

The Homelessness Customer Portal

Registering for the Customer Portal

To register for an account and submit an application to the Housing Options team, you should go to:

<https://live.housingjigsaw.co.uk/accounts/account/register>

then enter an email address and a password of your choice and click “Register”:

Once you are registered and signed into the portal you must then select which LA they would like to be associated with.

Once you have selected the LA, you will be presented with the services screen where you can choose what service to select, here you should select “Homelessness Module”.

You will then be presented with the “Customer Details” page where you must complete the questions in order to complete the registration with the LA.

The Customer Portal

Phone and email

Home phone number <input type="text" value="Home phone number"/>	OK to call on? <input type="radio"/> Yes <input checked="" type="radio"/> No	Mobile phone number <input type="text" value="01234567890"/>	OK to call on? <input checked="" type="radio"/> Yes <input type="radio"/> No
Work phone number <input type="text" value="Work phone number"/>	OK to call on? <input type="radio"/> Yes <input checked="" type="radio"/> No	Email address <input type="text" value="Test@Testing123.co.uk"/>	OK to email? <input type="radio"/> Yes <input checked="" type="radio"/> No
Preferred contact method <input type="text" value="Please select..."/>			

[Save and continue >](#)

Click Save and Continue. You will then be presented with some questions which are mandatory about your current housing situation.

Referrals

Homelessness Referral


*** Detail the reason for approaching for assistance today**

*** Detail any steps which have already been taken to resolve current housing issues**

*** Detail any assistance which would be helpful**

*** Have you been homeless before?**
 Yes
 No

The answers to these questions will populate in the “Reason for Approach”, “Additional Factors” and “Circumstances – About Homelessness” forms in your Housing Jigsaw system.



Referrals

Homelessness Referral

*** Detail the reason for approaching for assistance today**

Fell out with my mate

*** Detail any steps which have already been taken to resolve current housing issues**

Nothing, been sleeping in the park but its really cold

*** Detail any assistance which would be helpful**


A house


*** Have you been homeless before?**


Yes


No

Thank you for your application

 **Your referral status is:**
Pending

 **Contact us**
Email or phone us >

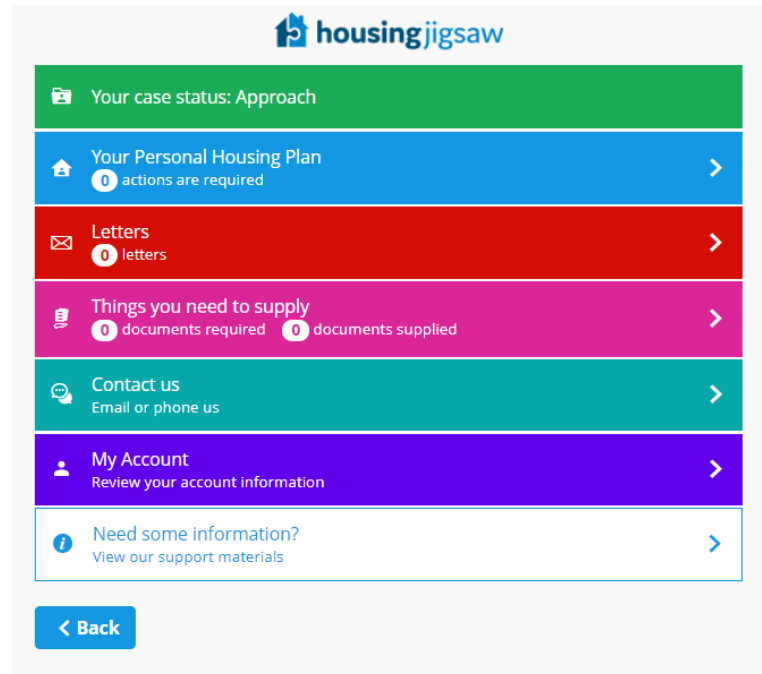
 **My Account**
Review your account information >

 **Need some information?**
View our support materials >

Your application will be assigned to a Housing Officer. Once your application has been accepted, your dashboard will change to show the current status as “Approach”.

The Customer Dashboard

Once your application has been approved, you will then see the following screen, when you log in and select the "Homelessness Module".



This is where you're able to view your personalised housing plan, view any letters that have been attached to the case, provide documents and complete actions.