Housing Jigsaw Customer Portal User Guide
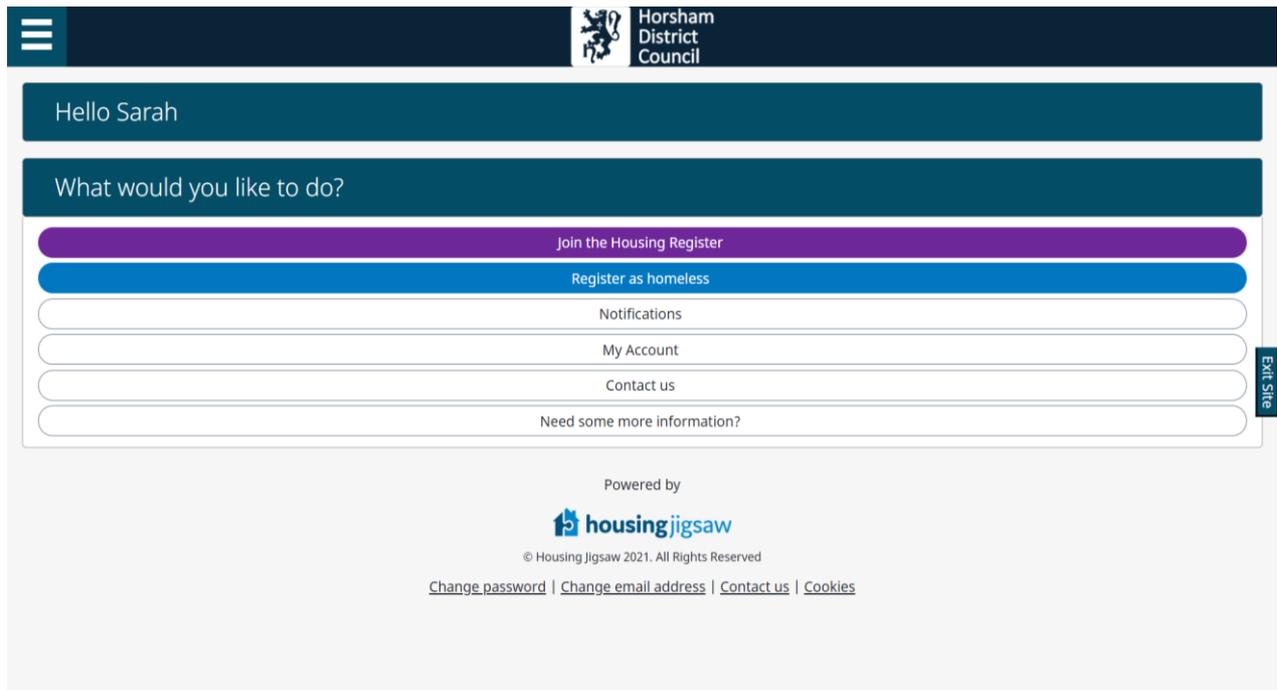
How to use the Customer Portal

Introduction

Navigation

1. There are two main menus in the Customer Portal.

   The first is when you log in you are presented with the menu below. This is only accessed on the homepage of the Portal.

Housing register (if you have not yet created a housing application form it will say Join the housing Register)– where you can access your current housing register application, look at the information you have given and make any changes when you need. See the below section on making Changes to your Housing Register Application for more details.

Register as Homeless – This is where you can tell the Council you are in danger of losing your home or you have nowhere safe to live at the moment.

Notifications – From time to time we might contact you through the Customer Portal, such as requesting documents from you or if we make your application live. See the section below for more details about responding to notifications.

My Account – This section simply tells you which local authority you are registered with.

Contact Us – This section has contact details for the Housing and Homelessness Teams.

Need some more Information? – This section has some more information about our Homeless and Housing Department.

2. The second is accessed by the three lines at the top left hand side of the screen and is accessible at all times. This is the menu that appears once you've clicked on the lines:
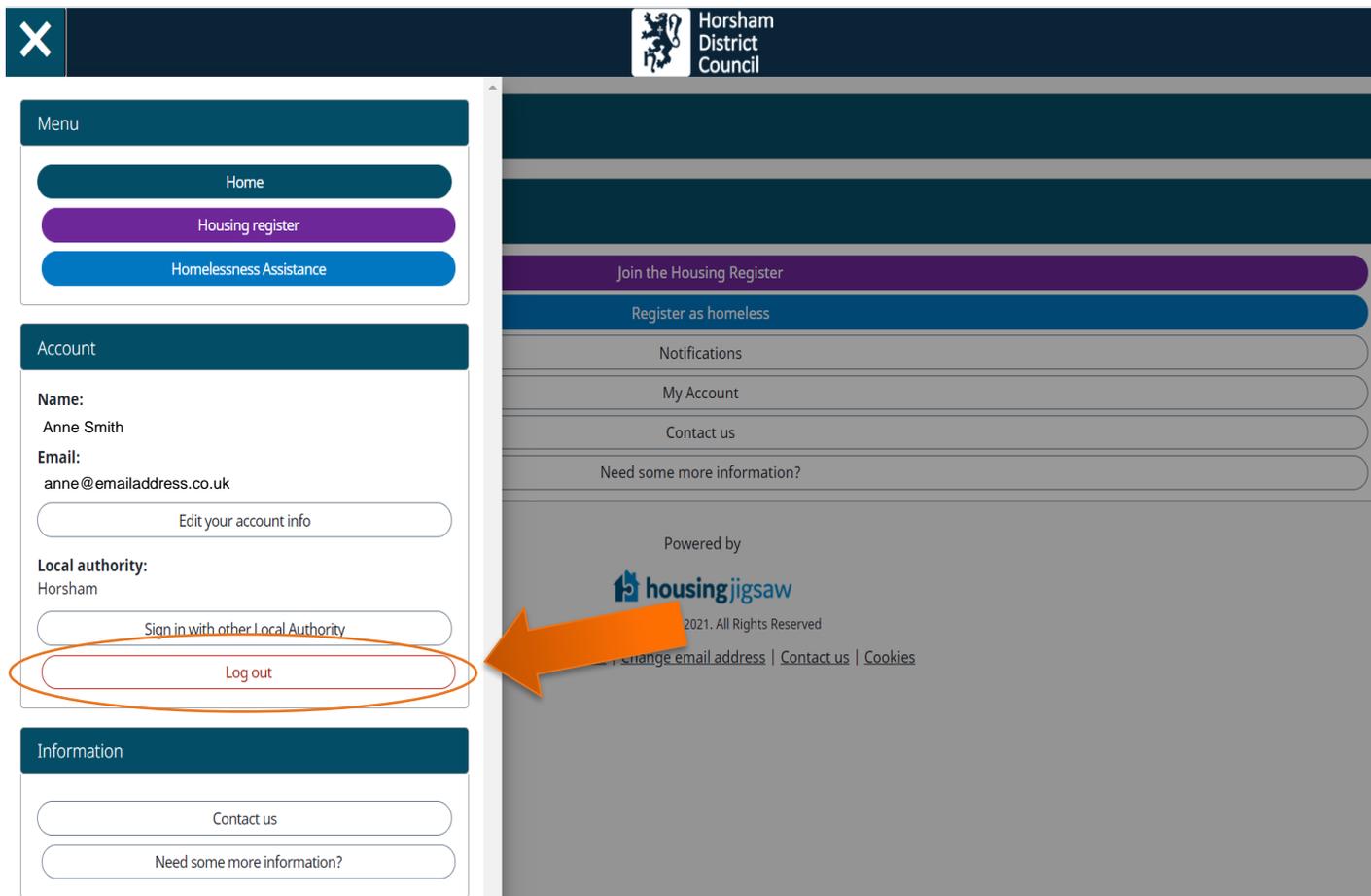
Housing Register – This is where you can access your housing register application if you have already created one, or where you can apply to join the housing register.

Homelessness Assistance – This is where you can apply for homelessness assistance and advice.

Account – If you need to edit your personal information, such as contact information, you can do this here.

Information – There is information on how to contact our Housing Team in this section.

You will also find the **logout** button here.

How to Make Changes to your Housing Register Application

3. It's really important to keep us updated about your circumstances so that we can put your forward for the most suitable property. So if a partner moves in and you want to add them to your application, or your employment situation changes, all you have to do is log in and change the relevant information.

4. Once you have logged in, click on Housing Register either from the main menu or the side menu as described above. You will see a summary screen which tells you at the top the status of your application.

5. To check your needs assessment, click on the button at the bottom. This will give you a summary of your banding and how many bedrooms you are eligible for.

6. To make changes to your application, on the main housing register screen, click on the drop down of the section to which you want to make changes. Then click on the section you wish to edit.
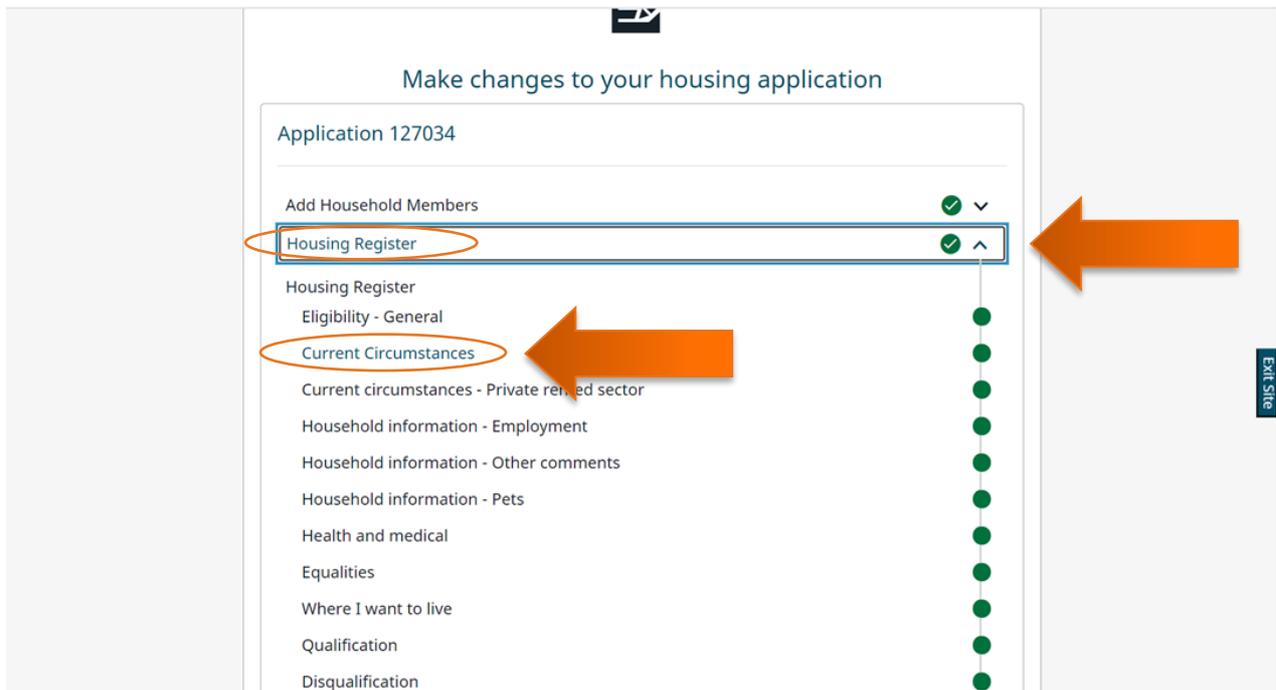

7. This will take you to the page on the application form for you to edit. It will be filled with the information you entered when you made the application originally. To edit, simply changes the answers or change the text.
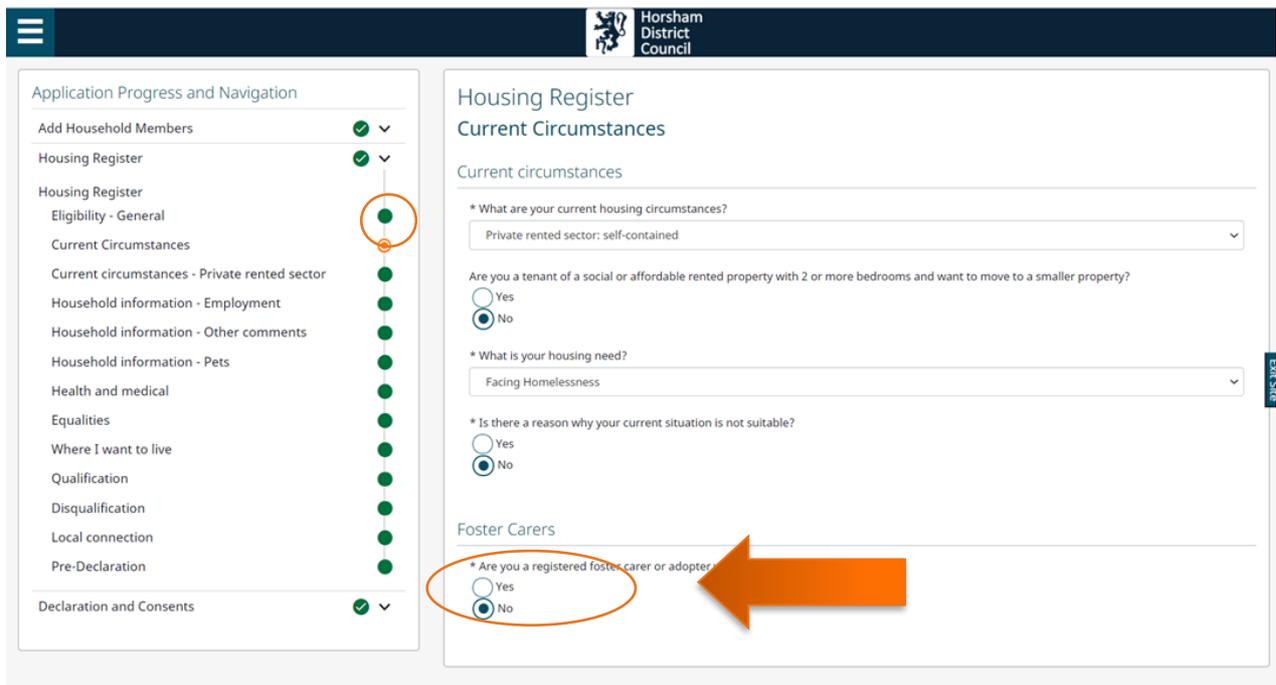

Click save and continue. This will automatically move you along to the next page. It's best to double check all the details on your application, and you can go back to different pages of the application form at any time by click on the relevant section on the left.

However many changes you make, you must go to the Declaration and Consents page and click save and continue for the changes to be saved.
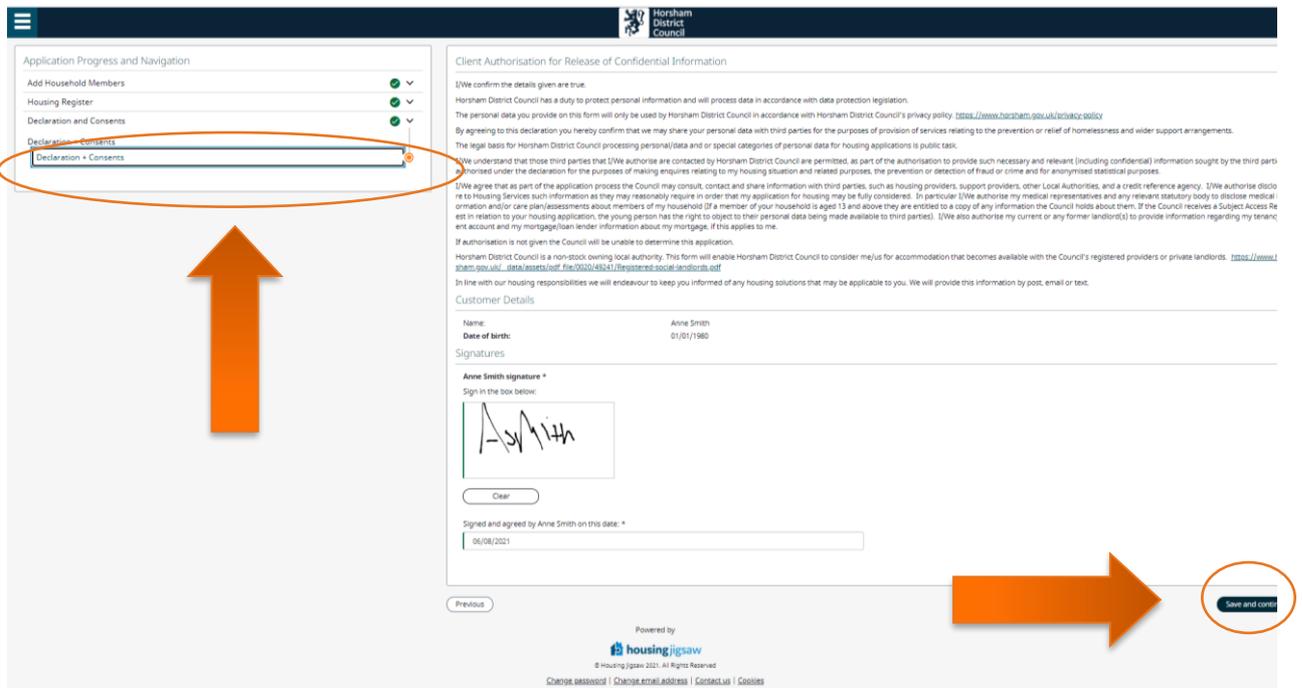
8. Once you click on save and continue, it will return you to the homepage, with a pop up warning showing you the changes have been saved.
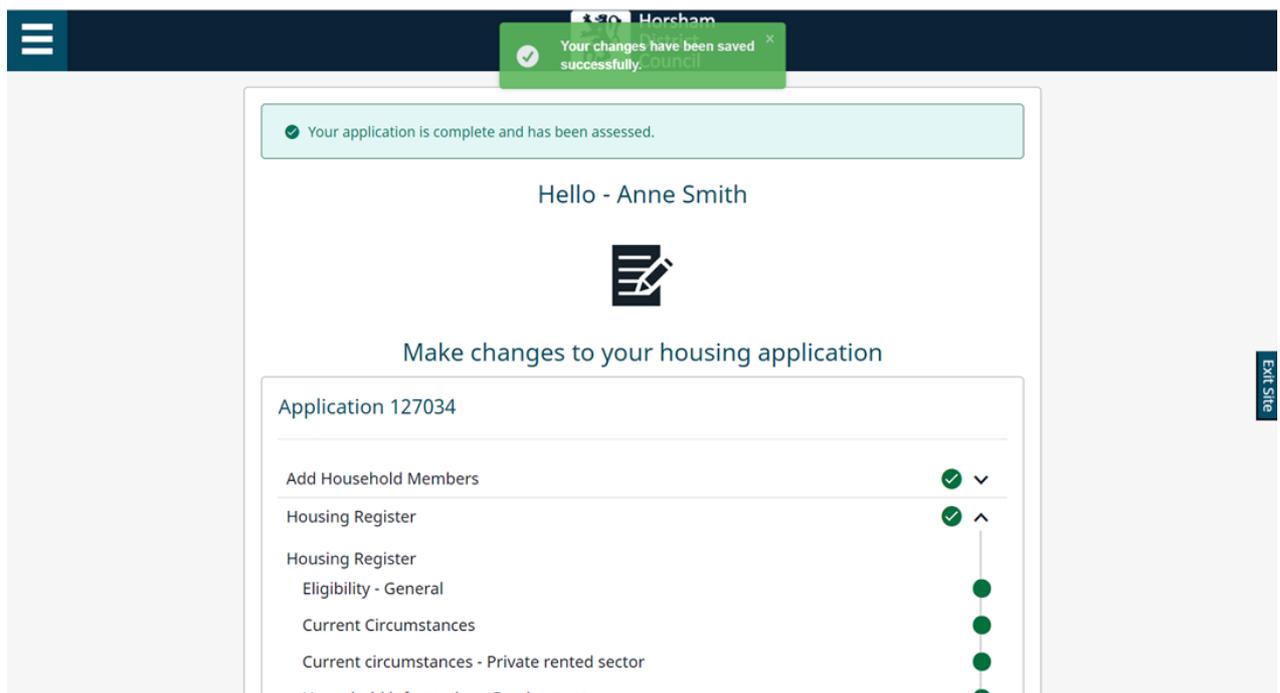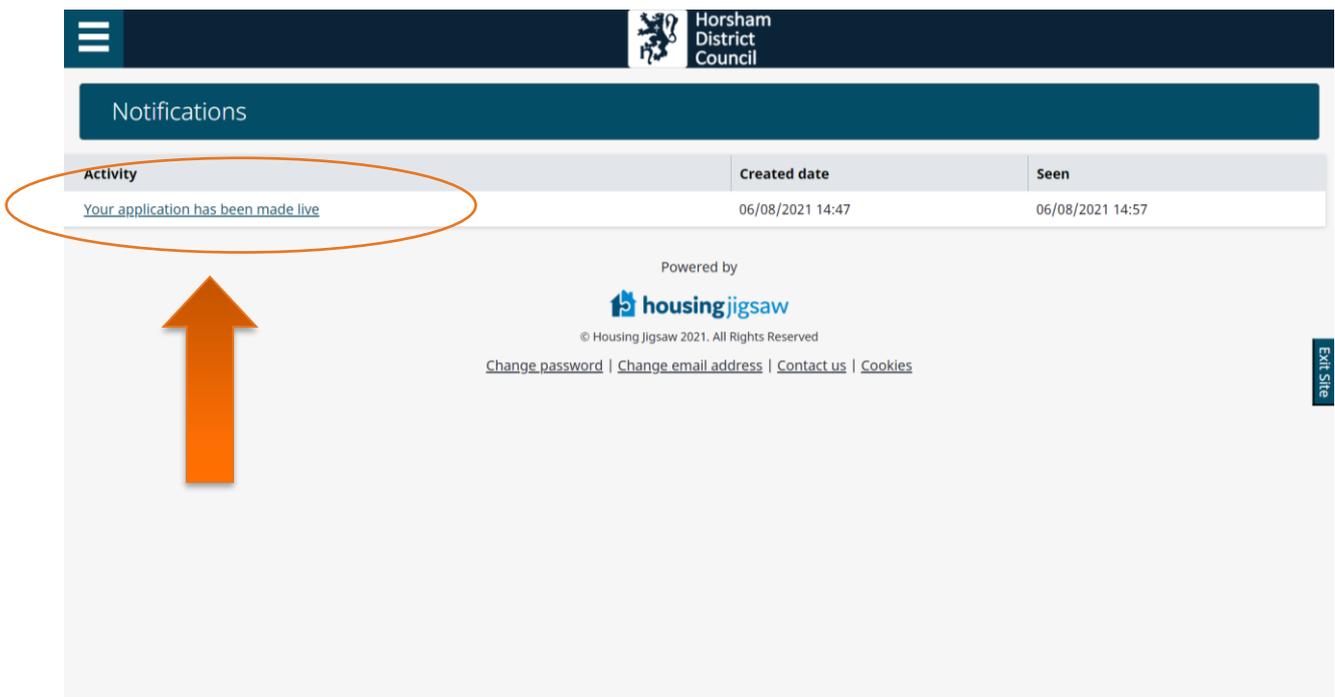

Notifications

9. There are several times when we will need to notify you about a change to your application through the Portal, for example, when we set your application for the housing register live or if we request a document from you.

10. When this happens, if it has been more than 24 hours since you last logged into the Portal, you will receive an email alerting you. Otherwise, when you log in you will see this screen:
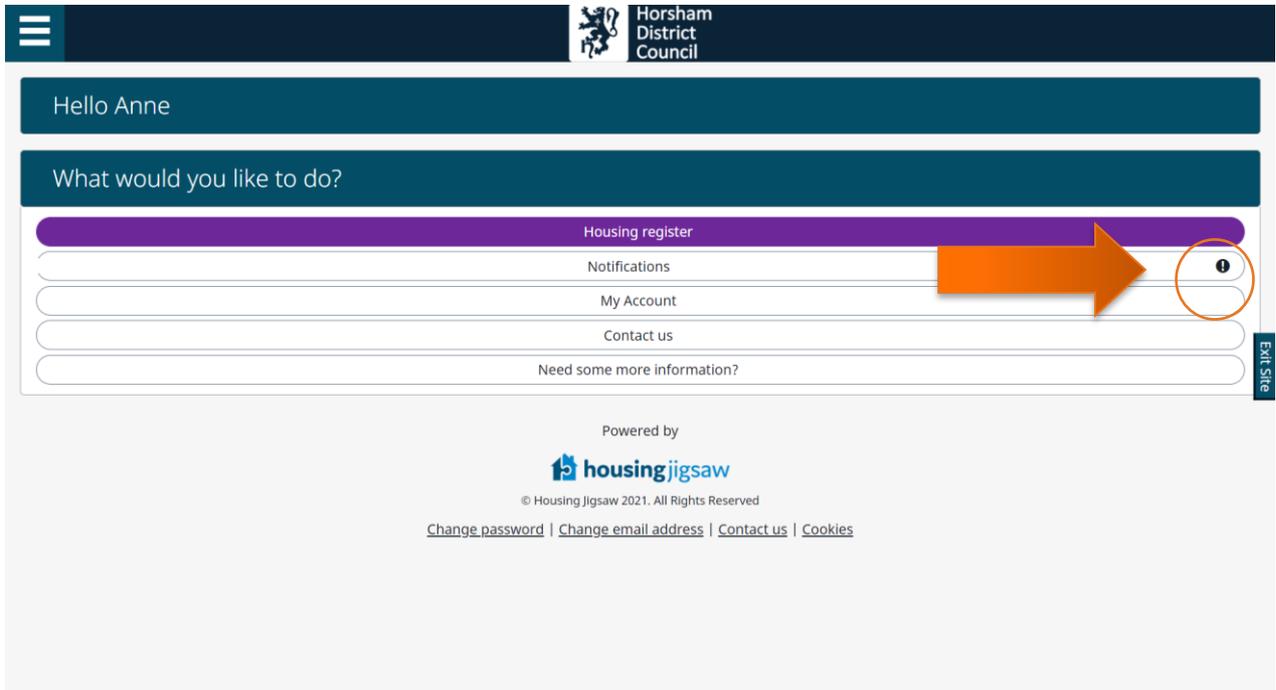
11. Clicking on the notification section will take you to another screen that explains what the notification is. You can click into each notification that will give even more details.


Supplying supporting documents

12. If the notification is asking you to send us a document, you will see this screen when you click on the notification. The number in the bubble shows you how many documents have been requested. Click where it says view documents to see what you need to supply.
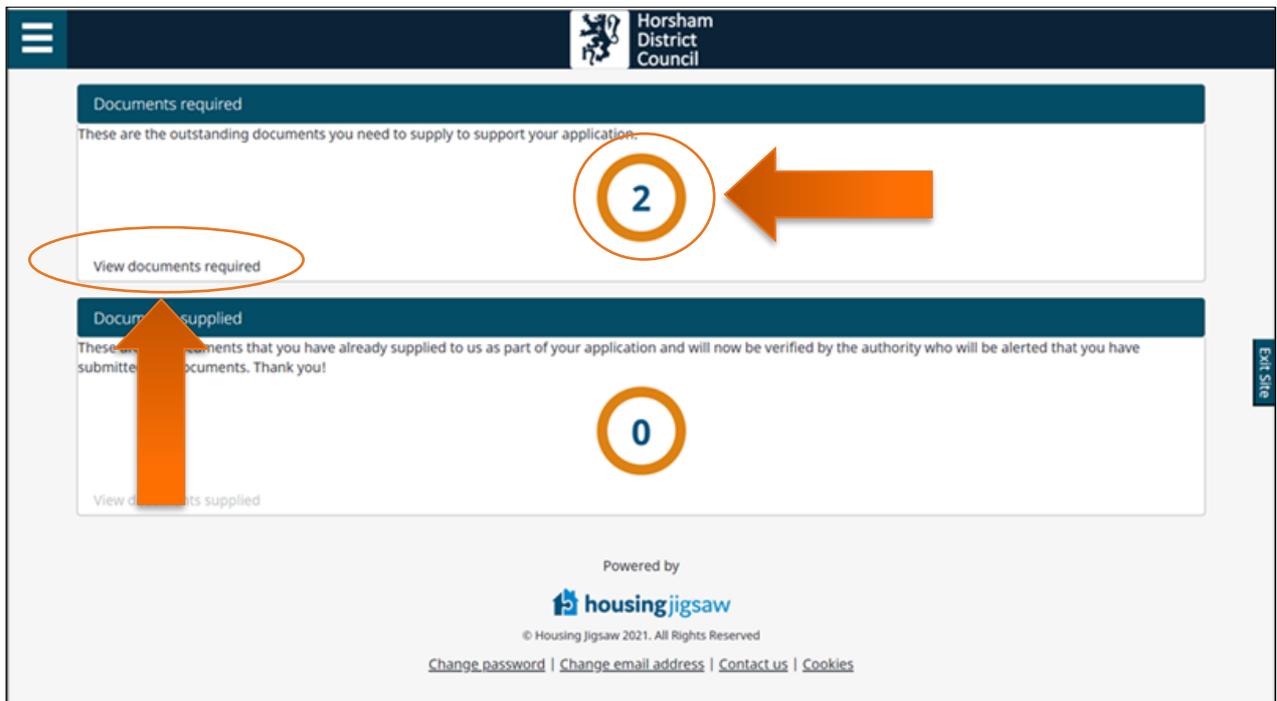
13. The next screen will show what documents are required for each household member. Click on upload document to proceed to the upload screen.
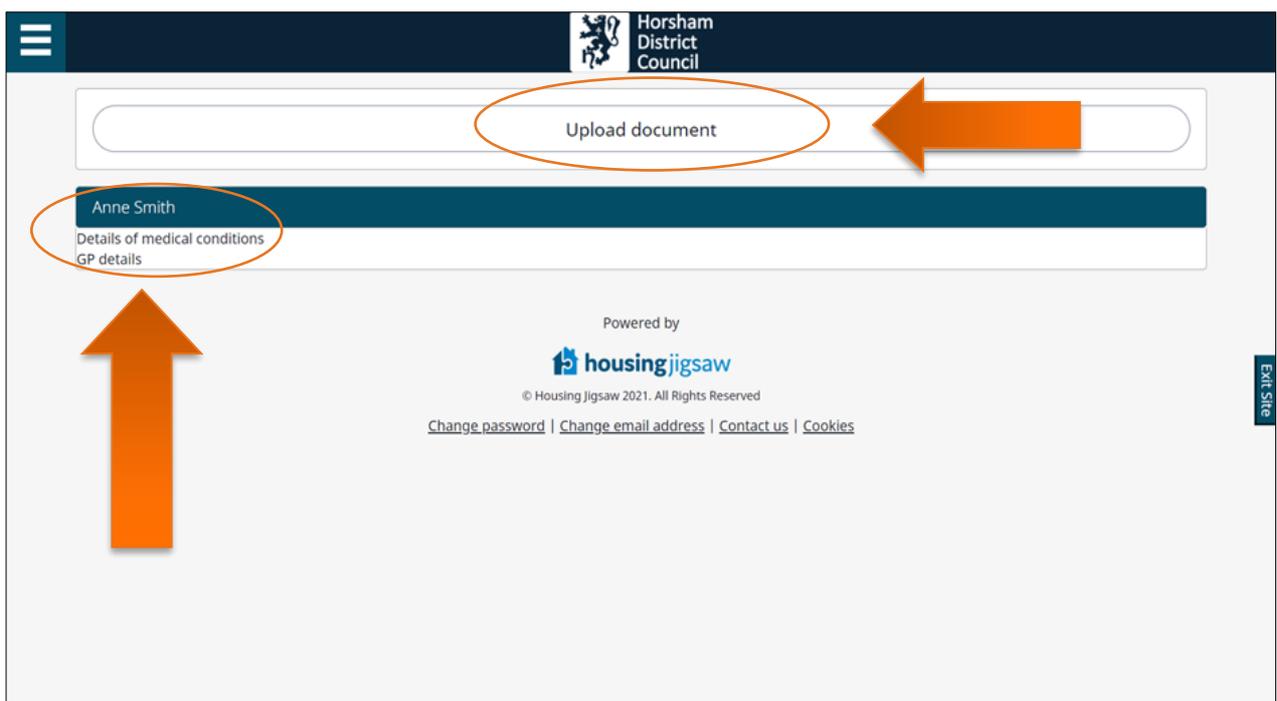
14. Click on choose files to select a file from your computer to upload. You can upload more than one document at a time. Click next when you're done.
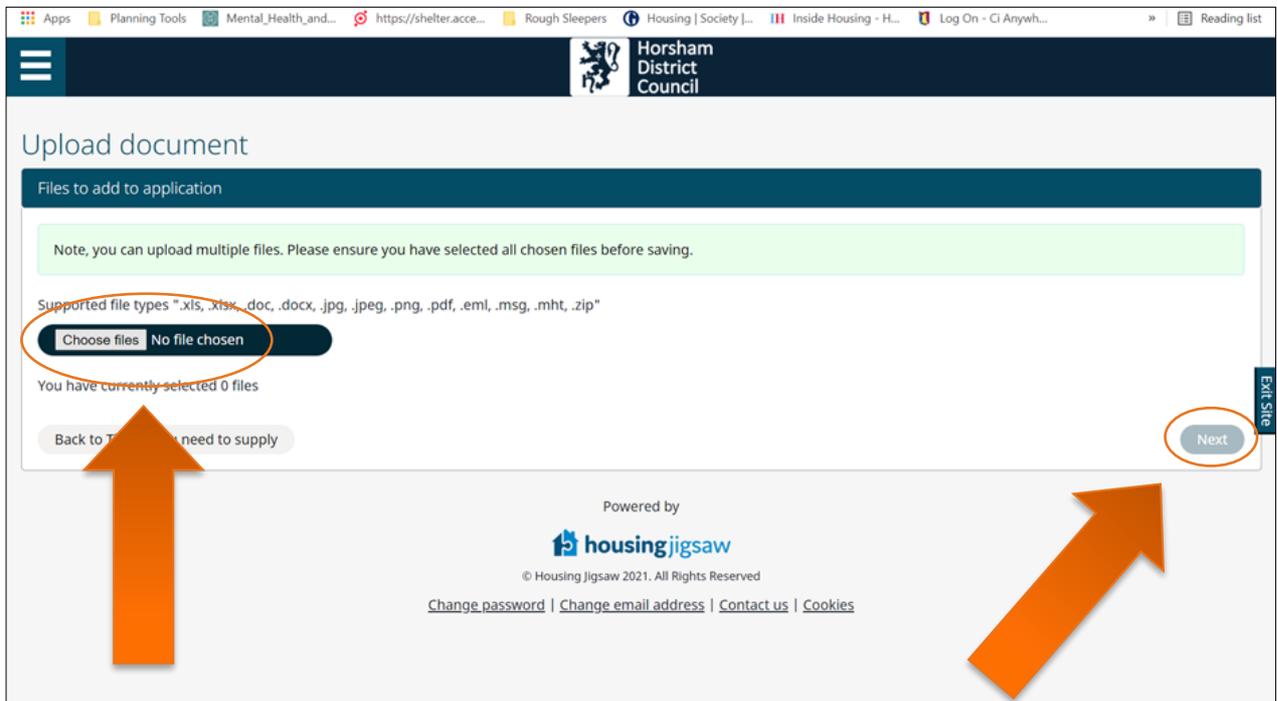
15. The next screen shows you which document you have uploaded. If you need to upload more documents, repeat the last step and click next.
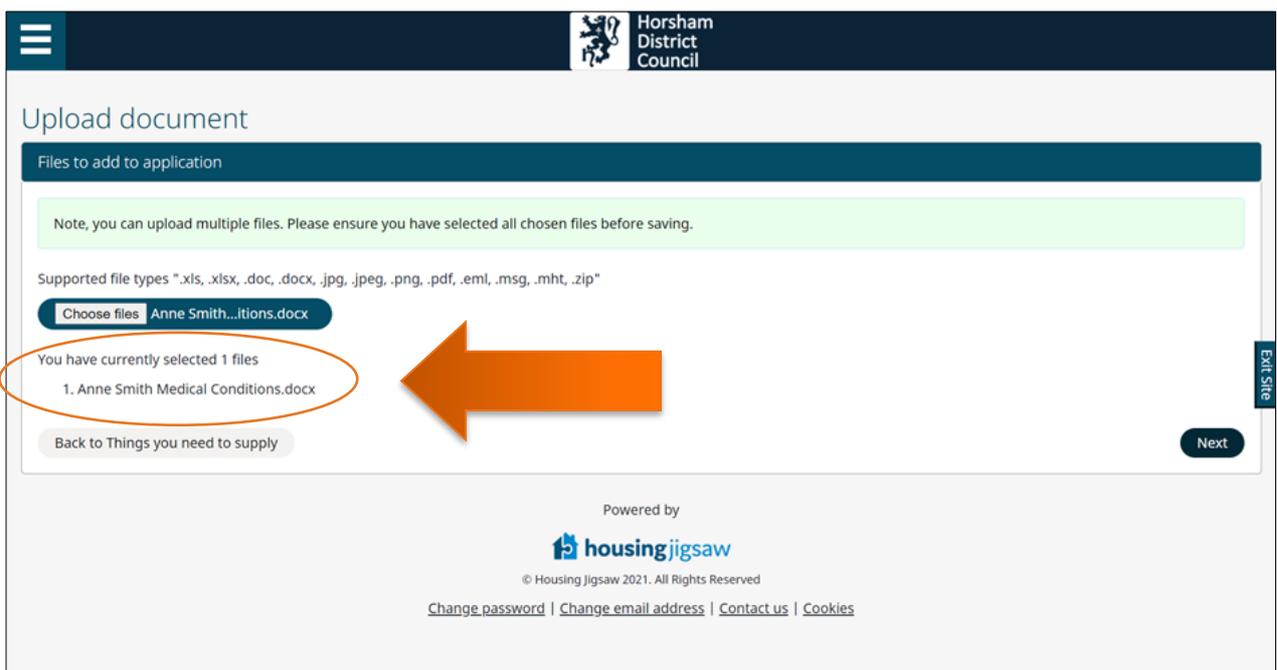
16. When you've finished uploading everything you need to, you now need to link the documents to the types that have been requested. So if we've asked for a medical letter and some ID documents, you need to link the documents you have uploaded so they are correctly categorized. Similarly, if multiple members of the household have required documents to upload, you need to tell us which person the documents are for.

Select from the first drop down menu which document you have uploaded. If only one document has been requested, there will only be one option on the list.

Then from the second drop down menu select which household member this document is for. If there is only one household member for who this document type is required, then again only one option will appear in the list. Click upload when you're done.

17. The next screen will show a green notice confirming the document has been uploaded successfully. If you need to upload another document, click on the back to things you need to supply box to repeat the process, otherwise click the three bars at the top left to select log out.
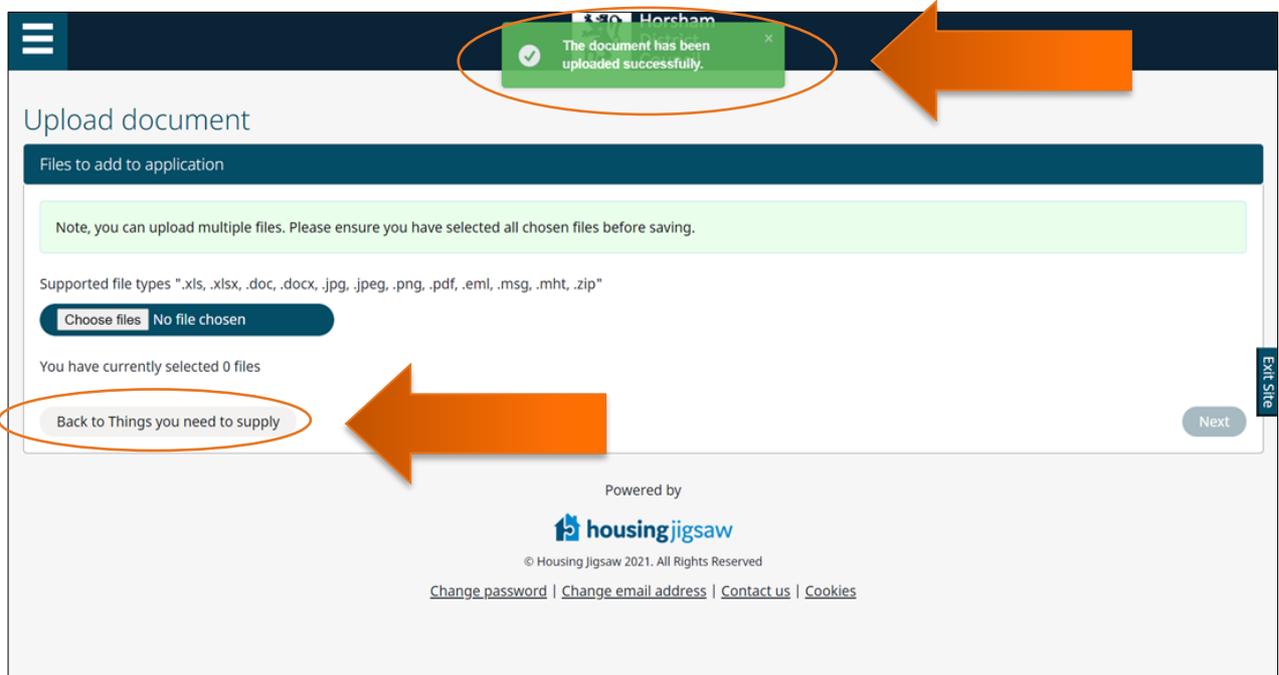
18. Read the user guide for [how to fill in your housing register application form](#)

19. Read the user guide for [setting up a Housing Jigsaw account](#)