Citizen Access Landlords

1. Email Containing details

Citizen Access Landlords at Fife - User details

N   noreply@fife.gov.uk
Fri 27/11/2020 10:30
To: ▮▮▮▮▮▮▮▮

The URL to access the Landlord portal is:

▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

Use this URL to visit Citizen Access Landlords for the first time. For future visits use the link from the authority website.
Your username is:
▮▮▮▮▮▮@FIFE

Your password will be sent in a separate email. You will need to use this when you first log on to activate your account. You will then be asked to change your password.

Regards
Fife

Email received to advise of access to CA-L

- Click link for first time access then enter username as detailed and password which will be received in a separate email.
- Landlords will initially be created based on the email address used as a contact for the Landlord reference – subsequent users within an organisation will need to be set up by the Landlord User.

Fife   COUNCIL   **Fife**   Cymraeg   Contact us

Sign in

Complete this page for the first time you log in to Citizen access landlords. When you visit Citizen access landlords after this first time, use the link from the local authority website.

Username

[   ]

Password

[   ]
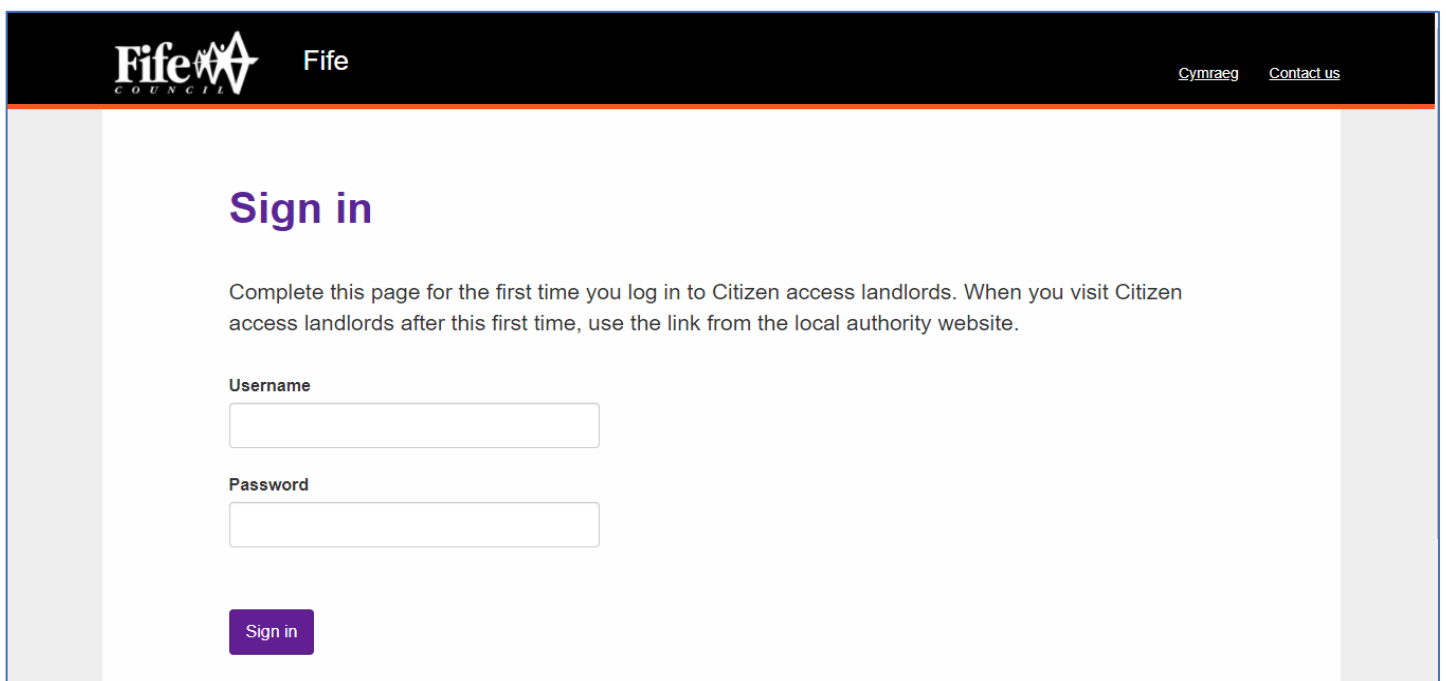
[Sign in]

Web page displays login screen

- Enter Username and password
- Click Sign in

- Create new password
- Re-enter new password
- Click Sign in

Please note:

- After initial login you will be asked to enter an Online Key, this will be sent to you by email.

Log out
Maintain users
My profile

Housing Association - Your landlord portal

This is a summary of your payments for housing benefit and discretionary housing payments.

View payments to see payments made to you, view claims for details of the claims you are receiving the payments in respect of.

Payment types are HB and DHP.

'HB' stands for Housing Benefit.
'DHP' stands for Discretionary Housing Payment.

Daily messages

17/11/2020   Tell us if your tenants have a change in circumstance. Contact us to request a bulk rent change facility.

[View payments] [View claims] [Get in touch]

Cookies   Contact us   Help   Privacy statement

Landing screen displays with relevant options starting from top right of the screen to options buttons at the bottom:

- Log out
- Maintain Users
- My Profile
- View Payments
- View Claims
- Get in touch

2. Maintain Users

Please note that throughout the site any text or figures that are underlined and blue in colour mean you can click on this to reveal further information/functionality.
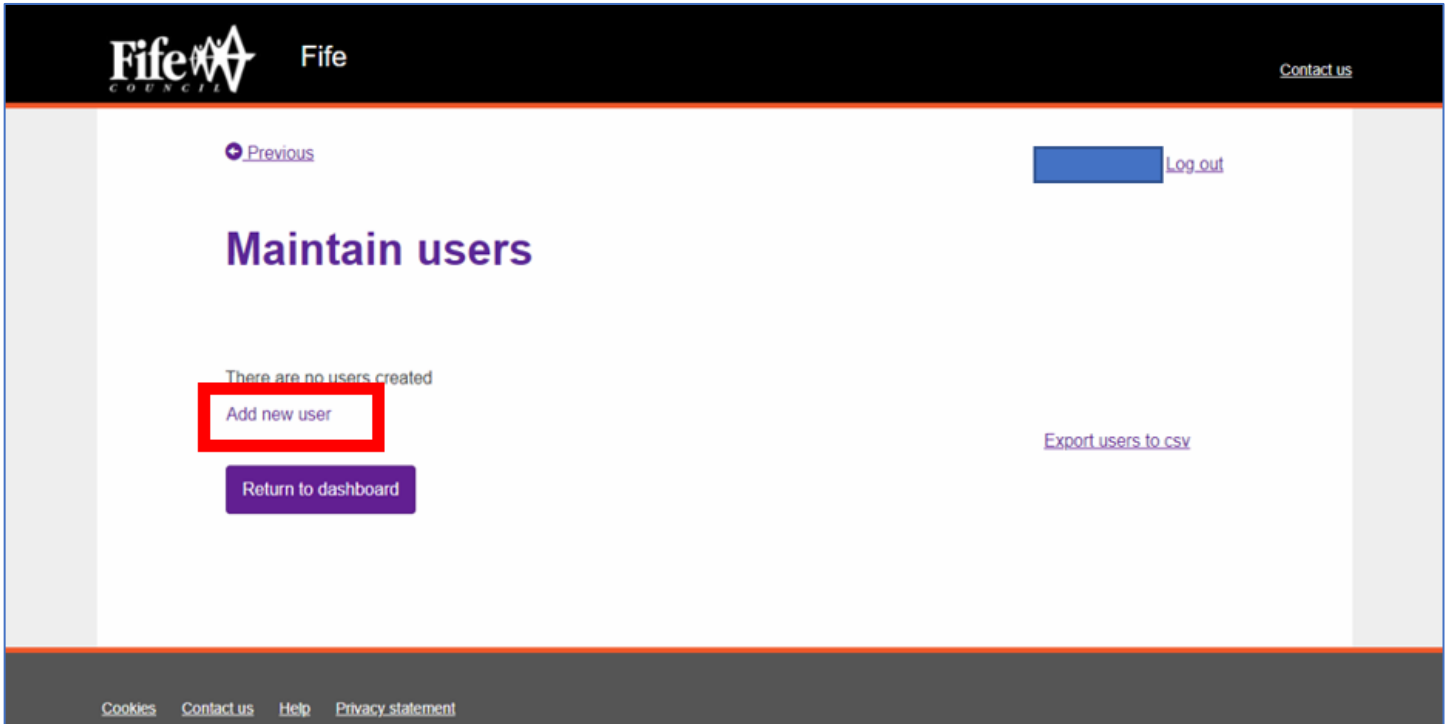

On initial login Maintain Users screen will show as above with no users showing. To create a new Landlord User:

- Click **Add new user** as highlighted above – as advised previously new/subsequent users will be required to be set up by the original Landlord User

☐ Make user administrator

Create user

- Enter Details as appropriate First Name, Last Name.
- Create a username please note this **must** be in the format **FirstName.LastName@HousingAssociationName** **e.g.** Joe.Bloggs@MyHousingAssociation
- Enter the users Phone Number and Email address.
- Enter an Initial Password.
- Re-enter password to confirm.
- Current > Select **Yes** if you wish the User to access the site.
    - If you no longer wish a user to have access to the site select **No** (for example where a person is no longer an employee you would want to access this and change to No).
- Make user administrator > If you wish a user to be an administrator and able to create new users etc you would tick this field otherwise leave blank.
- Click Create User button.
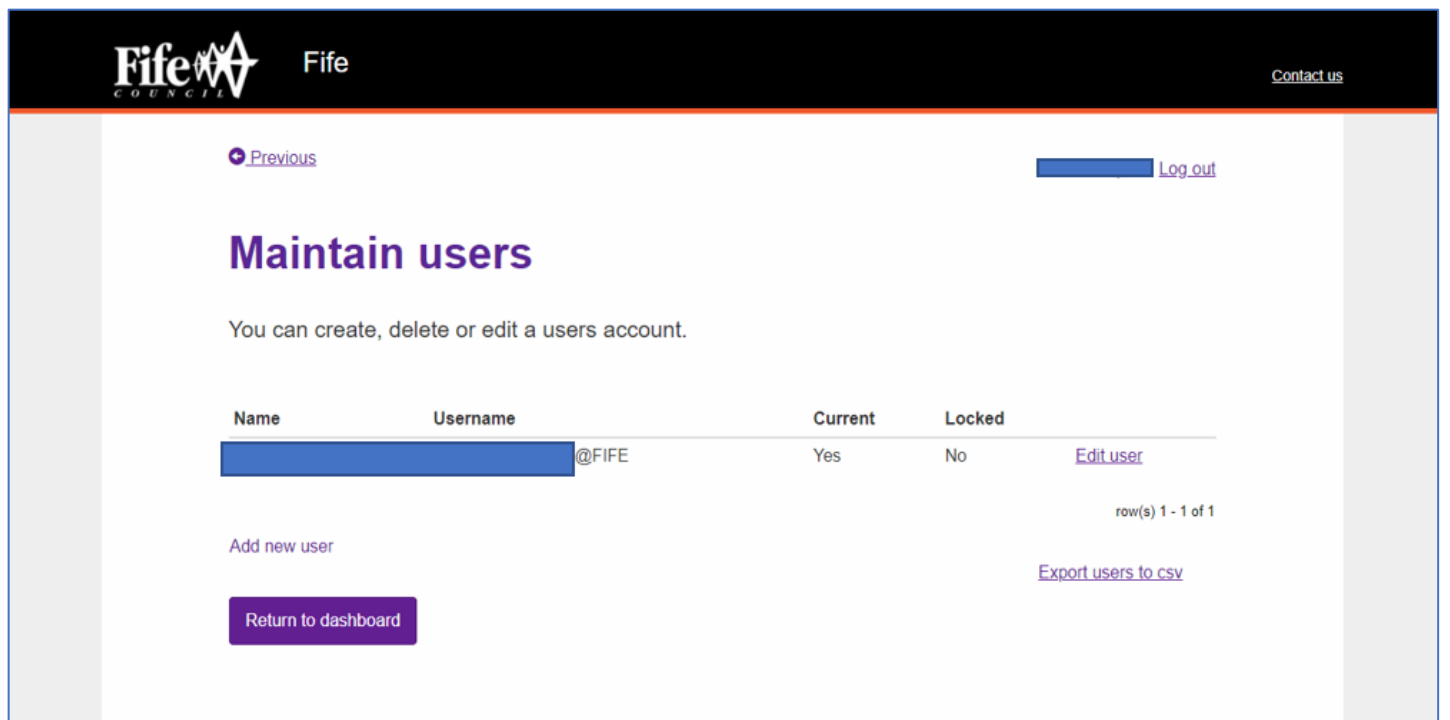
The above screen displays to confirm the user has been created.

Please note: When you create a new user within your Organisation you must contact that person to provide them with the User name and Password as this isn't an automated process.
- These users would then need to reset their own password via the **My profile** link on the landing page.

To Change a users name phone number Email Address or to Reset a users password, Change a user from Current to Not Current, Lock or Unlock a user. Or to change a user to be an Administrator or permanently delete a user:

- click on **Edit user** as highlighted above

Update the fields as required

- Click **Done**

3. My profile

To change your password:

- Click **Change password**

To change your details:

- Click **Change my details**

4. View Payments

View payments to see payments made to you, view claims for details of the claims you are receiving the payments in respect of.

Payment types are HB and DHP.

'HB' stands for Housing Benefit.
'DHP' stands for Discretionary Housing Payment.

Daily messages

17/11/2020   Tell us if your tenants have a change in circumstance. Contact us to request a bulk rent change facility.

[View payments]   [View claims]   [Get in touch]

Cookies   Contact us   Help   Privacy statement

- Click **View Payments**

Your payments

View payments of housing benefit and discretionary housing payments (HB and DHP) made to you on behalf of your tenants.

Cannot view information that is older than 7 year(s)

Account

Method

Please select

Payments from

DD MM YYYY

Payments to

DD MM YYYY

[Search] [Clear search]

Show latest payments

Account	Date ↓ᴲ	Type	Amount	Method	Sort code	Bank account	Status
	04/11/2020	HB and DHP		BACS			Paid
	04/11/2020	HB and DHP		BACS			Paid

Enter search criteria as appropriate:

- Click **Search**
- Click on relevant figure to display a list of payments which make up that amount.

5. View claims

- Click **View claims**

- Enter search criteria as appropriate: (rent reference is the unique tenancy reference assigned to the tenant – Housing Association tenancies only – this field will not accept special symbols, only numbers)
- Click **Search**
- Click on relevant figure to display a list of payments which make up that amount.

6. Get in touch

View payments to see payments made to you, view claims for details of the claims you are receiving the payments in respect of.

Payment types are HB and DHP.

'HB' stands for Housing Benefit.
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Daily messages

17/11/2020   Tell us if your tenants have a change in circumstance. Contact us to request a bulk rent change facility.
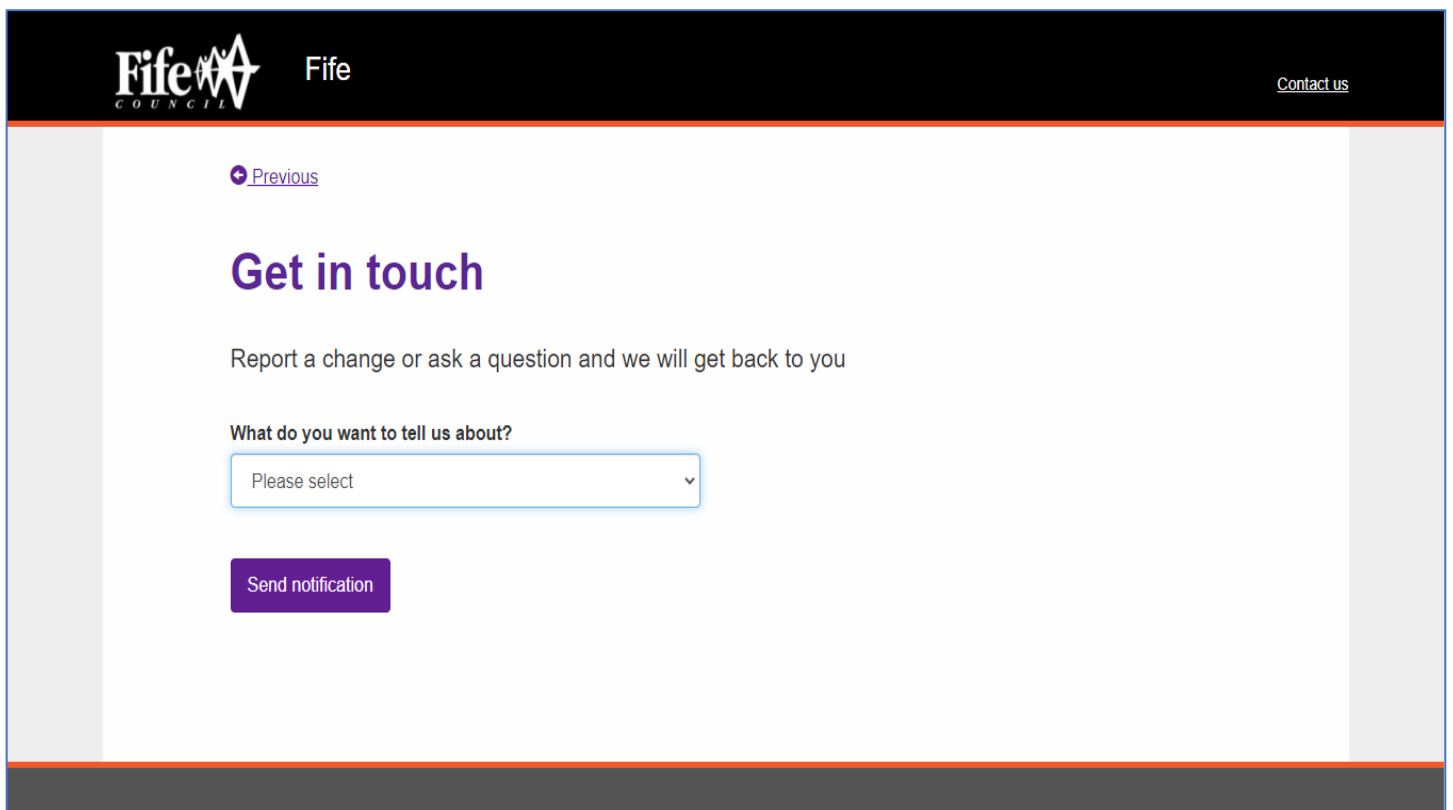
[View payments] [View claims] [Get in touch]

Cookies   Contact us   Help   Privacy statement

Should you wish to 'Get in touch' or provide Fife Council with information:

- Click **Get in touch**

Fife

Contact us

○ Previous

Get in touch

Report a change or ask a question and we will get back to you

What do you want to tell us about?

Please select

[Send notification]

Select appropriate reason from the drop down

- For example Other question
- Enter relevant information
- Click **Send notification**

You will receive confirmation that the details have been submitted.

Update email confirmation

N **noreply@fife.gov.uk**
Fri 27/11/2020 14:08
To:

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

_____

Your notification has been submitted and you will be contacted in due course.

What do you want to tell us about?: Other question
Provide more details to help us with your question: This is a test

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This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed and should not be disclosed to any other party. If you have received this email in error please notify your system manager and the sender of this message.

You will also receive email confirmation that your notification has been submitted. Please check junk/spam folders for confirmation.

7. View letters

Your claims

Search claims to see your tenants' claim details. You will only be able to see the details of claims where you are the payee.

Reference

Rent reference

Claim type
Please select ∨

HB status
Active ∨

First name

Last name

Postcode

☑ Current   ☐ Only show suspended claims

Unread letters created since

DD   MM   YYYY

Search   Clear search

Back to dashboard

Insert date into "unread letters created since". All letters/notifications will be available unless they have been suppressed by the Benefits Team.