



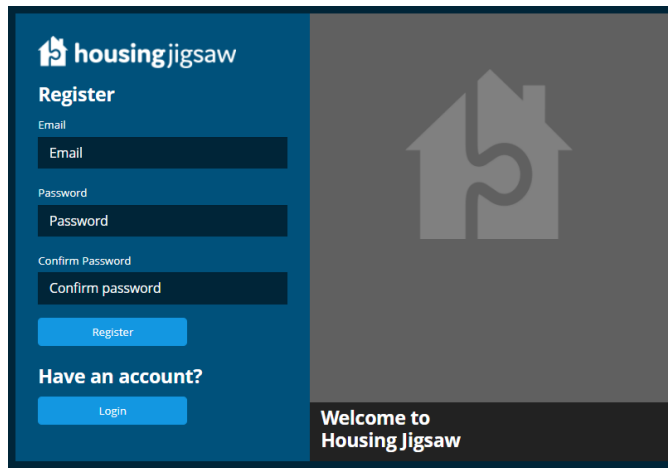
The Customer Portal

Registering for the Customer Portal

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

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

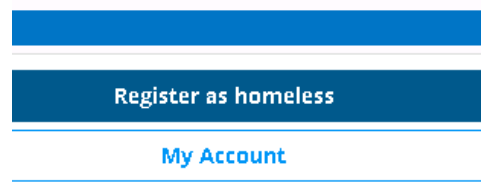
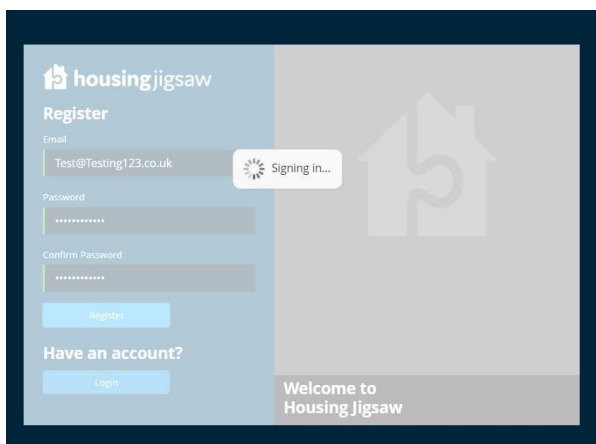
and enter an email address and a password of your choice and click "Register".



You will then be registered and signed into the portal where you must select which local authority you would like to be associated with. If you are approaching Worcester, you should select Worcester City Council.

Once you have selected the local authority, you will be presented with the services screen where you can choose what service to select, here you should select

"Register as homeless". You should also select this option if you are at risk of becoming homeless.



You will then be presented with the "Customer Details" page where you must complete the questions in order to complete the registration with Worcester City Council.

Customer details

Basic information

Title Mrs	First name* Julia	Last name* Harnet	Date of birth* 16/07/1976
Gender Female	Pregnancy due date DD/MM/YYYY		
Nick / Other / Maiden name Other name	National insurance number AB125687C	NHS number NHS number	

Address

Address
Terme House Whittington Road, Whittington, Worcester, Worcestershire, WR5 2RY [Change address](#)

Move in date*
10/09/2007

Accommodation type*
Studio flat

Housing circumstance*
Shared ownership

Was this settled accommodation?* Yes No

Accommodation provider
Rented it off my mate

Your email address will be auto filled but you must select at least one contact method to be able to save.

Phone and email

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

[Save and continue >](#)

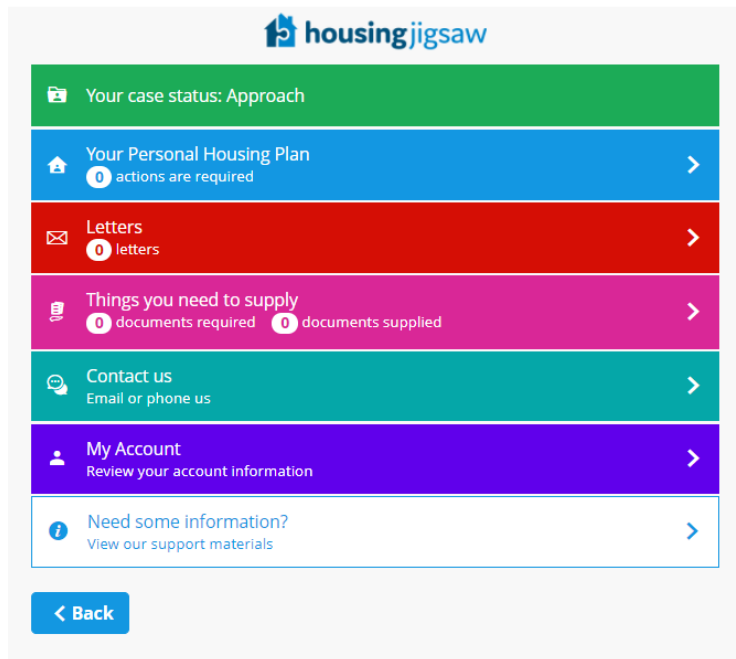
Click Save and Continue. You will then be presented with some questions which are mandatory about your current housing situation. Please complete this as fully as possible. Click on "save" once completed and this will submit your application.

The screenshot shows the 'Referrals' section of the Housing Jigsaw customer portal. It features a blue header with the 'housingjigsaw' logo. Below the header, the title 'Homelessness Referral' is displayed. The form contains three text input fields, each with a preceding asterisk and a question: 1. '* Detail the reason for approaching for assistance today' with the text 'Fell out with my mate'. 2. '* Detail any steps which have already been taken to resolve current housing issues' with the text 'Nothing, been sleeping in the park but its really cold'. 3. '* Detail any assistance which would be helpful' with the text 'A house'. At the bottom, there is a question '* Have you been homeless before?' with two radio button options: 'Yes' (unselected) and 'No' (selected).

You will then be taken to a dashboard which will inform you that your referral is pending.

The screenshot shows a dashboard titled 'Thank you for your application'. It features four horizontal action cards: 1. A green card with a folder icon, stating 'Your referral status is: Pending'. 2. A teal card with a speech bubble icon, stating 'Contact us' and 'Email or phone us', with a right-pointing arrow. 3. A purple card with a person icon, stating 'My Account' and 'Review your account information', with a right-pointing arrow. 4. A white card with a blue information icon, stating 'Need some information?' and 'View our support materials', with a right-pointing arrow.

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".



You should be contacted by a housing officer within 7 days depending on the priority of your situation and they will arrange an appointment for an assessment. As your application progresses, you will be able to view your personalised housing plan, view any letters that have been attached to the case, provide documents and complete actions.