



How to use the landlord portal

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Lewisham's My account service for landlords enables you to view payment information, notification letters and report changes in circumstances via our website

The service is only available to landlords who receive payments of housing benefit directly.

To register for this service, you must have a valid email account and provide:

- your title, first name and surname
- the name of the organisation (if appropriate)
- the address and postcode of your organisation's offices

The service does not provide:

- Personal details about the claimant or their household
- How the housing benefit award was calculated
- Information about pending applications, changes in circumstances or appeals
- Details of why a claim has been suspended, changed or ended
- Overpayment details or invoices

Tenants are able to register to view their claim details online and can provide more information directly to you if they wish to do so.

The landlord service was upgraded in January 2018. Users of the previous service (whose accounts were active as at 29 August 2017) had their accounts migrated to the new service using the same account and password.

If you have not previously registered for our landlord service, you will need to follow the logging in steps from page 12 onwards followed by the authentication steps from page 17 onwards.

If the email address linked to an existing landlord account is no longer in use, a new My account must be created using the registration steps details from page 5 followed by the authentication steps from page 17 onwards.

Issues relating to registration or logging in to My account should be raised with the web team by emailing web.communications@Lewisham.gov.uk.

Issues relating to account authentication (when a user has a My account and is able to successfully log in but cannot view schedules or letters) should be raised by using the button built into the authentication page, as shown below.

Do you need assistance finding your details?

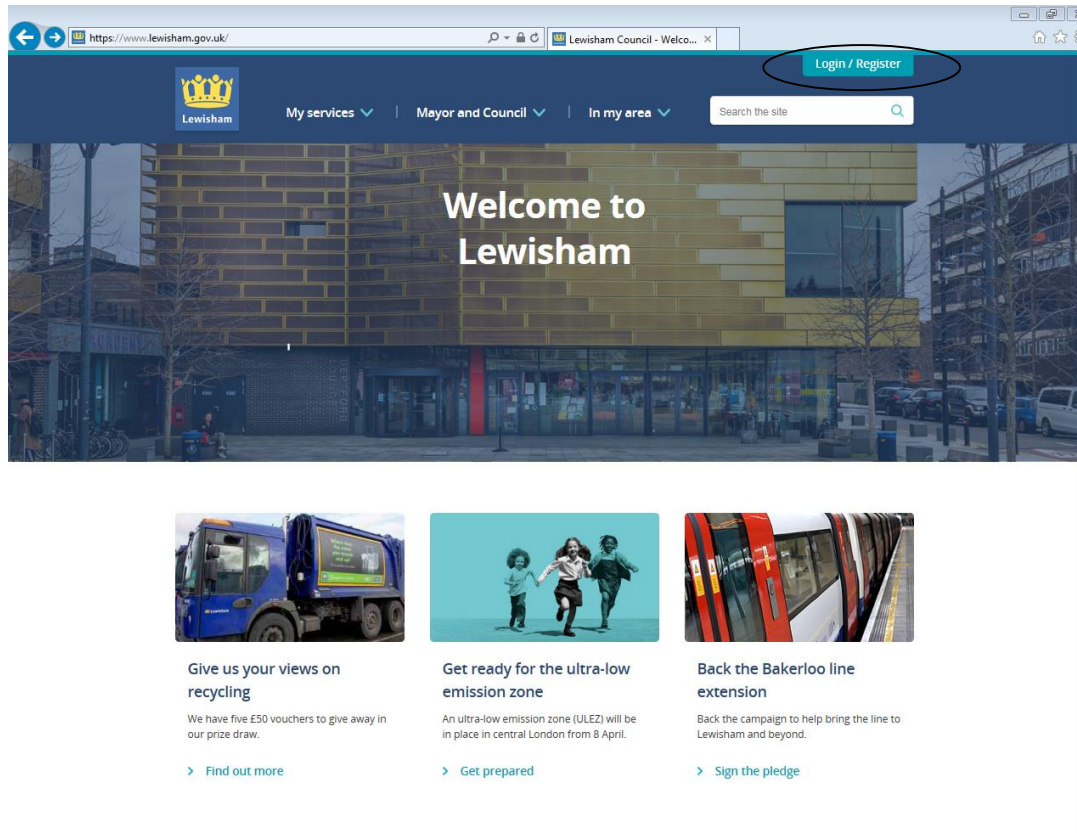
If you are certain that have entered your information in correctly, but your details cannot be found, please complete the online form below and we will check this for you:

Let us know what the problem is >

Landlord account upgrade January 2018



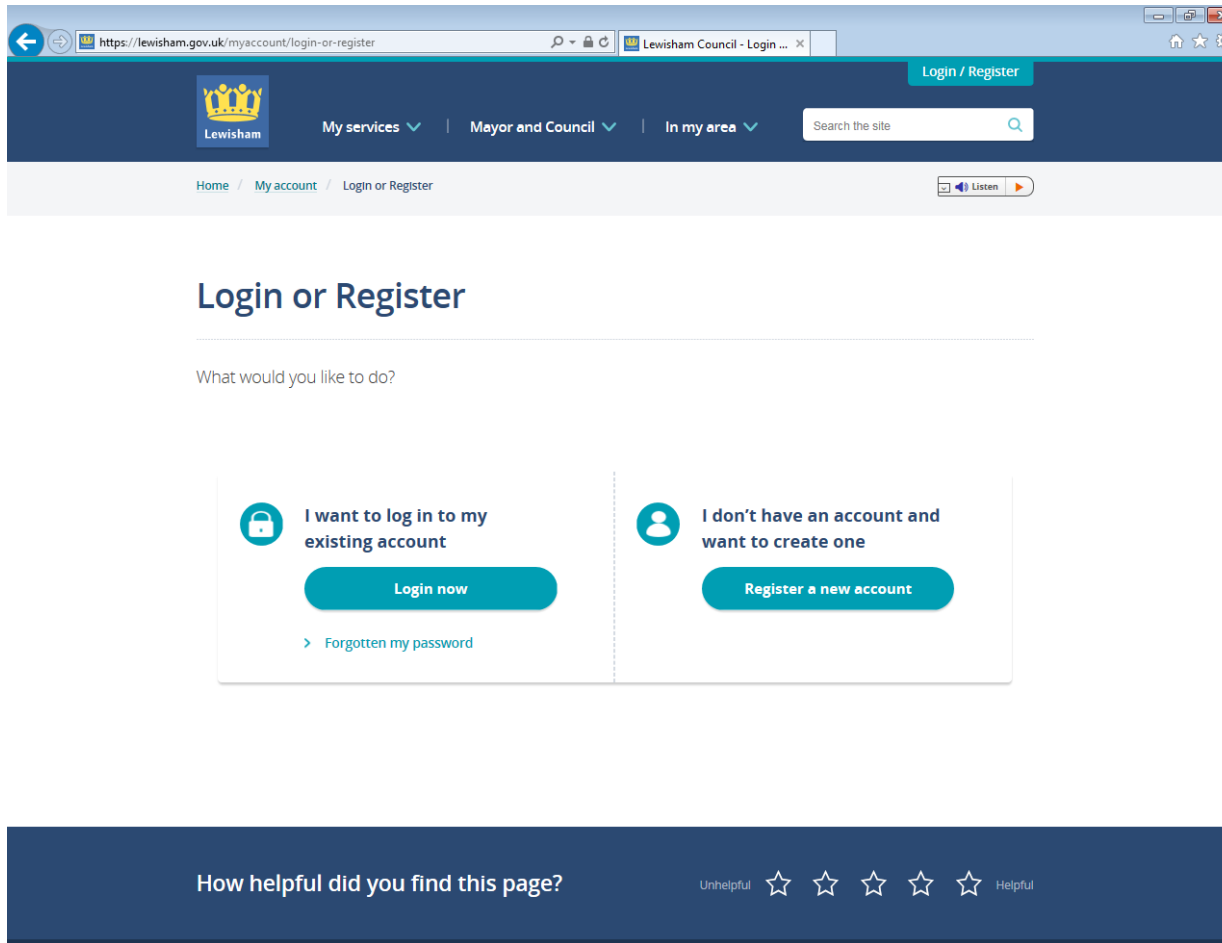
- If you have not previously registered for Lewisham's My account, load www.lewisham.gov.uk in your web browser
- Click on the login/register button at the top of the webpage



Registration for My account



- Click on the blue 'Register a new account' button



Registration for My account



- Enter your email address (you must have access to this email account in order to complete the registration process)

https://lewisham.gov.uk/myaccount/create-an-account

Lewisham Council - Create...

Login / Register

Lewisham My services Mayor and Council In my area Search the site

Home / My account / Create an account Listen

Create an account

Register for online transactions and access to your council tax account

- 1 What is your email address?
- 2 What is your name?
- 3 What is your home address?
- 4 Create a password

What is your email address?

We will be sending personal account information to this email address.

Email address: *

I would like to get things to do, prize draws and council news by email *

Continue to step 2 >

Registration for my account – step 1



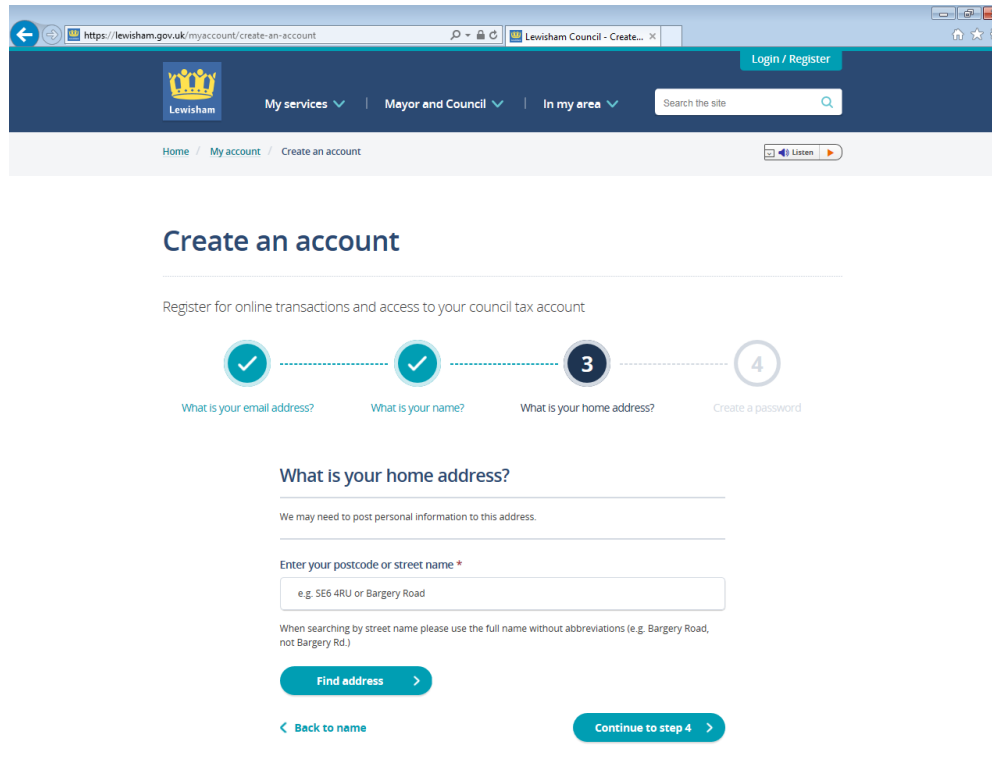
- Enter your title, first name, surname.

The screenshot shows a web browser window with the URL <https://lewisham.gov.uk/myaccount/create-an-account>. The page header includes the Lewisham logo, navigation menus for 'My services', 'Mayor and Council', and 'In my area', a search bar, and a 'Login / Register' button. Below the header, a breadcrumb trail shows 'Home / My account / Create an account' and a 'Listen' button. The main heading is 'Create an account', followed by the text 'Register for online transactions and access to your council tax account'. A progress indicator shows four steps: 1 (What is your email address?), 2 (What is your name?), 3 (What is your home address?), and 4 (Create a password). Step 2 is the current step. The form for 'What is your name?' includes a 'Title: *' dropdown menu, a 'First name: *' text input, and a 'Last name: *' text input. At the bottom, there are two buttons: 'Back to email' and 'Continue to step 3'.

Registration for My account - step 2



- Input the postcode of your organisation's offices then click on 'Find Address' and choose the address from the list
- If your organisations' address is not listed, please contact webaddress@lewisham.gov.uk



The screenshot shows a web browser window with the URL <https://lewisham.gov.uk/myaccount/create-an-account>. The page title is "Create an account" and the subtitle is "Register for online transactions and access to your council tax account". A progress bar at the top shows four steps: 1. What is your email address? (checked), 2. What is your name? (checked), 3. What is your home address? (current step, highlighted with a '3' in a circle), and 4. Create a password. The main content area is titled "What is your home address?" and includes a note: "We may need to post personal information to this address." Below this is a text input field labeled "Enter your postcode or street name *" with the example text "e.g. SE6 4RU or Bargery Road". A note below the field states: "When searching by street name please use the full name without abbreviations (e.g. Bargery Road, not Bargery Rd.)". At the bottom of the form are three buttons: "Find address" (with a right arrow), "Back to name" (with a left arrow), and "Continue to step 4" (with a right arrow).

Registration for my account - step 3



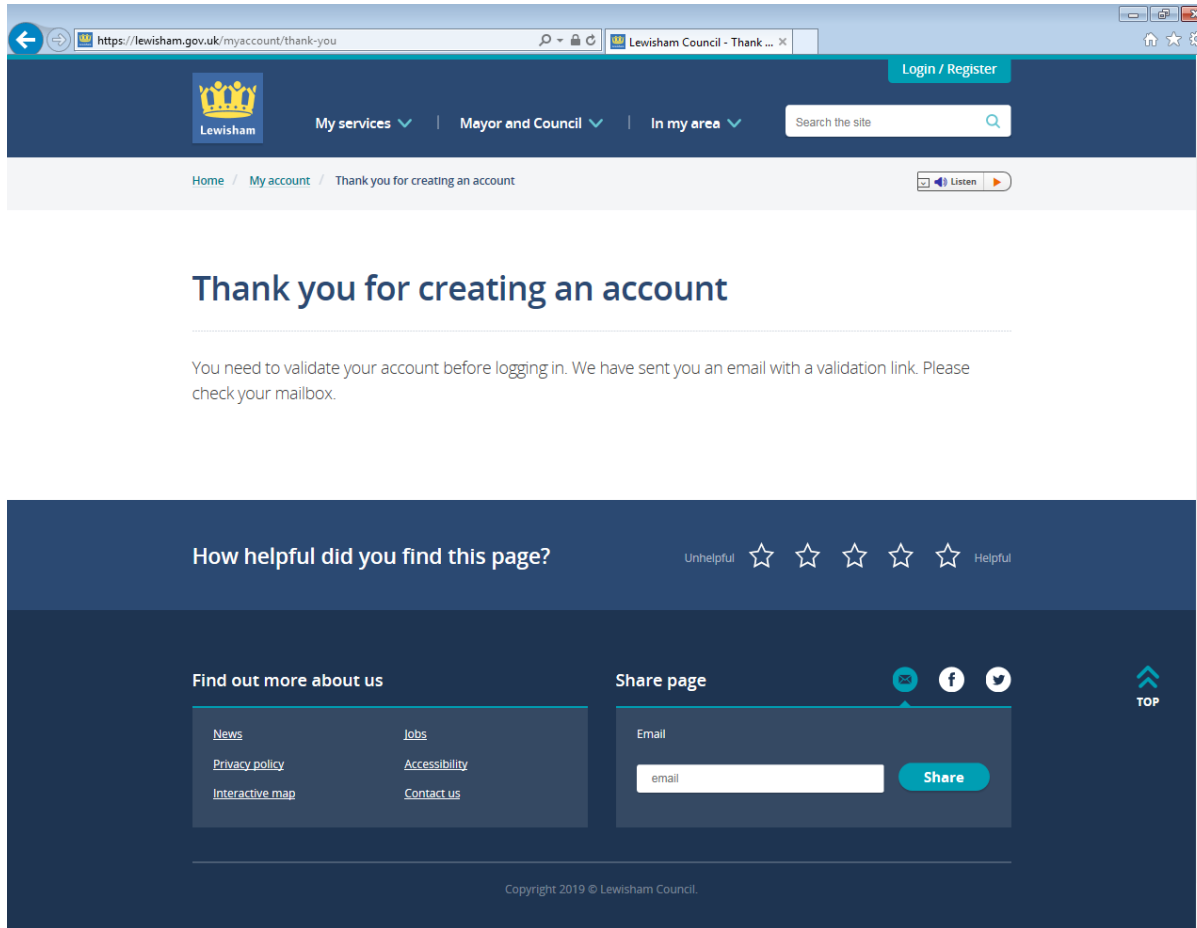
- Choose a password for the account and then click on the blue 'Create my account' button

The screenshot shows a web browser window with the URL <https://lewisham.gov.uk/myaccount/create-an-account>. The page header includes the Lewisham logo, navigation menus for 'My services', 'Mayor and Council', and 'In my area', and a search bar. A 'Login / Register' button is in the top right. Below the header, a breadcrumb trail reads 'Home / My account / Create an account'. The main heading is 'Create an account'. A sub-heading says 'Register for online transactions and access to your council tax account'. A progress indicator shows four steps: 'What is your email address?', 'What is your name?', 'What is your home address?', and 'Create a password'. The fourth step is active. Below this, the 'Create a password' section includes a note: 'Passwords must contain between 6 and 15 characters and can include letters, numbers and punctuation marks.' There are two input fields: 'Password: *' and 'Re-enter Password: *', each with a toggle icon. At the bottom, there is a blue button labeled 'Create my account' and a link labeled 'Back to postcode'.

Registration for My account – step 4



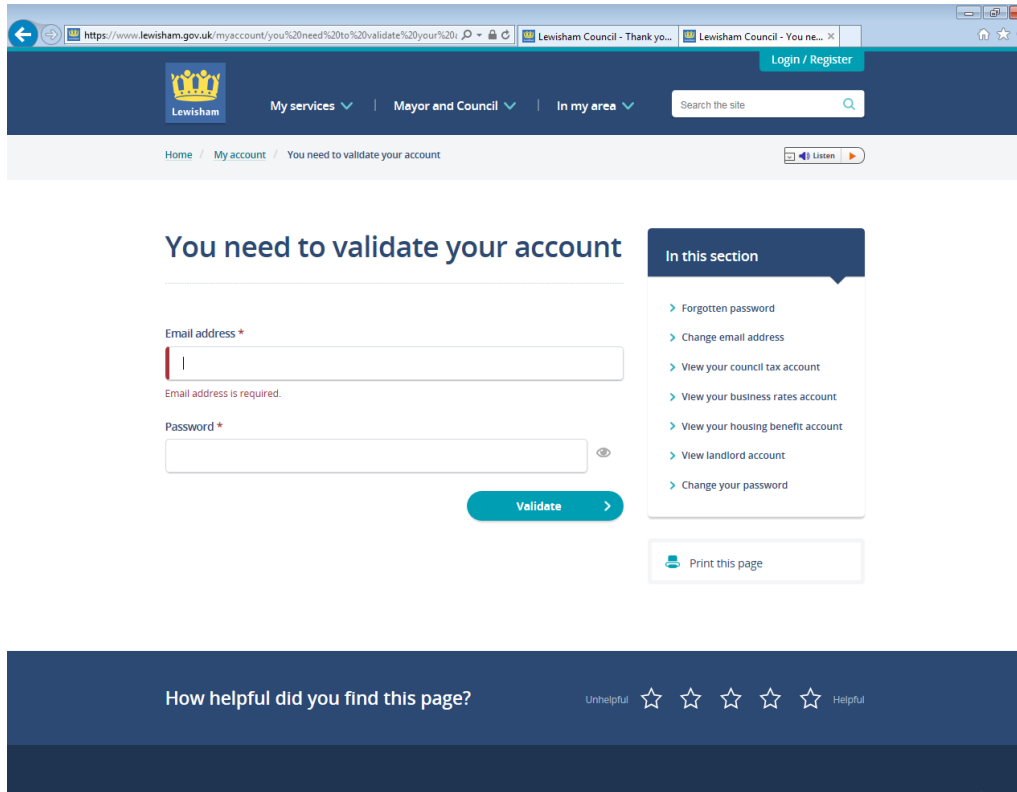
- You will then see the following message



Registration for my account – complete



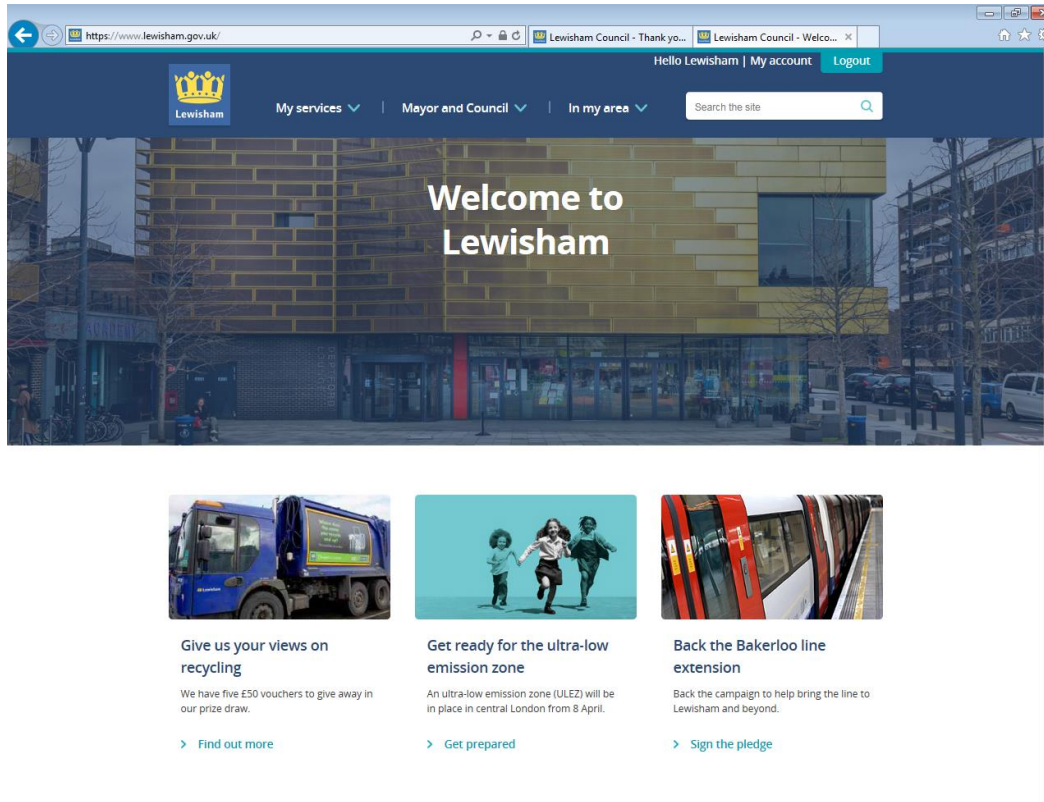
- To activate your account, access the email headed 'You need to validate your account with Lewisham Council' from web@lewisham.gov.uk (check your junk or spam email folder)
- Click on the link within the email or copy and paste into your web browser
- Enter the password you chose in step 4 and click on the blue 'Validate' button



Registration for My account - validation



- Once you have completed registration, you will be logged in to your My account and taken to the home page of the Lewisham website . The home page will now display as shown. The Login/Register tab now says Hello <username>|My account, displaying the username the account is registered to.



Logging in to My account

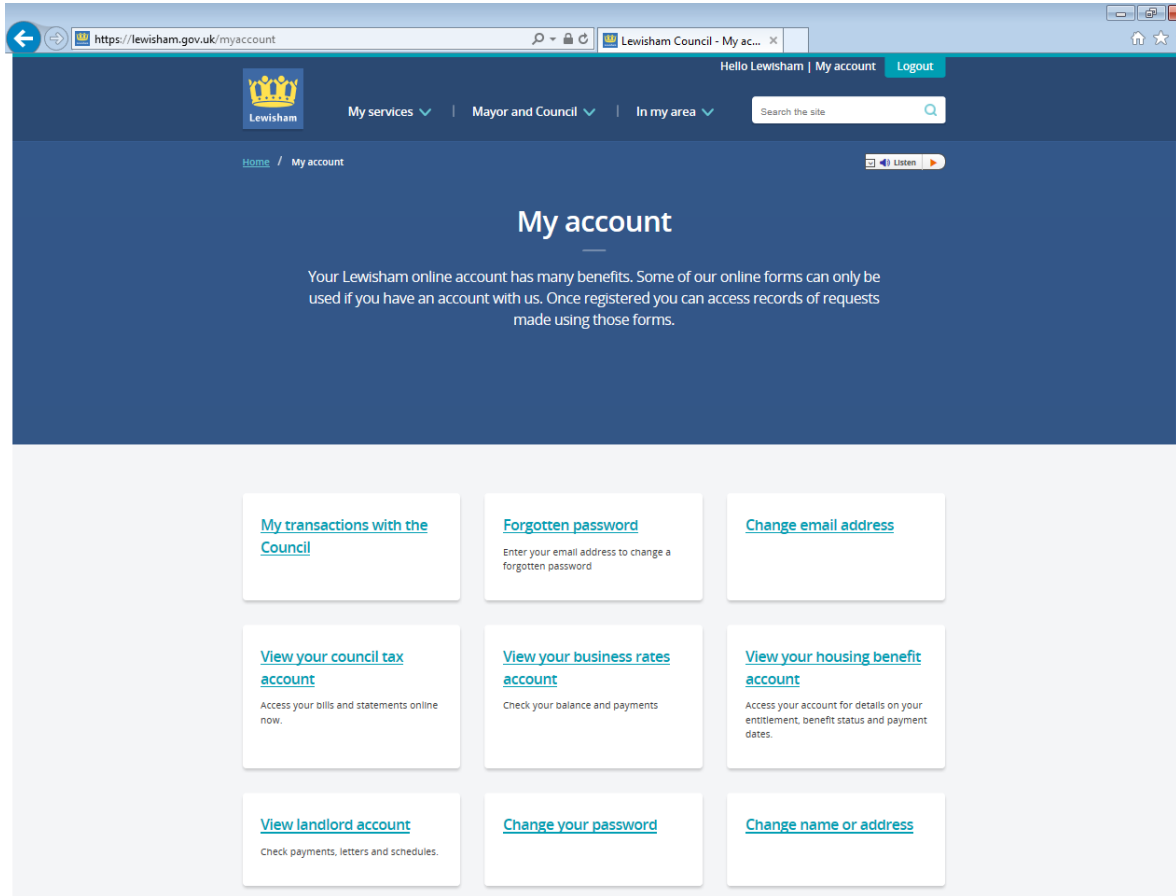


- Users of My account are reminded of their responsibility for ensuring that the password created for their account is kept secure
- If members of staff with access to My account leave the organisation or move to another part of the organisation where they are no longer entitled to view the information held in the online account, the organisation must ensure that the password is updated to prevent unauthorised access.
- To reset a forgotten password, go to the log in screen (shown on page 6) and follow the instructions under Forgotten password.
- To reset a password when logged in, click on My account and select Change password from the options on the left side of the screen (see page 15)
- Note that the housing benefit team are not able to deal with password reset requests. This facility is built into the My Account service which is managed by Lewisham's web team (web.communications@lewisham.gov.uk)

Your My account password



- To view landlord information, click on My account at the top of the home page
- Click on the blue 'Show more' button at the bottom of the page then select View landlord account



Accessing landlord information



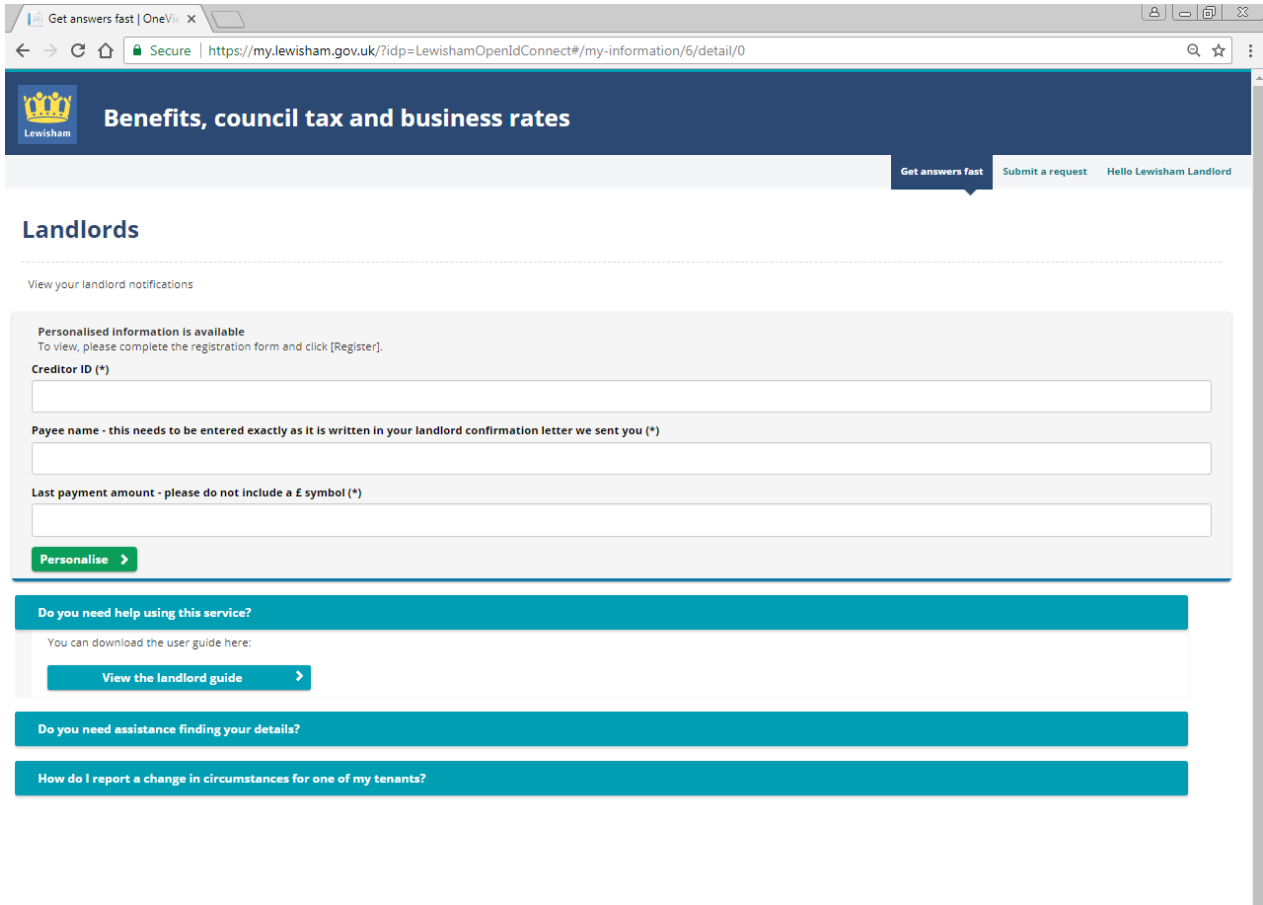
- You will then see the screen below, displaying your user name and email address in the black area.
- To view personalised landlord information, click on Landlords: View your landlord notifications

The screenshot shows a web browser window with the URL <https://my.lewisham.gov.uk/?idp=LewishamOpenIdConnect#/my-information>. The page header includes the Lewisham logo and the text "Benefits, council tax and business rates". Below the header, there are navigation links: "Get answers fast", "Submit a request", and "Hello Lewisham Landlord". The main content area is titled "Get answers fast" and contains a sub-header "Personalised information about you and our services". There are four cards displayed: "Benefit claims" (with sub-header "Details about your benefit claim"), "Business Rates" (with sub-header "Get access to your account balance, payment information as well as view your bills."), "Council tax" (with sub-header "Get access to your account balance, payment information, apply for reductions and view bills."), and "Landlords" (with sub-header "View your landlord notifications"). Each card has a blue bar at the bottom with a lock icon and the text "Personalised information is available". The "Landlords" card is circled in black.

Landlord account information



- If you are presented with the screen shown below, you will need to complete the authentication process which requires three pieces of information: Your creditor ID; your payee name; your last payment amount



Authenticating your landlord account

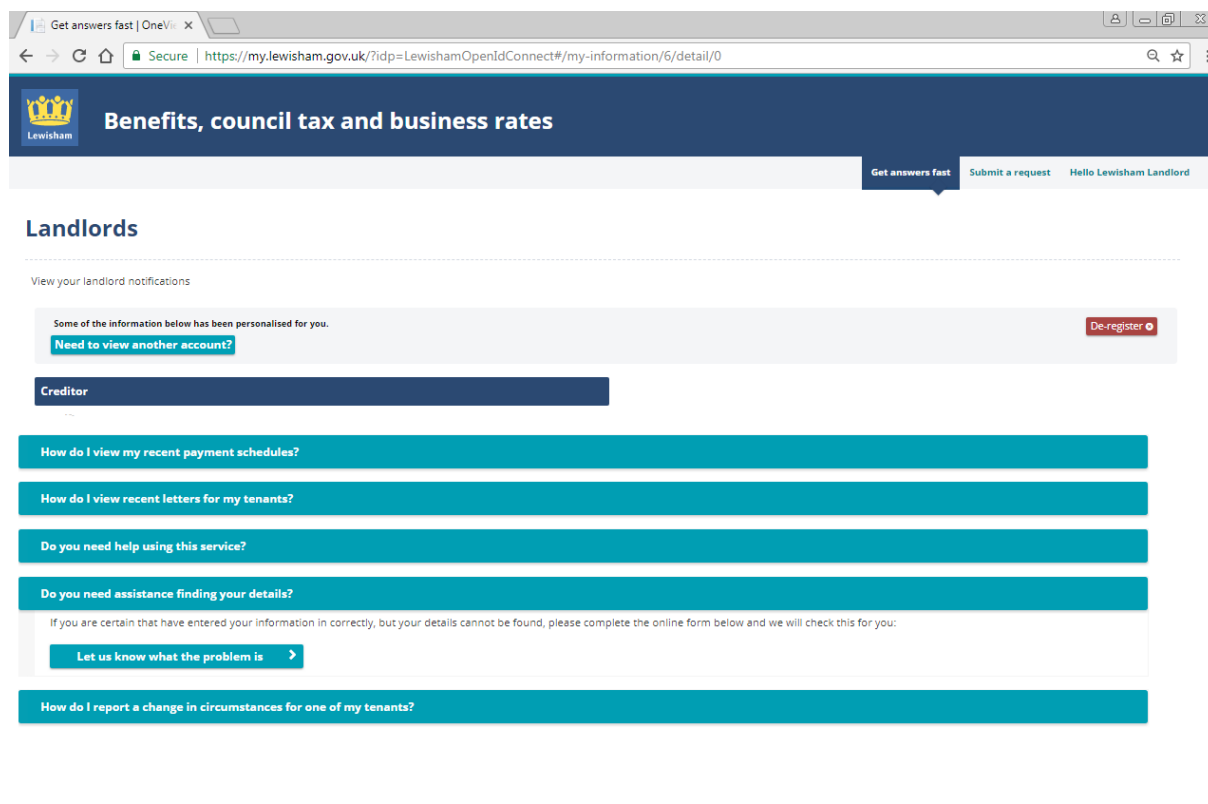


- If you do not have the three pieces of information needed to authenticate your account you will need to obtain these before we can enable you to view personalised information
- Creditor id is a unique code used to make payments with between 2 and 6 numbers
 - When you or your organisation are first set up to receive housing benefit payments, we write to you to tell you the creditor id
- Payee name is the name of your organisation or your name if you are an individual landlord
 - The name of the company or individual who we make payments to, not the tenant's name
- Last payment amount will be the most recent payment made to you
 - You will need to check this amount in the bank account you nominated for payments to be made into
- If the information you input isn't accepted or the process times out, you can complete a help form by clicking on the question that says 'Do you need assistance finding your details?' and then on the button that says 'Let us know what the problem is'.
- This generates a form for you to report difficulties with authentication. The form is not for any other purpose. Please provide as much detail as you can to help us diagnose the issue.

Problems authenticating your account



- Once you have successfully authenticated you be able to access information in the Get answers fast tab, where four questions are displayed:
 - How do I view my recent payment schedules?
 - How do I view recent letters for my tenants?
 - Do you need help using this service?
 - Do you need assistance finding your details?
 - How do I report a change in circumstances for one of my tenants?



The screenshot shows a web browser window with the URL <https://my.lewisham.gov.uk/?idp=LewishamOpenIdConnect#/my-information/6/detail/0>. The page header includes the Lewisham logo and the text "Benefits, council tax and business rates". Below the header, there are navigation links: "Get answers fast", "Submit a request", and "Hello Lewisham Landlord". The main content area is titled "Landlords" and includes a section for "View your landlord notifications". A message states "Some of the information below has been personalised for you." with a "Need to view another account?" link and a "De-register" button. Below this, there is a "Creditor" section. The main content area features five teal buttons with the following text: "How do I view my recent payment schedules?", "How do I view recent letters for my tenants?", "Do you need help using this service?", "Do you need assistance finding your details?", and "How do I report a change in circumstances for one of my tenants?". A note below the buttons says "If you are certain that have entered your information in correctly, but your details cannot be found, please complete the online form below and we will check this for you:" followed by a "Let us know what the problem is" button.

Viewing your landlord account



- The first of the questions displayed is 'How do I view my recent payment schedules?'
- This displays a list of all payment schedules for payments made to your organisation since 22 November 2017
- To view a schedule click on the 'Download' button then on 'Click here to view' (you will need to ensure pop-ups are not blocked and that you have access to Microsoft Excel to be able to view the schedules).
- The file will display details of all amounts included in that particular payment, including claimant name, reference number and the period the payment relates to.
- In addition, if you need to access information for more than one creditor ID, you can do so from this page by selecting 'Need to view another account' and repeating the authentication process for that creditor ID.

Viewing payment schedules



- The second question displayed is 'How can I view recent letters for my tenants?'
 - All letters issued in respect of tenants you or your organisation receive payments for, dated 29 November 2017 onwards will be available to view here, with the exception of overpayment invoices which will be posted to you.
- To download the letters click on the 'Download' button then on 'Click here to view'
 - Letters are displayed in PDF, so you will need Adobe Acrobat Reader or another pdf viewer application to be able to view them

Get answers fast | OneView x

Secure | https://my.lewisham.gov.uk/?idp=LewishamOpenIdConnect#/my-information/6/detail/0

Benefits, council tax and business rates

Get answers fast | Submit a request | Hello Lewisham Landlord

Landlords

View your landlord notifications

Some of the information below has been personalised for you. [Need to view another account?](#) [De-register](#)

Creditor
185755

How do I view my recent payment schedules?

How do I view recent letters for my tenants?

The following letters have been created for you in relation to your tenants. You can view them below:

Date Issued	Document Name	Download/View
08/03/2019	-----LL-ADJUSTMENT	Download
09/11/2018	-----LL-COMMENCE	Download
09/11/2018	-----LL-COMMENCE	Download

Do you need help using this service?

Do you need assistance finding your details?

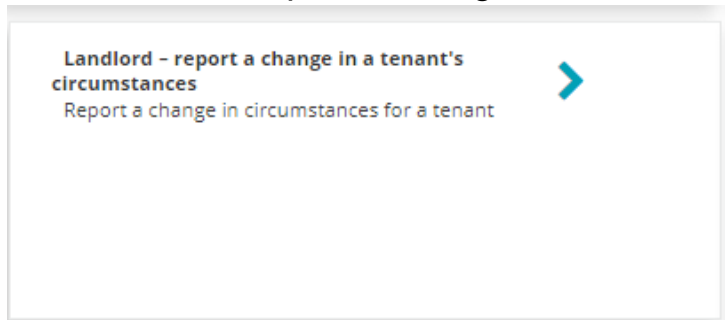
How do I report a change in circumstances for one of my tenants?

Viewing notification letters

- There are two ways to access the landlord change in circumstances form to report changes for your tenants.
- If you have authenticated your account and are in the Get answers fast tab, you can click on the question How do I report a change in circumstances for one of my tenants?



- Alternatively, you can click on the Submit a request tab, select Browse all forms then scroll down to the Landlord – report a change in a tenant’s circumstances button.



- Both routes will bring you to the same form.