North & East Housing Association
Building & Supporting Communities

North & East Tenant Portal v 20.2 - User Guide

Version Date: April 2021

Click on a Topic to Navigate to that Section:

1 Open the Tenant Portal Webpage -

2 From the sign in page, click '**Don't have an account**'

Sign into your account

Email Address

Email is required

Password

Sign In

Forgotten your password?
Don't have an account?

3 Click '**Yes, I am currently a tenant of your organisation**'

Do you currently rent a property from us?

Yes, I am currently a tenant of your organisation

No, I am not currently tenant of your organisation

**Need Help? Contact us on:
01 820 0002 or
supportdesk@neha.ie**

4 Enter the **required** information on the registration page & click **Register**

Enter Registration Details
Please complete all mandatory information marked with a *

Date of birth *
05/05/1953

Surname *
ENTER YOUR SURNAME HERE

Tenancy reference * ℹ
ENTER YOUR ACCOUNT REFERENCE HERE

Activation code * ℹ
ENTER THE UNIQUE CODE ISSUED TO YOU BY NORTH & EAST

Captcha code *
P H 5 A R 6 W

ENTER THE CODE DISPLAYED ON SCREEN ℹ

Register

⚠ INFORMATION TO NOTE ⚠

1. The **same email** address cannot be used to register more than one account
2. Make a note of your **security question** & answer as it will be required in the event you forget your password
3. Passwords must have at least **8 characters** & contain upper/lower case, numerical & special characters (!, #, %)
4. You must take all responsible steps to prevent misuse of your security / password credentials

5 Enter your email, account password & set a security question that you will **remember**! Click Finish

Your Details
Please complete all mandatory information marked with a *

Title	Mr
First name	Blueish
Surname	Whale
Date of birth	05/05/1953

Account Details

Email *
it@neha.ie

Confirm email *
it@neha.ie

Password *
••••••••••

Confirm password *
••••••••••

Secret question *
What was your mothers maiden name?

Secret answer *

Secret answer is required

Finish

Registration Successful!
Registration Confirmation

6 You can now **login** with your email & password on the Portal Home Page

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❶ Click here to **view** your downloaded statements

❷ Notification / Alert Window. *Click the x to close. Note: At present, this window will only show if your account is in arrears*

❸ **Account Overview**. Shows your current balance, no. of repairs due & last payment details

❹ Click here to **log a repair** request or view repairs already logged

❺ Click here for a quick overview of your property or to view repairs logged

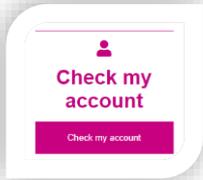❻ Click here for a summary view of **customer care cases** that are open on your account
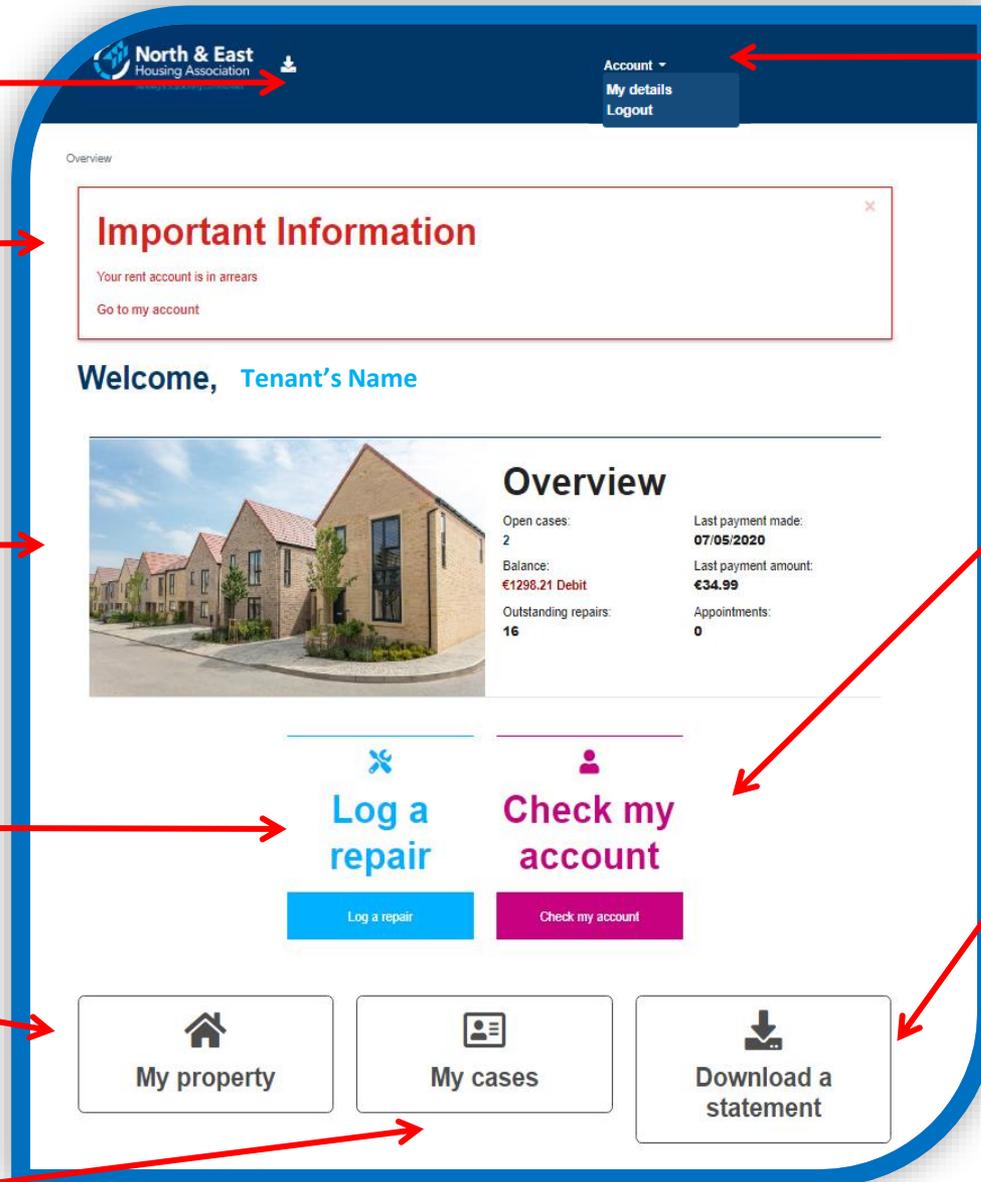
❼ Click here to **view** your personal information (contact number, email, change portal password) or to logout

❽ Click here for further **rent account details** – account number, tenancy start date, view your rent **transactions**, household members or download a statement

❾ Click here to **download a statement (**enter your required statement period dates e.g. 1mth / 3mths

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Account ▾
My details
Logout

Overview

Important Information

Your rent account is in arrears

Go to my account

×

Welcome, **Tenant's Name**

Overview

Open cases:	Last payment made:
2	07/05/2020
Balance:	Last payment amount:
€1298.21 Debit	€34.99
Outstanding repairs:	Appointments:
16	0

🛠 **Log a repair**

👤 **Check my account**

Log a repair

Check my account

🏠 My property

👤 My cases

⬇ Download a statement

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Check my account

Check my account

❶

Overview of your Rent Agreement Type

Overview/Agreement Details

My Agreement

Ref: Your Account Ref.

Main Property - Your Address

Category	Start date
Residential Rented	**21/03/2016**
Type	Fixed term end date
Rental	**N/A**
Tenure type	End date
Long Term	**N/A**
No. of assignments	
0	
No. of exchanges	
0	
No. of successions	
0	

❷

Shows names **of all tenants** listed under your agreement

Household Members

Name	Name
Your Name	**Other Household Name**
Gender	Gender
Woman	**Woman**
Date of Birth	Date of Birth
01/01/1979	**11/03/2011**
Age	Age
42	**9**
Tenant	Tenant
Yes	**No**

❸

'Yes' Indicates name of Tenancy Holder
'No' indicates household member only (not agreement holder)

Account

Your Account Ref.

Type	Open date
Rental	**21/03/2016**
Payment reference	Close date
	N/A
Balance	Status
€1298.21 Debit ⓘ	**Open**

●●●
View Transactions

⬇
Download Statement

❹

Click here to view your **recent transactions** (charges, payments or adjustments)

❺

Click ●●● for **further details** on a transaction line

Mobile Phone View

16:07

Overview/Agreement Details/Transactions

Transaction Date	Total Value	View Transactions
10/05/2021	€85.00 Dr	●●●
10/05/2021	€9.40 Dr	●●●
06/05/2021	€54.00 Cr	●●●
04/05/2021	€40.40 Cr	●●●
03/05/2021	€85.00 Dr	●●●
03/05/2021	€9.40 Dr	●●●
26/04/2021	€54.00 Cr	●●●

View/Agreement Details/Transactions

Transaction Date	Type	Total Value	Balance	View Transactions
18/01/2021	Charge	€26.16 Dr	€1298.21 Debit	●●●
18/01/2021	Charge	€8.00 Dr	€1272.05 Debit	●●●
11/01/2021	Charge	€26.16 Dr	€1264.05 Debit	●●●
11/01/2021	Charge	€8.00 Dr	€1237.89 Debit	●●●
04/01/2021	Charge	€26.16 Dr	€1229.89 Debit	●●●
04/01/2021	Charge	€8.00 Dr	€1203.73 Debit	●●●
28/12/2020	Charge	€26.16 Dr	€1195.73 Debit	●●●

❼

Click ⋮ and ●●● for **further details** on a transaction line

❻

Viewing transactions on your **mobile phone**, presents this screen:

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❶

Click **'Log a Repair'** action button from the home page to open the Log a repair window.

❷

Report your repair using the dropdown options available on screen. Click **submit** when complete

❸

The next window allows you to add a photo of the issue. Click **'Upload Photo'** to add an image or click **'Finish'** to skip.

❹

If you have chosen **'Upload Photo'**, your image will be confirmed on screen, and you can add additional comments if preferred. Click '**Confirm**' to proceed (note: you can add additional images if you wish), followed by '**Finish'** to complete

❺
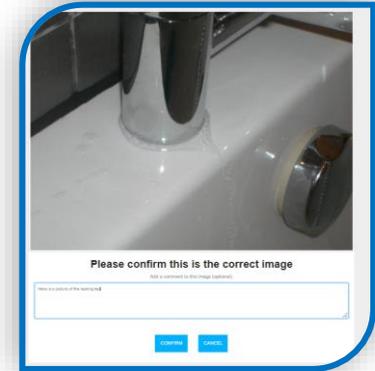
Confirmation of your request will be displayed on screen, detailing your reference ID and a summary of the issue

NOTE: Your repair request will be reviewed by the Tenant Support Desk staff **before** it is logged with a Contractor if required. You can check the status of your request on the portal by clicking '**My Property'** on the Home page. Alternatively, if we have a valid email address listed for you on our system, you will receive an email confirmation once the repair is issued to a Contractor.
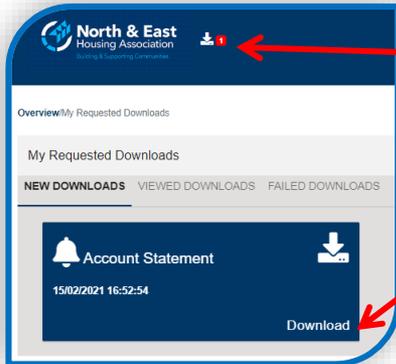
❶
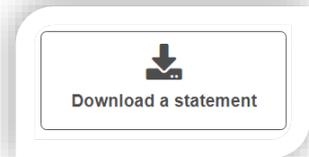
Click **Download a Statement** from Home Page
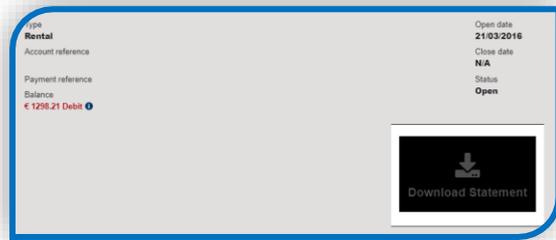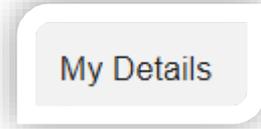
❷ Click **Download Statement** again

❸

Enter your preferred dates and click **submit.** Your download may take a few minutes. A **notification** will appear at the top of the screen when ready
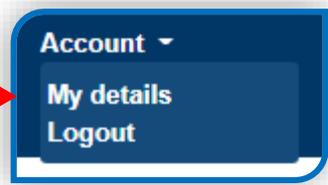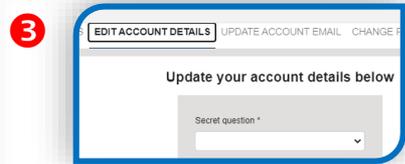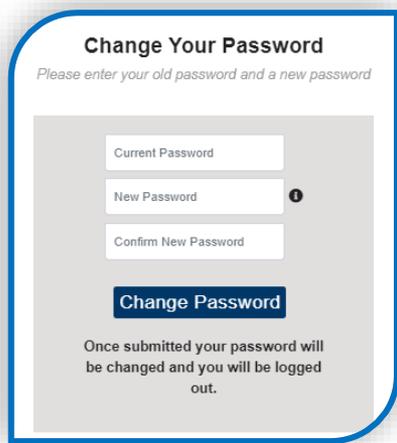
Click here to **open My Downloads** screen

❹

Click here to download your statement to a **PDF** on your device

Download a statement

```
type
Rental                          Open date
Account reference                21/03/2016
                                 Close date
Payment reference                N/A
Balance                          Status
€ 1298.21 Debit                  Open

                                 Download Statement
```

Download Request

Please fill in the following fields so that we can process your download.

Mandatory fields marked by an *

📅 01/01/2021

📅 15/02/2021

Close   Submit

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Overview/My Requested Downloads

My Requested Downloads

NEW DOWNLOADS   VIEWED DOWNLOADS   FAILED DOWNLOADS

🔔 Account Statement
15/02/2021 16:52:54
                    Download

My Details

Account ▾
My details
Logout

❶ Click **My Details** at top of Home page

❷ Click **Update Account Email** or **Change Password.** Follow the instructions on screen

UPDATE ACCOUNT EMAIL   CHANG

🟡 ⚫ ⚫ ⚫

Click Click to send a verification code to your current email address.

Updating your portal account email address will not update your communication preferences

Change Your Password
Please enter your old password and a new password

Current Password

New Password   ⓘ

Confirm New Password

Change Password

Once submitted your password will be changed and you will be logged out.

❸

EDIT ACCOUNT DETAILS   UPDATE ACCOUNT EMAIL   CHANGE P

Update your account details below

Secret question *

Edit Account Details: Allows you to change your secret question & answer. It will **not update** your contact details on the Portal or our main system

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Tenant Portal – 'Viewing Repair History / Status' Quick Guide (PC Mode)
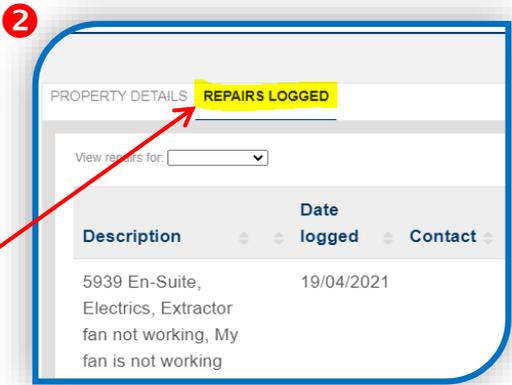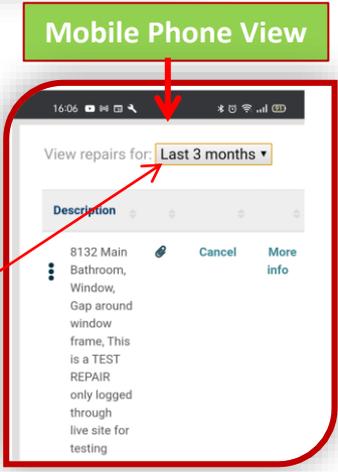
❶ Click **'My Property'** action button from the home page to open **'Repairs Logged'** window (*note*: there must be at least 1 repair logged against your property for repairs logged to be visible)

❷ PROPERTY DETAILS **REPAIRS LOGGED**

View repairs for:

Description	Date logged	Contact
5939 En-Suite, Electrics, Extractor fan not working, My fan is not working	19/04/2021	

Mobile Phone View

❺ Viewing repairs logged on your **mobile phone**, presents this screen:

View repairs for: Last 3 months ▾

Description			
8132 Main Bathroom, Window, Gap around window frame, This is a TEST REPAIR only logged through live site for testing	📎	Cancel	More info

❻ Enter a **repair period** to adjust the screen and display in mobile view
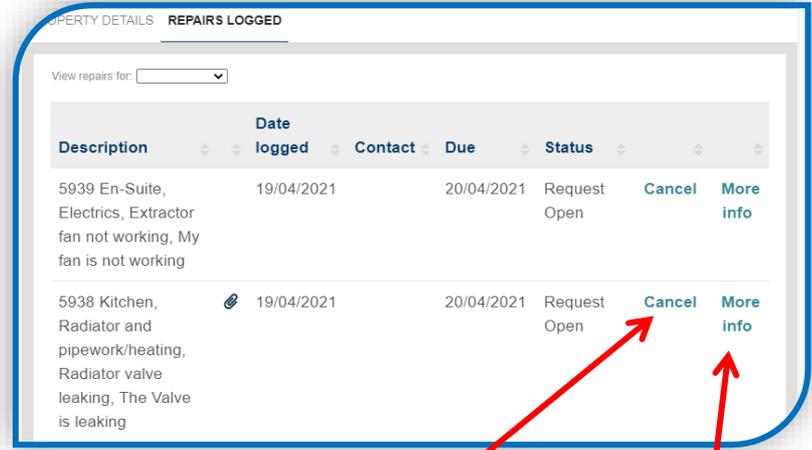
Click ⋮ for **more information**

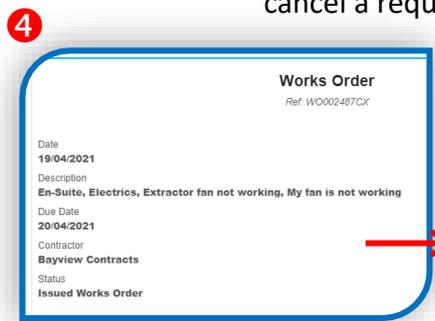❸ All repairs logged against your property are listed in order of date logged (newest to oldest). From here you can see:
- **Target Due Date:** Our target date for repair completion
- **Status: Open** = to be issued/completed
  Completed = works have been carried out
  Cancelled = request has been cancelled
- **More Info:** Here you can see if a work order has been raised and the name of the Contractor assigned to the works

PROPERTY DETAILS **REPAIRS LOGGED**

View repairs for:

Description		Date logged	Contact	Due	Status		
5939 En-Suite, Electrics, Extractor fan not working, My fan is not working		19/04/2021		20/04/2021	Request Open	Cancel	More info
5938 Kitchen, Radiator and pipework/heating, Radiator valve leaking, The Valve is leaking	📎	19/04/2021		20/04/2021	Request Open	Cancel	More info

Click **'Cancel'** to cancel a request

Click here for **more information**

❹ **Works Order**
Ref: WO002487CX

Date
19/04/2021
Description
En-Suite, Electrics, Extractor fan not working, My fan is not working
Due Date
20/04/2021
Contractor
Bayview Contracts
Status
Issued Works Order

More Information shows Works Order reference & Contractor Name

GET IN TOUCH

REMEMBER: Should you prefer to speak to us in person, our Support Desk can be contacted by phone ☎ on **01 820 0002** or via email ✉ at supportdesk@neha.ie to handle your repair request or query directly

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