

## **SELF SERVICE PORTAL USER GUIDE**

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## About the Self Service Portal

The Self Service Portal allows you to access our online complaints service that is linked into the Customer Relationship Management (CRM) system that we use in the Customer Service Centre.

By registering your details online, you can access the portal to make a complaint about the services we provide. You will create a 'case' to send us the details and we will deal with your enquiry in the same way that we would when you contact us by phone or by letter.

Please note that if you wish to make a complaint about Hounslow Council you will need to contact The London Borough of Hounslow direct. There is currently no facility for you to log a complaint about the London Borough of Hounslow on this portal. For more information about making a complaint to the council, visit their website at [www.hounslow.gov.uk](http://www.hounslow.gov.uk).

The Self Service Portal will also allow you:

- To monitor the progress of your case
- Update the case with further information by adding additional notes
- Close the case should you no longer wish to continue with your enquiry.

## Contact Us

You can still contact us should you wish to make any further enquiries:

You can e-mail the details to [customerservicecentre@hounslowhomes.org.uk](mailto:customerservicecentre@hounslowhomes.org.uk)

Call us on free phone 0800 085 65 75

Write to us at:

**The Customer Service Centre,  
Ashmead Road Depot,  
Ashmead Road,  
Feltham,  
Middlesex,  
TW14 9NN**

If you are contacting us to make a complaint, call **020 8583 3737**

You can also visit your local housing reception.

Further details can be found on our website: [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk)

## Getting started

The Self Service Portal is quick and easy to use.

### Request an Account

To begin using the portal, you will first need to register your details. You will need to tell us your usual e-mail address, so have this ready.

Click **Request Account** at the top of the Self Service Portal screen.

#### Request Login Account

To allow us to create an account please supply following information about yourself:

Email Address\*:

**Note.** Your password will be sent to this email address.

Forename\*:

Surname\*:

Date of Birth\*:

House No/Name\*:

Street\*:

Town/City\*:

Postcode\*:

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Please provide contact details below, as we may need to contact you to confirm some of your details.

Daytime Telephone\*:

Evening Telephone:

Mobile:

Please provide following supporting information.

Rent/Leasehold Ground Rent Account No:

Housing Pin Number (if known):

Enter your full e-mail address.

Enter your personal details. You must enter information wherever you see an asterisk (\*) beside the field. You will not be able to complete registration without entering any information.

If you know your rent account/leasehold number or Housing Personal Identification Number (PIN) you can also enter them.

Once all the fields are completed, click on **'Request Login Account'** button.

**Login Requested**

Thank you for your Login Request to the Hounslow Homes Self Service Portal

A case has been created with a case ID of 101000148290.  
 You will receive an email within the next working day with your login details.

The next screen will tell you that you have successfully completed your login request.

You will be given a reference number and we will send you an e-mail confirming your registration and your login details.

**Complete Registration Process**

In order to complete the registration process please create your password below.

Password (Min 8 chars):

Confirm Password:


When you receive your e-mail, it will have a link to complete the registration process.

You will be asked to create a password for your account. You will need to type in your password twice. You should not share your password with anyone.

**Create Password**

We suggest you choose a password that is easy for you to remember. If you forget your password we can send you a reminder upon request.

Hounslow Homes Website Welcome User - [Logout](#) | [Contact Us](#)

**Hounslow Homes**  
 Managing quality homes for  **London Borough of Hounslow**

**Self Service Portal**

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Login Account Created Successful

Login was successful! Please click on the button below to continue to your homepage.

[Continue to Homepage](#)

When you have entered and confirmed your password, click on the **'Create Password'** button.

You will then receive a message telling you your login was successful.

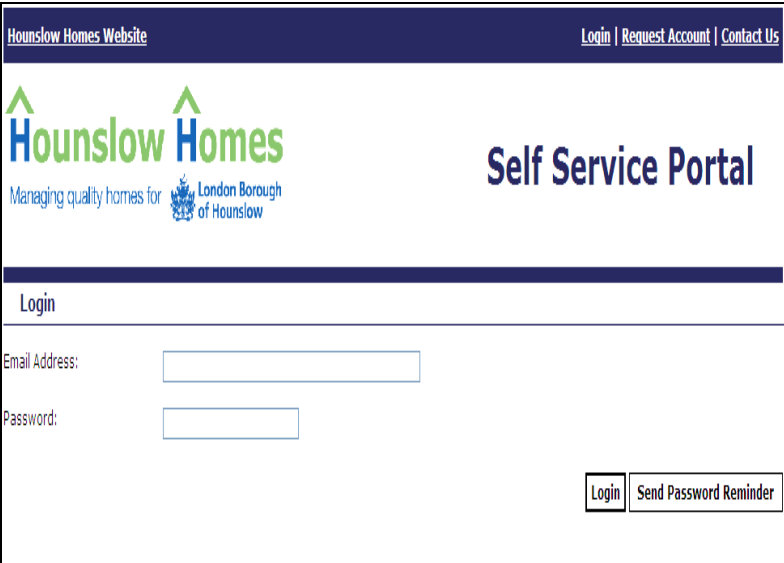
If you experience any problems registering your account or need further advice about getting started, contact the Customer Service Centre by e-mailing to:

[customerservicecentre@hounslowhomes.org.uk](mailto:customerservicecentre@hounslowhomes.org.uk) or call 0800 085 65 75.

## Using the Self Service Portal

### Logging in

You will need to login to the portal to create a case or check your existing cases.



The screenshot shows the 'Hounslow Homes Website' header with links for 'Login', 'Request Account', and 'Contact Us'. Below the logo, the text 'Self Service Portal' is displayed. A 'Login' section contains two input fields: 'Email Address:' and 'Password:'. At the bottom right of the login section are two buttons: 'Login' and 'Send Password Reminder'.

The first screen is the **Login** screen.

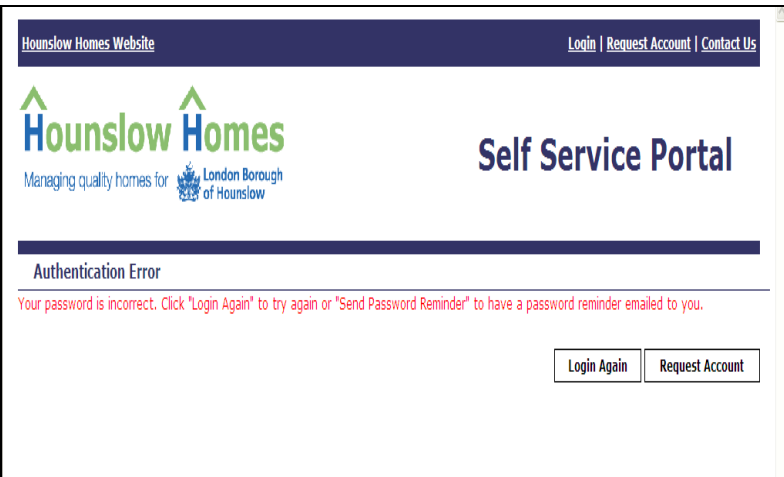
Enter your e-mail address and your password.

Click on the '**Login**' button to enter the portal.

If you have forgotten your password you can request a reminder.

The reminder will be sent to the e-mail address that you registered with. You should receive your reminder within 1 day

### Incorrect Password Entered



The screenshot shows the 'Hounslow Homes Website' header with links for 'Login', 'Request Account', and 'Contact Us'. Below the logo, the text 'Self Service Portal' is displayed. A dark blue bar contains the text 'Authentication Error'. Below this, a red message reads: 'Your password is incorrect. Click "Login Again" to try again or "Send Password Reminder" to have a password reminder emailed to you.' At the bottom right are two buttons: 'Login Again' and 'Request Account'.

If you enter your password incorrectly, the portal will give you a message to let you know.

You can attempt to log in again, or request a password reminder.



<b>Authentication Error</b>
Your account has been locked out. Please click "Request Account" and fill in the form to have your account unlocked.
<input type="button" value="Login Again"/> <input type="button" value="Request Account"/>

If you enter your password incorrectly three times, your account will be locked and you will need to complete the registration process again in full (see Request an account on page 5).

## My Self Service



**My Self Service**

Review any of your past or current cases, or create a new case.

**My Cases**

**Create Case**

Once you have successfully logged in, the 'My self service' screen is displayed and will give you two options:

1. To go to '**My Cases**'. This is to view any cases you have already created.
2. To '**Create a case**'. This option is for creating a case for a new complaint.

Select an option by clicking on the relevant button.

## Create Case

Select Service Required
Please select the service you require from the list below.
<a href="#"><u>Complaint about Estate Services</u></a>
<a href="#"><u>Complaint about Property and Repairs Services</u></a>
<a href="#"><u>Complaint about Customer Service Centre</u></a>
<a href="#"><u>Complaint about Home Ownership Unit</u></a>
<a href="#"><u>Complaint about Rent Accounts, Garages and Voids</u></a>
<a href="#"><u>Complaint about Tenancy and ASB Services</u></a>
<a href="#"><u>Complaint about Corporate Services</u></a>

When you click on the **‘Create Case’** button, a list of all the service areas of Hounslow Homes is displayed.

Before creating your case, choose the service that your complaint is about by clicking on the link.

**For example:** if you would like to log a complaint about service delivered by Estate Services Department click on **‘Complaint about Estate Services’**

**Create Case**

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You are about to log a **Complaint about Hounslow Homes' Estate Services**. You may express dissatisfaction with service delivered by this department. Estate Services Section deals with following: **Ground Maintenance, Caretaking and Cleaning, Parking Issues, Abandoned Vehicles, Service Charges Complaints, Tenant Liaison and Participation, Fobs and Keys, Communal Area Graffiti.**

If you wish to log a complaint about other Department and selected this link by mistake please click on **BACK** button to return to the selection page.

The service area details will be displayed, showing what type of services that area deals with. If you have chosen the wrong service area, click on the back button to select again.

**Provide details**

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Please provide details of your Complaint (Max 1000 Characters)

Graffiti was reported on the side of the block last month but it has still not been removed.  
 This should have been cleaned off straight away!

Enter the details of your complaint in the text box. Add the details but in brief, as there is a maximum amount of text you can enter.

When done, click on the **'Submit Case'** button.

**Create Case Successful**

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The case has been successfully created.  
 Your case reference number is 101000148292.

You will receive a message on screen telling you your case has been submitted and you will also be given a reference number.

Click **'Continue'** to proceed to Next page

Continue

Your case will be on our **Customer Relationship Management (CRM)** system and will be responded to in writing according to our Complaints procedures.

For more information about the complaints procedure, see the complaints page on our website at [www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk)

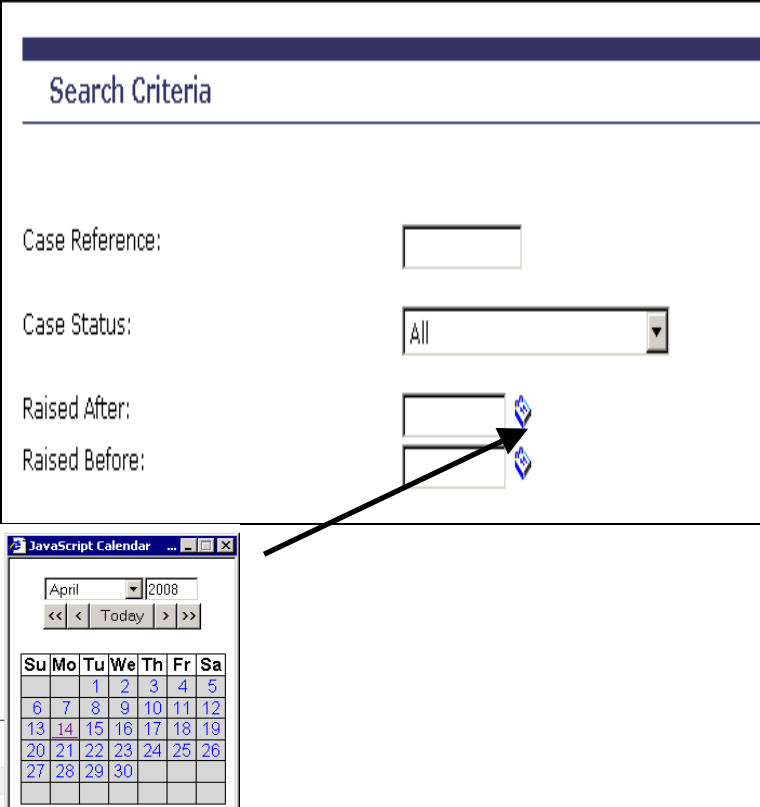
You can also monitor the progress of your case online by viewing the '**My Cases**' area on the portal.

Click on continue to return to the '**My Self Service**' page.

## My Cases

The **'My Cases'** area of the portal enables you to view the cases you have previously created through your account. You will also be able to:

- Add a further note to a case you have created, for example, you have new information you would like to add or you forgot to add details when creating the case
- Close a case if the problem is resolved and you no longer require a response
- Follow the progress of the case to see what action we are taking.



**Search Criteria**

Case Reference:

Case Status:

Raised After:

Raised Before:

JavaScript Calendar: April 2008

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

First, you will need to search for the case you wish to view.

You can do this by:

- Entering the case reference number if you know it.
- Selecting either open or closed cases by clicking on the 'case status' field.
- You can also enter a 'date range'. For example, if you know a case was created but not the exact date, you can search by entering the dates before and after the time you think the case was created. The portal will display any cases between those two dates. You can click on the mini calendar and select the day and month.

**Search For Cases**

**Search For Cases** **Reset** **Back**

Click on **‘Search For Cases’** when you have entered the details.

You can also clear any details you have entered by clicking on the **‘Reset’** button, or click on **‘Back’** to return to the **‘My self service’** screen.

Search Results


Reference	Case Title	Status	Date Raised
101000148291	Self Service Case	open	2008-04-25T14:23:56.000Z

Any cases found in the search are displayed in **‘Search Results’** section of the screen. You may need to scroll down to view the list of cases.

## View and monitor your cases

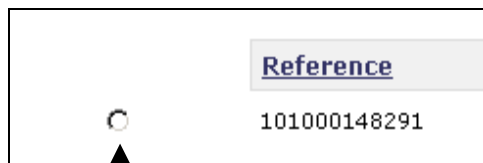
Once you have found the case you want to view, you need to select the case to see more details.

Search Results

	<u>Reference</u>	<u>Case Title</u>	<u>Status</u>	<u>Date Raised</u>
	101000148291	Self Service Case	open	2008-04-25T14:23:56.000Z

The cases that have been found as a result of your search will be displayed. You will see:

- The case reference number
- The case title
- The status of the case, this will be either open or closed.
- The date your case was created



To view the case in more detail, click on the button to the left of the reference number



The case details are displayed. The screen will tell you more information about the case:

- The case reference number
- The case status, it will be either open or closed
- The date the case was created
- Who created the case (the screen will say 'portal user', this means you)
- The case priority – following is the priority list
  - **0 – Very High**
  - **1 – High**
  - **2 – Medium/High**
  - **3 – Medium**
  - **4 – Low**
  - **5 – Very Low**
  
- The current queue, this is the team or an officer who are dealing with your case at then moment.
- The individual – this will show your name as you created the case
- The case description – the information entered on the case by you.

## Interaction Details

<u>Channel Type</u>	<u>Created Date</u>	<u>Relation</u>
web	2008-04-14T10:55:46.000Z	initial
email_out	2008-04-14T10:55:49.000Z	initial

[View Interaction Details](#)

The '**Interaction Details**' is a log of each time you contacted us about the case. The first time you contact us by creating the case is the '**initial**' contact.

Each contact after this point will be shown as an '**related**'

The '**Channel Type**' will tell you how the contact was made. For example,

- Web – the case was created on line,
- E-mail out – was the confirmation e-mail sent

## Note Details

Note Details

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Note Text	Created Date	Created By
☐ Reply sent on 25/04/2008 to inform customer on results of investigation and action taken	2008-04-25T14:33:22.000Z	Lyudmila Ssenyonga
☐	2008-04-25T14:47:10.000Z	PortalUser
☐ there is now more graffiti and tagging	2008-04-25T14:48:08.000Z	PortalUser

Back Attach Note Attach File To Case Refresh Print Case Close Case

If there are any further notes on the case, added by you or by us, they will be displayed under '**Note Details**'.

You will see:

- The note that was added
- The date the note was added to the case
- The name of the person that added the note. (**Portal User** will always mean you).

You can add a note to the case by clicking in the text box, adding the information you wish to add and clicking on the '**Attach Note**' button.

## Other Options

Other options available are:

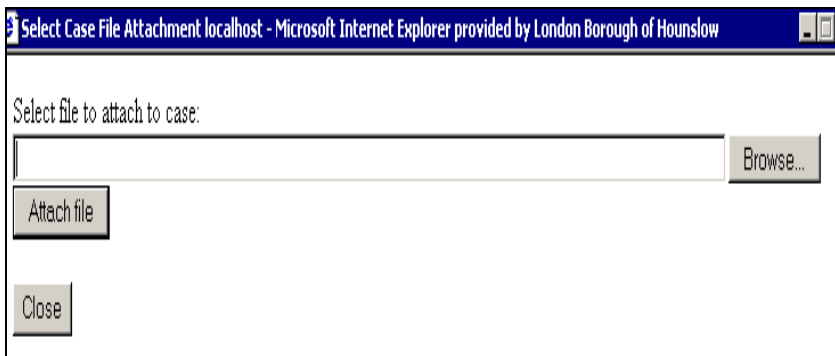
- Click on '**Back**' to return to the '**My Self Service**' screen
- **Refresh** to update the information you see on the screen.
- **Print Case** – to print out the case
- **Close Case** – you will not be able to reopen the case once it has been closed
- **Attach File To Case** for example, attach a document such as a letter from your own files.

Back	Attach Note	Attach File To Case	Refresh	Print Case	Close Case
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## Attach a file to a case

You can attach a file to a case that you have created. This could be further information such as a letter (word document).

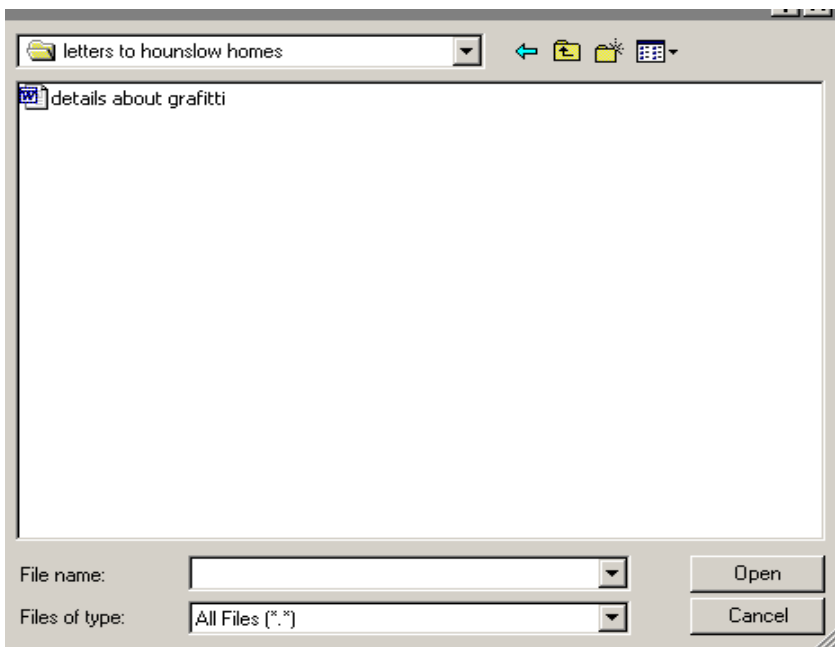
To attach a file, click on the  button on the screen.



This will display the '**Select file to attach to case**' window.

To find the letter/document you wish to attach, click on the **Browse** button.

If you do not wish to attach a letter or file, click on **Close** to return to the case.



Clicking on '**Browse**' will take you to the personal folders on your computer. If you are using someone else's computer, check for permission before searching through their personal files.

Once you have found the document or letter you wish to add, click on it to select it and then click on '**Attach file**'.

This will attach the letter or document to the case and will be viewable by us.

## Other features

There are other links available on the Self Service Portal:

[Hounslow Homes Website](#)

To return to the Hounslow Homes website, click on the link that is on the top header bar.

From the header bar you can also:

[Welcome User - Logout](#)

- **Logout** of the Self Service Portal
- **Contact Us** – this link will take you to information on the Hounslow Homes website

[Contact Us](#)