

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.

Horsham District Council	
Hello Sarah	
What would you like to do?	
Join the Housing Register	
Register as homeless	
Notifications	
My Account	
Contact us	dit Site
Need some more information?	
Powered by	
🔁 housing jigsaw	
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Change password Change email address Contact us Cookies	

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:

×	Horsham District Council
Menu	
Home	
Housing register	
Homelessness Assistance	Join the Housing Register
	Register as homeless
Account	Notifications
Name:	My Account
Anne Smith	Contact us
Email: anne@emailaddress.co.uk	Need some more information?
Edit your account info	
Local authority: Horsham	Powered by housing jigsaw 2021. All Rights Reserved
Log out	snange email address Contact us Cookies
Information Contact us Need some more information?	

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.

	Horsham District Council		
Your application is complete a	and has been assessed.		
	Hello - Anne Smith		
	Make changes to your housing application		
Application 127034			
Add Household Members		o ~	
Declaration and Consents		© ~	
Appointments	(0) Appointments	View	
Letters	(0) Letters	View	
Documents	(0) Documents (4) Not provided	View	
	View need assessment		

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.

Ξ	a P	Horsham District Council		
Need assessment				
Policy owner Horsham District Council Registration date 05/08/2021	Policy name Horsham Allocation Policy Current bedrooms 1	Band name Band A Eligible bedrooms 1	Effective date 06/08/2021	
	© Housing J Change password Char	Powered by housing jigsaw Igsaw 2021. All Rights Reserved are email address. I Contact us. I. Cook	ins	EXIL SIG
	<u>Change password</u> <u>Char</u>	<u>ige email address</u> <u>Contact us</u> <u>Cook</u>	es	ā

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.

Make changes to your housing applie	cation	
Application 127034		
Add Household Members	Ø ~	
Housing Register	⊘ ^	
Housing Register		
Eligibility - General	•	
Current Circumstances	•	
Current circumstances - Private ren ed sector	•	
Household information - Employment	•	
Household information - Other comments	•	
Household information - Pets	•	
Health and medical	•	
Equalities	•	
Where I want to live	•	
Qualification	•	
Disqualification	•	

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.

pplication Progress and Navigation	Housing Register
dd Household Members	✓ Current Circumstances
ousing Register	Ourrept circumstances
using Register	
igibility - General	* What are your current housing circumstances?
urrent Circumstances	Private rented sector: self-contained
urrent circumstances - Private rented sector	Are you a tenant of a social or affordable rented property with 2 or more bedrooms and want to move to a smaller property?
ousehold information - Employment	QYes
ousehold information - Other comments	No
ousehold information - Pets	* What is your housing need?
alth and medical	Facing Homelessness
ualities	* Is there a reason why your current situation is not suitable?
nere I want to live	Yes
ualification	No
squalification	
cal connection	Foster Carers
re-Declaration	* Are you a registered fostes carer or adopter

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.

Ξ	Sign Horsham District N Council
Application Progress and Navigation Add Household Members Bediretion and Consens Defension - Consens Defension - Consens	Client Authorization for Release of Confidential Information Client Authorization C
	Concerned by Protein by Prot

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.

Ξ	Your changes have been saved ×		
	 Your application is complete and has been assessed. Hello - Anne Smith 		
	Make changes to your housing applicatio	n	E.
	Application 127034		t Site
	Add Household Members	Ø ~	
	Housing Register	⊘ ^	
	Housing Register		
	Eligibility - General	•	
	Current Circumstances	•	
	Current circumstances - Private rented sector	•	
	Household information Employment		

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:

	Horsham District Council	
Hello Anne		
What would you like to do?		
	Housing register	
	Notifications	9
	My Account	
	Contact us	
	Need some more information?	
	Powered by	
	housing jigsaw	
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	Change password Change empileddress Contactus Conkies	

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.

	Horsham District Council		
Notifications			
Activity	Created date	Seen	
Your application has been made live	06/08/2021 14:47	06/08/2021 14:57	
Chang	Powered by		Exit Site

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.

Horsham District Council	
Documents required	
These are the outstanding documents you need to supply to support your application.	
Documentsupplied	
These the summents that you have already supplied to us as part of your application and will now be verified by the authority who will be alerted that you have submittee to currents. Thank you!	Exit Sit
View d	le
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13. The next screen will show what documents are required for each household member. Click on upload document to proceed to the upload screen.

Ξ	Horsham District Council	
	Upload document	
Anne Smith Details of medical conditions GP details		
	Powered by Pousing jigsaw A Housing Jigsaw 2021. All Rights Reserved Change password Change email address Contact us Cookies	Exit Site

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.

	Horsham District Council		
	Upload document		
	Files to add to application		
	Note, you can upload multiple files. Please ensure you have selected all chosen files before saving.		
	Supported file types ".xls, .xlsx, .doc, .docx, .jpg, .jpeg, .png, .pdf, .eml, .msg, .mht, .zip"		
	Choose files Anne Smithitions.docx		
(You have currently selected 1 files 1. Anne Smith Medical Conditions.docx		
	Back to Things you need to supply		
	Powered by		
housingjigsaw			
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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.

Horsham District Council	
Upload document	
Files to add to application	
Note, you can upload multiple files. Please ensure you have selected all chosen files before saving.	
Document name Anne Smith Pa ssport.docx	
Document type*	
Please select a document type	
Passport	
Comments	
Please enter a comment for this file, this must not exceed 250 characters	
	<i>h</i>
Back to Things you need to supply	Cancel Upload

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.

Note, you can upload multiple files. Please ensure you have selected all chosen files before saving.	
Document name	
Anne Smith Medical Conditions.docx	
Document type*	
Details of medical conditions	
Household member	
Please select a household member	
Please select a household member	
Anne Smith	
Park to Things you need to supply	Cancel
Back to mings you need to supply	Cancer

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.

The document has been viploaded successfully.
upload document.
Files to add to application
Note, you can upload multiple files. Please ensure you have selected all chosen files before saving.
Supported file types ".xls, .xlsx, .doc, .docx, .jpg, .jpeg, .png, .pdf, .eml, .msg, .mht, .zip" Choose files No file chosen
You have currently selected 0 files
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- 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