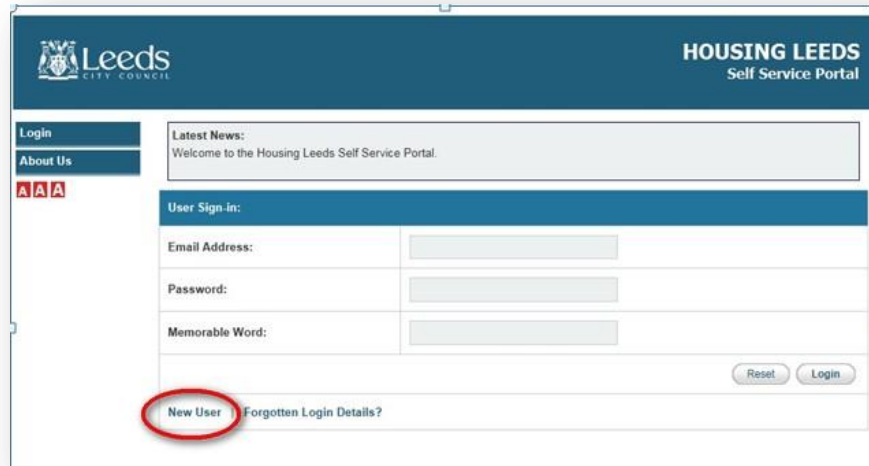


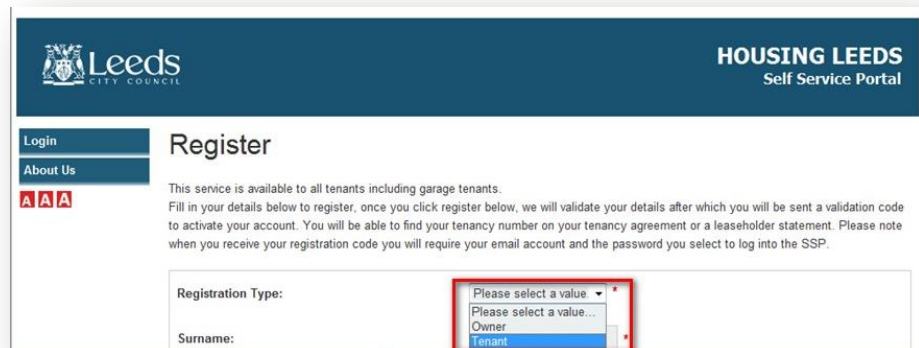
# Self Service Portal help guide

To register for the [Housing Self Service Portal](#)



The screenshot shows the 'HOUSING LEEDS Self Service Portal' login page. It features a navigation menu with 'Login' and 'About Us' options. A 'Latest News' section contains a welcome message. Below this is a 'User Sign-in' form with fields for 'Email Address', 'Password', and 'Memorable Word'. At the bottom of the form, the 'New User' link is circled in red, along with a 'Forgotten Login Details?' link. 'Reset' and 'Login' buttons are also visible.

Click on New User



The screenshot shows the 'Register' page. It includes a navigation menu and a 'Register' heading. A message states: 'This service is available to all tenants including garage tenants. Fill in your details below to register, once you click register below, we will validate your details after which you will be sent a validation code to activate your account. You will be able to find your tenancy number on your tenancy agreement or a leaseholder statement. Please note when you receive your registration code you will require your email account and the password you select to log into the SSP.' The 'Registration Type' dropdown menu is open, showing 'Owner' and 'Tenant' as options. The 'Surname' field is also visible.

The Register screen opens. **Pick from the dropdown box if you are a tenant or owner of the property.**



The screenshot shows the 'Register' page with the 'Registration Type' dropdown menu set to 'Tenant'. The 'Current Tenancy Number' field is circled in red. A note next to the field indicates it is 'A 7 digit of your Rent Account number'. The page also includes the 'Leeds CITY COUNCIL' logo and the 'HOUSING LEEDS Self Service Portal' header.

This will then ask you to enter your rent account number or tenancy number. You only need to enter the first seven digits of this number. Complete the rest of the mandatory fields (those with a **red asterisk**) on this screen. Once all fields have been completed click on the **Register** button.

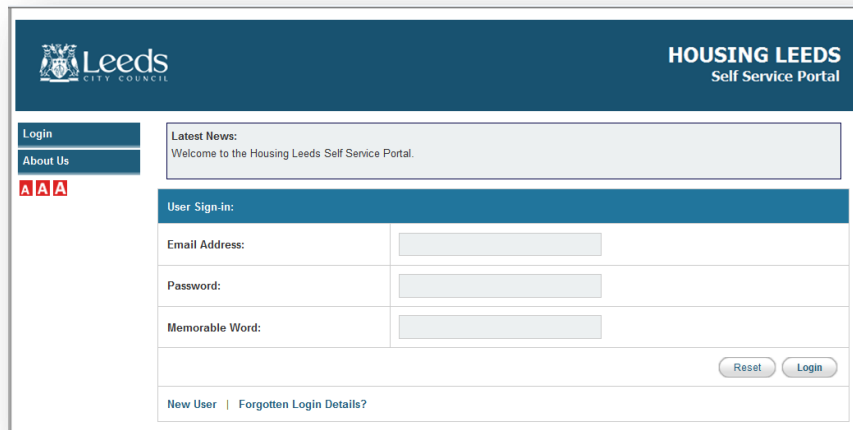
The screenshot shows the 'Register' page of the Housing Leeds Self Service Portal. The page has a dark blue header with 'Login' and 'About Us' links. Below the header, there are three accessibility icons (A, A, A). The main content area is titled 'Register' and includes a sub-header 'This service is available to all tenants including garage tenants'. Below this, there is a paragraph of instructions: 'Fill in your details below to register, once you click register below, we will validate your details after which you will be sent a validation code to activate your account. You will be able to find your tenancy number on your tenancy agreement or a leaseholder statement. Please note when you receive your registration code you will require your email account and the password you select to log into the SSP'. The registration form consists of the following fields: 'Registration Type' (dropdown menu set to 'Tenant'), 'Current Tenancy Number' (text input with a red asterisk and a note 'First 7 digits of your rent account number'), 'Surname' (text input with a red asterisk), 'Forename' (text input with a red asterisk), 'Date of Birth' (calendar input with a red asterisk), 'Gender' (dropdown menu set to 'Female' with a red asterisk), 'Memorable Word' (text input with a red asterisk and a note 'Minimum of 8 characters'), 'Password' (text input with a red asterisk and a note 'Minimum 8 characters including a number'), 'Confirm Password' (text input), 'E-mail Address' (text input with a red asterisk), and 'Confirm E-mail Address' (text input). A red circle highlights the 'Register' button at the bottom right of the form.

The following message is then displayed.

The screenshot shows the Housing Leeds Self Service Portal. The header includes the Leeds City Council logo and the text 'HOUSING LEEDS Self Service Portal'. Below the header, there are 'Login' and 'About Us' links. A 'Latest News' section contains a message: 'Housing Leeds Self Service will be unavailable on 30th/31st January 2016 due to routine maintenance.' Below this, a red circle highlights a confirmation message: 'Thank you for requesting to register. Your details will now be verified and you will be sent an email within the next two working days, with your activation code which is needed to start up your account.'

After registering you will receive an activation code via email. This code is required for full access to the Housing Self Service Portal.

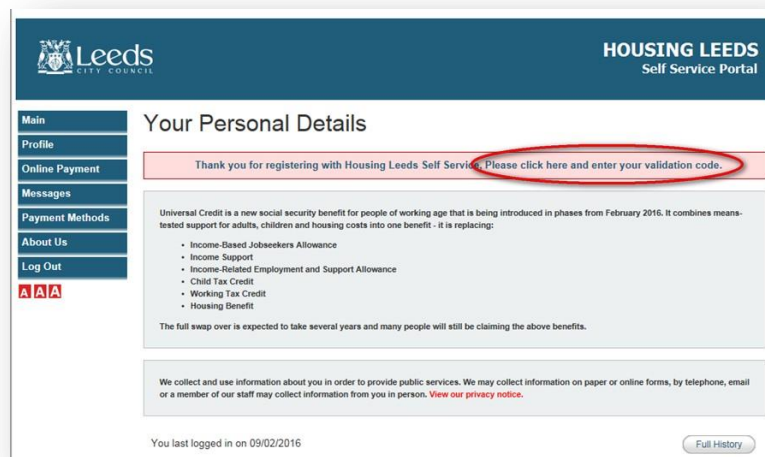
Once you have received the email with the activation code **log back** onto **housingssp.leeds.gov.uk**



The screenshot shows the login page of the Housing Leeds Self Service Portal. The header includes the Leeds City Council logo and the text 'HOUSING LEEDS Self Service Portal'. On the left, there is a navigation menu with 'Login' and 'About Us' highlighted. Below the menu are three red 'A' icons. The main content area features a 'Latest News' section with a welcome message. Below that is a 'User Sign-in' section with three input fields: 'Email Address', 'Password', and 'Memorable Word'. There are 'Reset' and 'Login' buttons at the bottom right of the sign-in section. At the very bottom, there are links for 'New User' and 'Forgotten Login Details?'.

Enter your email address, password and memorable word and click **login**

Your Personal details page will then show and the following message will appear for you to **enter** your activation code. Click the **blue link** in the red box (circled below)



The screenshot shows the 'Your Personal Details' page. The header is the same as the login page. The left navigation menu includes 'Main', 'Profile', 'Online Payment', 'Messages', 'Payment Methods', 'About Us', and 'Log Out'. The main content area has a title 'Your Personal Details' and a pink message box that says 'Thank you for registering with Housing Leeds Self Service. Please click here and enter your validation code.' The text 'Please click here' is circled in red. Below the message box is a section about 'Universal Credit' with a bulleted list of benefits it replaces: Income-Based Jobseekers Allowance, Income Support, Income-Related Employment and Support Allowance, Child Tax Credit, Working Tax Credit, and Housing Benefit. At the bottom, there is a privacy notice and a 'Full History' button.

Once you have entered the activation code, you will have full access to all the Housing Self Service Portal Options

The screenshot shows the 'Your Personal Details' page of the Housing Leeds Self Service Portal. The page features a dark blue header with the Leeds City Council logo on the left and the text 'HOUSING LEEDS Self Service Portal' on the right. A left-hand navigation menu is highlighted with a red border, listing options: Main, Profile, Rent History, Repair History, Addresses, Online Payment, Messages, Payment Methods, About Us, and Log Out. The main content area is titled 'Your Personal Details' and contains a pink notification box stating 'Your account has been verified. You now have full access to this site.' Below this, there is a section about Universal Credit, explaining it as a new social security benefit for people of working age introduced in February 2016. It lists the following benefits it replaces: Income-Based Jobseekers Allowance, Income Support, Income-Related Employment and Support Allowance, Child Tax Credit, Working Tax Credit, and Housing Benefit. A note at the bottom states that the full swap over is expected to take several years and many people will still be claiming the above benefits.

Leeds CITY COUNCIL

HOUSING LEEDS  
Self Service Portal

Main  
Profile  
Rent History  
Repair History  
Addresses  
Online Payment  
Messages  
Payment Methods  
About Us  
Log Out

### Your Personal Details

Your account has been verified. You now have full access to this site.

Universal Credit is a new social security benefit for people of working age that is being introduced in phases from February 2016. It combines means-tested support for adults, children and housing costs into one benefit - it is replacing:

- Income-Based Jobseekers Allowance
- Income Support
- Income-Related Employment and Support Allowance
- Child Tax Credit
- Working Tax Credit
- Housing Benefit

The full swap over is expected to take several years and many people will still be claiming the above benefits.