

How to set up and use the Landlord Online Portal

Activating your landlord account for the first time

1. Click on the link provided in the first email, you will be shown the Sign In screen to the Portal.
2. Enter your username and your temporary password provided by email from Portsmouth City Council and then click on 'Sign In'.
3. You will then be prompted to set up a memorable password for future logins. Your password must be at least 12 characters long and contain at least one capital letter, lower case letter, number and special character. **You will never be asked to provide your password to Portsmouth City Council.**
4. You will now see the home page, known as the 'Dashboard' – with links to View Payments, View Claims, View Letters and Get In Touch.

Accessing your Landlord Portal (after activating your account)

1. Open the Landlords Online Portal "Sign in" screen and enter your username and password.
2. If correct, you will receive an email providing you with an online key. Enter the key exactly as you received it from the email into the online key box on the next page after Sign In.
3. You will now see your Dashboard. This the home page of the Landlord Portal with links to View Payments, View Claims, View Letters and Get in Touch.

View Payments

This area allows you to see details of the Housing Benefit payments issued to you.

There is a search facility at the top of the page which can be used to look for a specific period the payment was made.

By clicking on "Show Latest Payments" under the search area, you will see a list of the most recent payments issued. You can export the details to a spreadsheet, and there is an option to print the results of any searches made.

View Claims

This area allows you to search for linked claims. You can search for a specific record using the name or postcode field or for all active claims.

View Letters

This area will display system generated letters known as Housing Benefit 'e-notifications' (digital letters). You can search for a specific period the notification was issued, or for notifications for a specific case.

You should receive an email notifying you when a new digital letter is available for you to view.

Note, if you want to see historic letters you have previously viewed, you need to untick the 'Only show unread letters field'. Please be aware, you can only view letters that have been produced after the launch of the landlord portal. In addition, letters that are written by our officers will still be sent to you through the post and, at this time, will not appear on this portal.

Get In Touch

You can use this area to notify the Revenues and Benefits department of a change or issue relating to your Housing Benefit tenants.

The options available are:

- I have not received the payment expected
- My tenant has had a change in circumstances
- My tenant has moved out
- Other change
- Other question
- The rent has changed for more than one of my tenants
- The rent has changed for one of my tenants

Select the appropriate option, complete the fields as prompted and submit your notification.

Creating Additional Users

Should you require additional users to access your portal, the option to create users has been provided to you.

1. In the top right corner of your Dashboard, click the 'Maintain users' button.
2. You will then be taken to the Maintain Users screen. Click 'Add New User' and you will be taken to a 'Create a new user' screen.
3. You can then fill in the fields:
 - Title
 - First Name
 - Last Name
 - Username – When creating the username please use the format: **Username@PORTS**
 - Phone Number
 - Email address
 - Confirm email address
 - Password – You must create an initial password for the new user. Do not use your own password.
 - Confirm password – enter the password again to confirm this in the system.
 - Current – select either Yes or No if they are a current landlord
 - Make user administrator – If this is selected, the new user will be able to create, edit and delete users.
4. Once you have provided the relevant information, click 'Create User' button to create the user for you.
5. You will be returned to the 'Maintain users' screen where the new user will be displayed.

Now that the user has been created, you will need to provide them with their username and the password you created for them. No automatic email will be sent.

Please advise the new user that when they first sign in, they should change their password by clicking the 'My profile' link on the dashboard.

Should your users forget their password and/or lock their account, the primary account holder and users who have been made administrators can unlock accounts and assign new passwords.

Forgotten username or password

Forgotten Username

1. If a user forgets their username, from the Landlords Online 'Sign in' page, click on the 'Forgotten your username?' link.
2. Enter the email address that is linked to your Landlords Online account and then click on 'Next'.
3. A new screen will confirm that if the email address provided is linked to an account, then you will be sent your username
4. The email will be entitled 'Landlords Online at Portsmouth City Council – Forgotten username'.

Forgotten Password

1. If a user forgets their password, from the Landlords Online 'Sign in' page, click on the 'Forgotten your password?' link.
2. A new screen will appear. Enter your username and click on the 'Reset Password' button.
3. A new screen will confirm that if the email address provided is linked to an account, then you will be sent instructions about how to reset your password
4. The email will be entitled 'Landlords Online at Portsmouth City Council – Forgotten Password'. Please follow the instruction within the email to reset your password.

Inactive accounts

Landlords Online users are encouraged to sign in to their account regularly. Online access shall be removed where an account is not accessed for 6 months.