A Guide To Using Your Customer Portal

<table>
<thead>
<tr>
<th>Version</th>
<th>Description of Change</th>
<th>Date</th>
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<tbody>
<tr>
<td>1</td>
<td>Initial User Guide – CD</td>
<td>8th May 2015</td>
</tr>
<tr>
<td>1.1</td>
<td>Refresh all images – RB</td>
<td>12th May 2015</td>
</tr>
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<td>1.2</td>
<td>Small amends - CD</td>
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<td>1.3</td>
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<td>2</td>
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<td>20th May 2015</td>
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What is the Customer Portal?

The Customer Portal is a secure online service that allows you to view information about your housing including Accounts, Personal & Property Details, Repairs History, Planned Repairs, Contact Detail and more. The Customer Portal makes this data and these functions available to you 24 hours a day.

You can also request updates to your personal and property details and complete a number of forms to make requests, reports or submit feedback on a number of different subjects.

The first release of the Portal will allow you to view and update your personal information, view and print your rent statement, view and report repairs and access certain on-line forms. Further releases will allow more options.

Registration and site use is free.

Is the Customer Portal Secure?

The Customer Portal uses the latest technology and methods to keep your data safe. Site registration and login procedures require the user to add in details that will only be known to them.

How do I Register?

You can register for the Customer Portal by accessing this page www.wfch.seemydata.co.uk or from the link on the WFCH website and completing an online form. Your login details will be emailed to you.

How do I Log in?

You can log in to the Customer Portal by accessing this page

https://www.seemydata.co.uk/cgi-bin/index.pl?client=wfch

or from the link on the WFCH website and entering your login information.
Registering to use the Customer Portal

Registering to use the Customer Portal is simple and free. All you are required to do is add information into the text boxes on the registration page, information specific to you and your tenancy, (e.g. your Customer Account Number):

If you are unsure of your Customer Account Number you can find it on the Payment Card issued to you at the start of your tenancy. It is in the bottom left hand side of your card (as highlighted by the red box in the image below):

On the Registration Page enter your information as shown below (PLEASE NOTE: the Customer Account Number should be in the format xxxxxxxx-xx-x, so for the example above 0123456710X would become 01234567-10-X):
Press Submit and you’ll be taken to a second page to add unique details including your date of birth and a telephone number:

You will also be required to enter a favourite word during the registration process. You will need to use characters from this favourite word when you log into the Customer Portal.

If any details entered do not match what we currently hold you will be prompted to check the information and re-enter. Should you still have problems please contact the Customer Service Centre on 0800 1695454 or 0300 0032299.

Once you have pressed Submit again you will get a confirmation screen:
As described above, a unique PIN will be emailed to you. This will be required as part of the login process.

The registration page is located here or as a link from the login page on the WFCH website.
Logging in to the Customer Portal

To log into the Customer Portal you will need to visit the login page which is www.wfch.seemydata.co.uk or follow the links from the WFCH website.

The first login page will require you to enter your Rent Account Number and PIN then click the “next” button:

(You are able to manage your own PIN – see page 18)

On the second page you are required to add your surname into the surname field and then the two correct characters from your favourite word into the relevant fields:
Click the Submit button to access the Customer Portal.

You will be granted access to the Customer Portal if you have added all your details correctly.

If you haven’t entered all your details correctly you will be warned on screen that some of the details you have entered do not match what is recorded in the system. You can try again or use the Login Reminder function (see page 19).

Note - Each time you access the Customer Portal you will be asked for different characters from your favourite word at random.
The Welcome Page

The Welcome page provides you with a summary of your data. On the Welcome page you can see the following,

Menu
You will see the Customer Portal menu which contains links to the other page and functions available to you. These menu items will be covered in further detail in the later chapters in this guide.

Confirmation of your name and address
This will show basic details of your tenancy, the last time information was updated from the Company's housing system, and the last time you logged in:

PLEASE NOTE the statement in black, do not use the back button on your Internet browser, use the site menu to navigate around, otherwise you will be logged out of your session.

Gas Safety Information
This information is shown if your gas safety certificate is about to or has recently expired. There will be contact details here so you can contact WFCH to book an appointment.

Your Account Balance
Your account balance is shown here. Depending on your balance, contact information may be shown so that you can contact WFCH to discuss your balance.
Repairs to your Home or Block
The current amount of active repairs to your property or communal areas are shown here and also a convenient link to the My Repairs area:
My Information

The My Information page displays the customer’s personal information such as Name, Date of Birth and contact information.

The information is presented in a number of different fields on the screen. Some of the fields may be fixed so you cannot change the values, other are editable. You can update existing values or add new details where there are none. When you do this, a request will be sent to WFCH for them to update the main housing system. You will be contacted by WFCH if any further information is required.
My Rent Statement

The My Rent Statement page displays your account information.

On the My Rent Statement, at the top of the section you will see the last time information was updated along with useful links to methods of payment including, online via AllPay and a downloadable Direct Debit application form.

You will also be able to view a Summary and Detailed view of your account statement. The length of account history on this page defaults to the last 6 fortnights in the first instance. You can switch between Detailed and Summary views of your accounts statement by clicking on the accounts detail. A detailed view gives you up to 12 months of history:

SUMMARY:

<table>
<thead>
<tr>
<th>Year</th>
<th>Period</th>
<th>Debit</th>
<th>Credit</th>
<th>Balance</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>5</td>
<td>234.22</td>
<td></td>
<td>234.22</td>
<td>Credit</td>
</tr>
<tr>
<td>2015</td>
<td>3</td>
<td>234.22</td>
<td>468.44</td>
<td>468.44</td>
<td>Credit</td>
</tr>
<tr>
<td>2015</td>
<td>1</td>
<td>234.22</td>
<td></td>
<td>234.22</td>
<td>Credit</td>
</tr>
<tr>
<td>2014</td>
<td>26</td>
<td></td>
<td>697.84</td>
<td>468.44</td>
<td>Credit</td>
</tr>
<tr>
<td>2014</td>
<td>25</td>
<td>229.40</td>
<td></td>
<td>229.40</td>
<td>Arrears</td>
</tr>
</tbody>
</table>
**Account Balance**

There is a credit on your account of £234.22

**Account Statement**

You are in detail view. Here you can view individual transactions for your account. **Click here or anywhere within the table below to switch to summary view.**

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Transaction Type</th>
<th>Debit</th>
<th>Credit</th>
<th>Balance</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>04-May-2015</td>
<td>DEBIT TOTAL</td>
<td>234.22</td>
<td></td>
<td>234.22</td>
<td>Credit</td>
</tr>
<tr>
<td>01-May-2015</td>
<td>DIRECT DEBIT PAYMENT</td>
<td></td>
<td>468.44</td>
<td>468.44</td>
<td>Credit</td>
</tr>
<tr>
<td>20-Apr-2015</td>
<td>DEBIT TOTAL</td>
<td>234.22</td>
<td></td>
<td>0.00</td>
<td>Zero</td>
</tr>
<tr>
<td>06-Apr-2015</td>
<td>DEBIT TOTAL</td>
<td>234.22</td>
<td></td>
<td>234.22</td>
<td>Credit</td>
</tr>
<tr>
<td>01-Apr-2015</td>
<td>DIRECT DEBIT PAYMENT</td>
<td></td>
<td>697.84</td>
<td>468.44</td>
<td>Credit</td>
</tr>
<tr>
<td>13-Mar-2015</td>
<td>DEBIT ADJUST TOTAL</td>
<td>10.00</td>
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<td>229.40</td>
<td>Arrears</td>
</tr>
<tr>
<td>09-Mar-2015</td>
<td>DEBIT TOTAL</td>
<td>219.40</td>
<td></td>
<td>219.40</td>
<td>Arrears</td>
</tr>
</tbody>
</table>
**My Repairs**

The My Repairs page displays all of the repairs that have been raised against your property in the last 12 months or from the start of your tenancy if under 12 months. Any repair tasks that are incomplete and older than 12 months will also be shown.

Once a repair has been completed you get an opportunity to tell us what you think of the service (either complain, compliment or suggest), clicking the link will take you to the 3Cs form in the Online Forms area (see page 17).

**Your Repairs**

**Reported Repairs to your home**

Below is a history of repair requests for your property. Most recent repairs are shown first and incomplete repairs are highlighted with a red border. There is sometimes a delay of a few days between the contractor completing the work and it being recorded onto our computer system.

<table>
<thead>
<tr>
<th>Job Number</th>
<th>Logged Date</th>
<th>Completed Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>681959</td>
<td>07-Apr-2015</td>
<td>08-Apr-2015</td>
</tr>
</tbody>
</table>

**Description:** PUMP NOT DRAINING WATER AWAY

**Status:** FULLY PAY APPROVED

**Location:**

**Contractor:** OPTI RESPONSIVE REPAIRS

**Survey:** What did you think of the service? [Click here] to tell us

**Reported Repairs in communal (shared) areas**

Below is a history of repair requests for your block. Most recent repairs are shown first and incomplete repairs are highlighted with a red border. There is sometimes a delay of a few days between the contractor completing the work and it being recorded onto our computer system.

Please Note: For the protection of our residents, information of repairs to Door Entry systems are not included.

Repairs to communal areas for applicable tenants or leaseholders with communal areas are shown at the bottom of the repairs page.
Report a Repair

The Report a Repair pages within the Customer Portal allow you to report repairs to your property or communal areas.

The Repairs Reporting follows a logical set of steps to allow you to report your repair(s). All you have to do is select the areas within or around your property by clicking through a series of images. Once you have clicked through the images to the applicable area you will be able to record further details of the repair you wish to report. You are able to report multiple repairs if necessary.

PLEASE NOTE: If you have an emergency repair please telephone us on 0800 169 5454 or 0300 003 2299, do not report emergencies via the portal.
The repairs you report, in most circumstances, will be shown on the Repairs page of the Customer Portal once they have been processed. This can take up to 2 working days.

When completing the reporting form, you will be given the option to attach a file or document to this form, such as adding a photo of the required repair.
Online Forms

The Online Forms page allows you to complete a number of forms that allow you to report, request and submit feedback on a number of different subjects. All you have to do is click on the applicable form picture and the form will be shown. Your details, where we have them, may already be showing in the form to save you entering them.

All form information submitted is confidential.

Request a Service

If you have an issue that you would like us to deal with please click on an image below.

Please do not use these forms to report emergency repairs.

If you have an emergency repair, please telephone us on 0800 169 5454

Please select from the options below:

- Abandoned Vehicle
- Apply to Keep Pets
- Compliment / Complaint
- Contact Estate Services
- Direct Debit Form
- Home Improvements
- Housing Benefit Consent Form

Some forms, such as the Direct Debit Form, opens in a separate window and you will need to print off, complete and return these forms via post / in person. Instructions for these are shown on the relevant pages.

Direct Debit Form

Please click on the link below to open the Direct Debit form which you will need to print, complete in full and return to us at:

Wyre Forest Community Housing
Finance Department
3 Foley Grove, Foley Business Park
Kidderminster
Worcestershire
DY11 7PT

Direct Debit Form

Return to Online Forms
**My Settings**

The My Settings page allows you to manage your own login details. Here you can change your Favourite Word and PIN whenever you like.

---

**My Settings**

The following settings affect the way you use the system.

**Security First**

The following security settings control your access to the system. You must keep them secure to ensure that no-one else is able to view your personal information.

We recommend that you change your PIN and Favourite Word every couple of months. If you think someone may know your security details you should change your PIN and Favourite Word now.

---

**Update Security Settings**

In order to change your security settings you must first provide your existing PIN and favourite word.

Please enter your current PIN: 

Current Favourite Word: 

You may enter a new PIN into the spaces below. This new PIN must be between 6 and 12 characters in length and may contain text and/or numbers.

Please enter the new PIN: 

Please confirm your new PIN: 

You may enter a new Favourite Word into the spaces below. This new Favourite Word must be between 6 and 20 characters in length and may contain text and/or numbers.

New Favourite Word: 

Confirm new Favourite Word: 

Save Settings
Login Reminder

If you ever forget your login details for the Customer Portal you can use the Login Reminder function that will show you or email you your login details. You will have to complete a number of text fields with information that should be known to you only first. If you are still having trouble logging in you can contact our Customer Service Centre on 0800 169 5454 or 0300 003 2299.

Reminder for WFCH Customer Web Self Service logon

If at any time you wish to stop the reminder process, please click the 'Stop Reminder' button. This will clear any personal data that may remain if the reminder process is not completed.

Please enter your Payment Reference Number

Please enter your first name

Please enter your last name

Submit

Stop reminder

Reminder for WFCH Customer Web Self Service - page 2

Please enter your Date of Birth

Please enter your Email Address

Please confirm your Email Address

Phone numbers
You must supply at least one phone number to use the online reminder services.

Please enter your Landline Number

Please enter your Mobile Phone Number

Submit

Clicking 'Stop Reminder' will ensure the data you have entered does not remain on this computer.

Stop Reminder