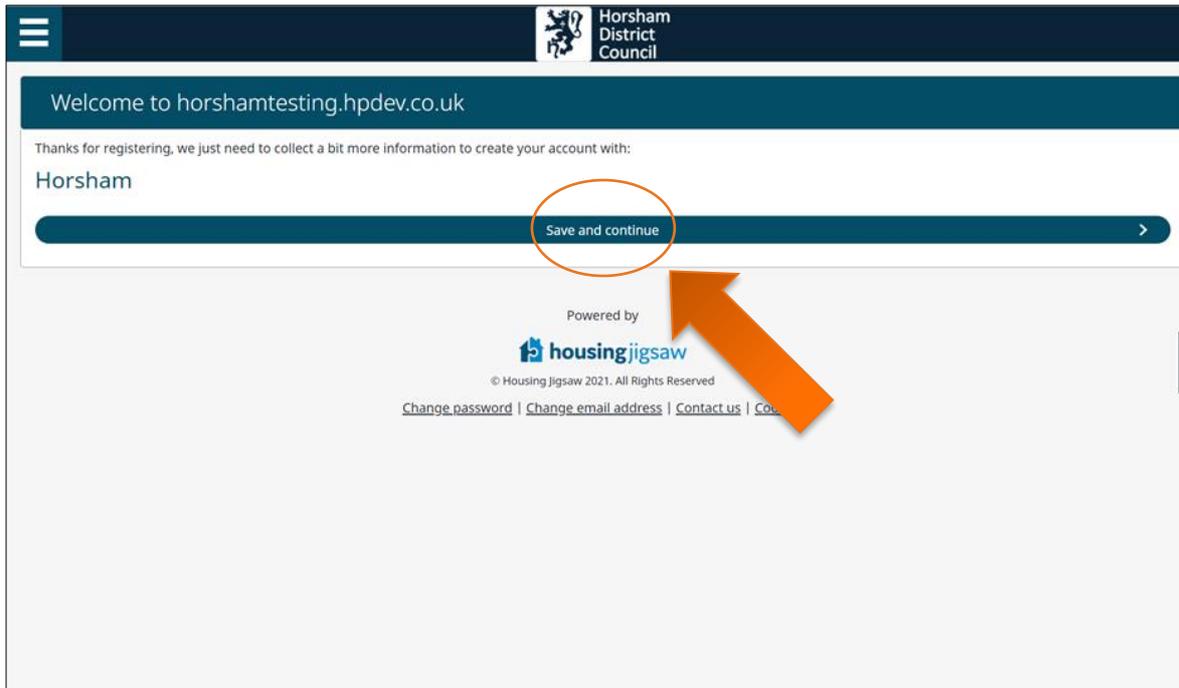


5. The email text will look like a bit like the text below.

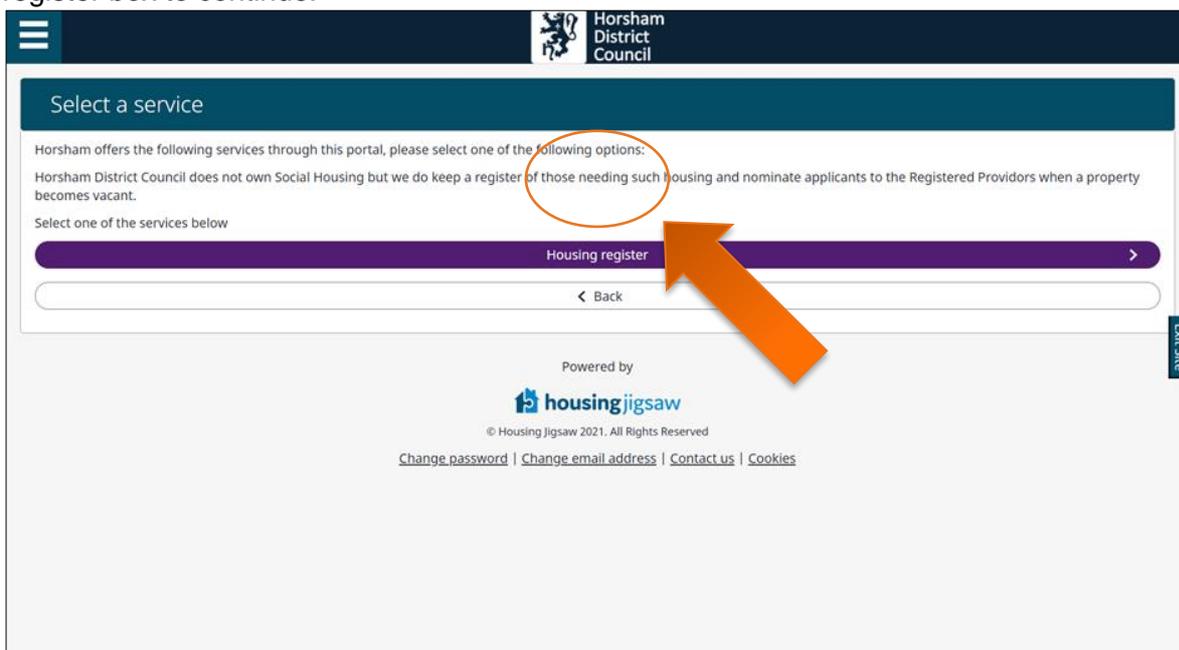


Clicking on the link in the email will take you back to the login page, where you will be asked to enter your email address and the password you created earlier in step 3.

6. Once you login, you will see Horsham as the selected local authority, and to move on you will need to click save and continue.



7. The next screen asks you to select a service, which as this guide is for creating a user account for the housing register, only offers you the option of the housing register. Click the purple housing register box to continue.



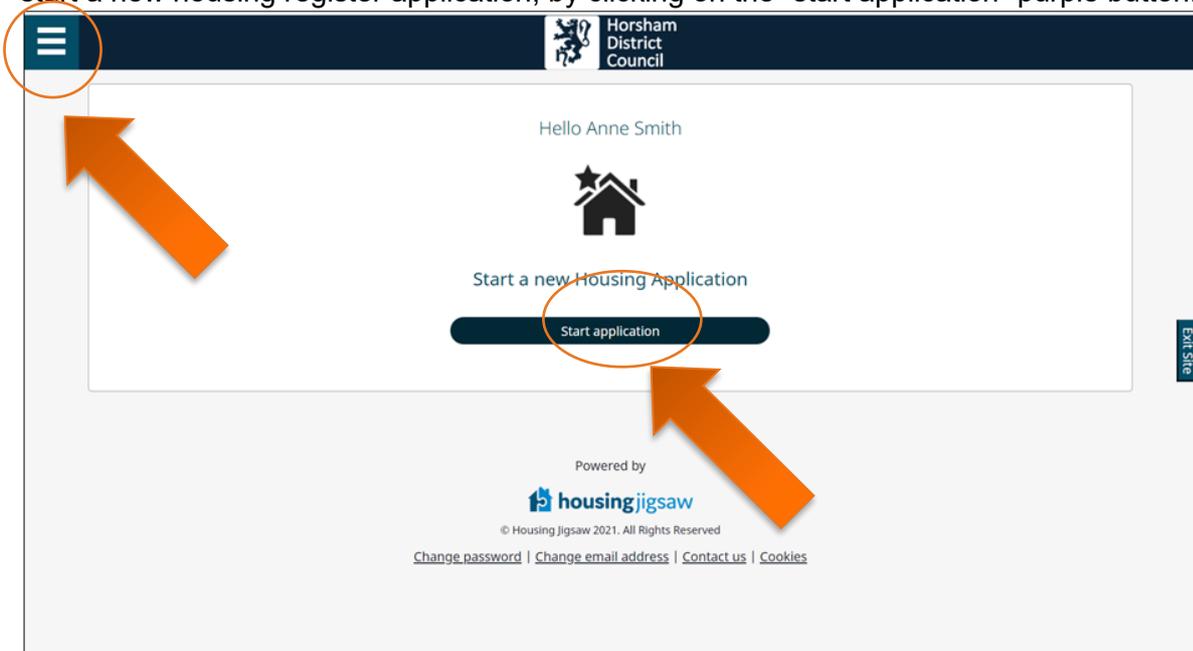
8. The next page asks you for your basic personal details, including full name, National Insurance number, date of birth and current address.

The screenshot shows the 'Customer details' form for 'Main Applicant - Personal information' and 'Address'. The form is titled 'Customer details' and includes a sub-header 'So we can help you, we first need to ask a few questions to create an account for you.' The 'Main Applicant - Personal information' section includes fields for Title (Miss), First name* (Anne), Last name* (Smith), Date of birth* (01/01/1980), Gender* (Female), Pregnancy due date (DD/MM/YYYY), Nick / Other / Maiden name (Other name), and NHS number (NHS number). The National Insurance number* is JMI23456D. The 'Address' section includes fields for Address (Horsham District Council, Parkside, Chart Way, Horsham, West Sussex, RH12 1RL), Room number, Move in date* (01/01/2018), Accommodation type* (Flat), Housing circumstance* (Private rented sector: self-contained), and Landlord/Accommodation provider. A 'Change address' button is visible next to the address field.

It also asks for your contact details. You must select “yes” to being ok to be contacted by one contact method otherwise the system will not allow to proceed to the next page. Click save and continue.

The screenshot shows the 'Correspondence Address (if different from current address)' section with a question 'Do you want to provide a different correspondence address?' and radio buttons for 'Yes' and 'No'. The 'Phone and email' section includes fields for Home phone number (0123456789), Mobile phone number, Work phone number, Email address (jamine8158@186site.com), Preferred contact method (Email), and Preferred language (English). There are 'OK to call on?' and 'OK to email?' questions with radio buttons for 'Yes' and 'No'. An orange arrow points to the 'Yes' radio button for 'OK to call on?' for the home phone number. The 'Support worker / Advocate / Family member' section includes fields for First name, Last name, Job title / relationship, Agency, Phone number, and Email address. A 'Save and continue' button is at the bottom right.

9. You have now created your user account for the housing register. The next page will enable you to start a new housing register application, by clicking on the “start application” purple button.



10. If you need to return to this at another time, clicking on the three lines on the top left will drop down the main menu and you can select log out. You can then log back in at any point by going to horsham.housingjigsaw.co.uk and clicking the log in button on the first tile.
11. Read our user guide on [how to fill in your housing register application form](#).
12. Read our user guide on [how to use the rest of the Customer Portal](#).