

# Online Customer Account



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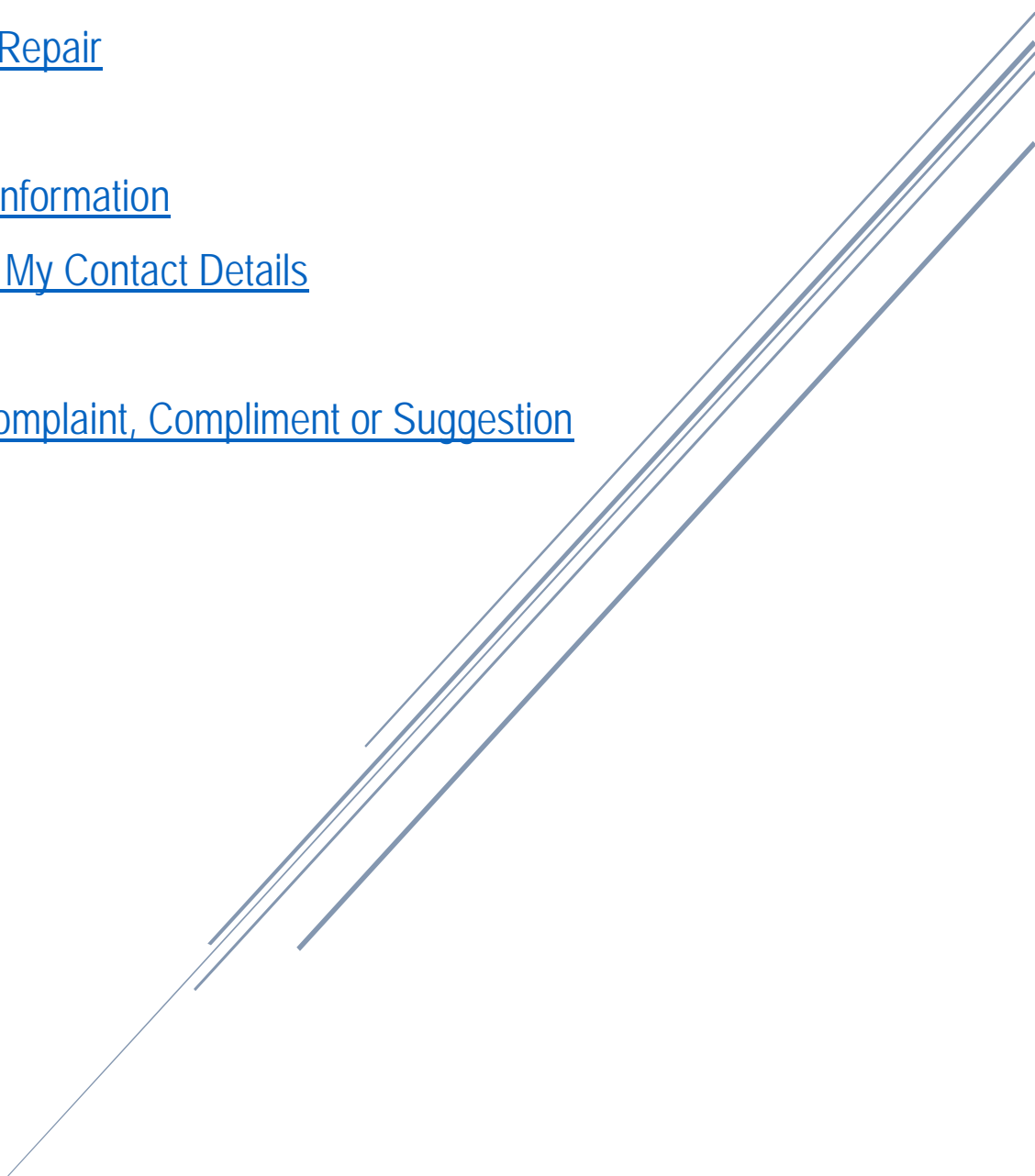
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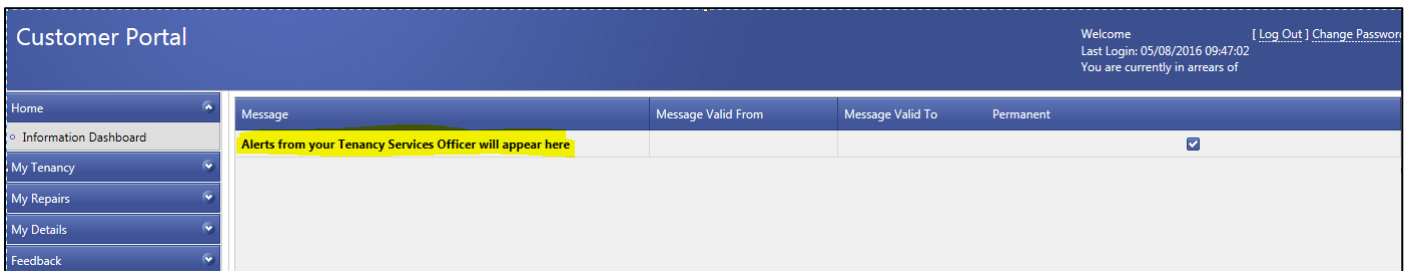


# Information Dashboard

The Information Dashboard is the home screen of your Online Account.



Your Tenancy Services Officer can send messages to you via your Online Account, these will be displayed on the Information Dashboard as below:



The bottom half of the screen gives a 'Summary of Upcoming Repairs' – please note you cannot access the repair details from this section, this should be done through 'My Repairs'.

Summary of Upcoming Repairs			
Trade	Priority	Due By	Details
	ROUTINE 10	19/08/2016	Crack in bath

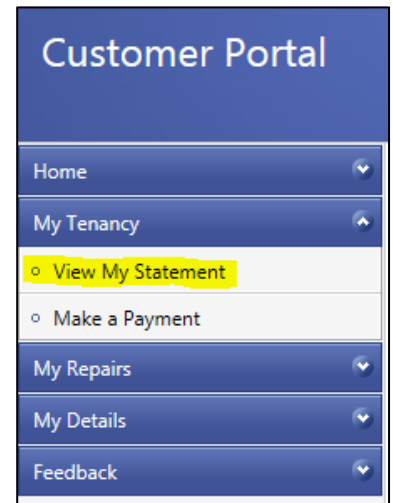
## My Tenancy

You can use your Online Account to view charges, statements & make payments using the Allpay service.

### View My Statement

Navigate to 'My Tenancy' > 'View My Statement' from the left hand menu.

The 'My Statement' screen allows you to view all charges on your tenancy such as rent and any maintenance charges and also generate statements between specific date ranges.



To generate a statement, select your property from the dropdown, select the 'from' and 'to' dates and click the print button to generate your statement as a PDF. (You will require a pdf reader such as Adobe to open this file.)

### My Statement

Please select a property from the dropdown list below to view your statement.

Select Property


Your property address here

You are currently in arrears of £256.72

Statement Period From:

Statement Period To:

To generate your statement please click the print button below. Please note this will open in a new window.

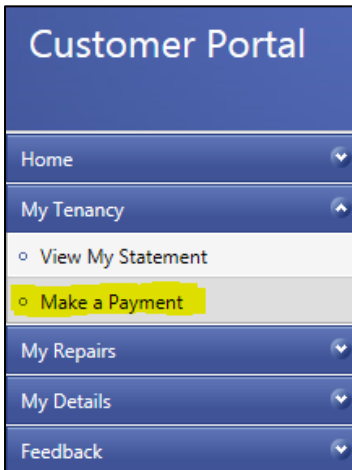


The bottom half of the screen displays the monthly charges on your tenancy.

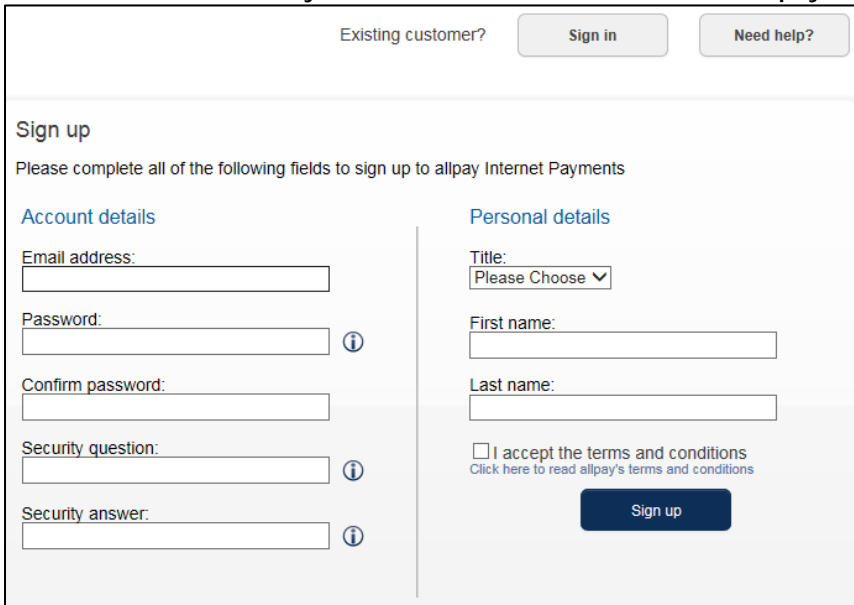
Charge Name	Amount	Daily Amount	Billing Frequency
RENT	£266.47	£8.76	Monthly
Weekly Stair Clean	£7.97	£0.26	Monthly
GARDEN MAINT.	£4.91	£0.16	Monthly
Door glass cleaning service	£1.41	£0.05	Monthly

## Make a Payment

You can make payments towards your rent account using your Online Account. Navigate to 'My Tenancy' > 'Make a Payment' from the left hand menu as below:

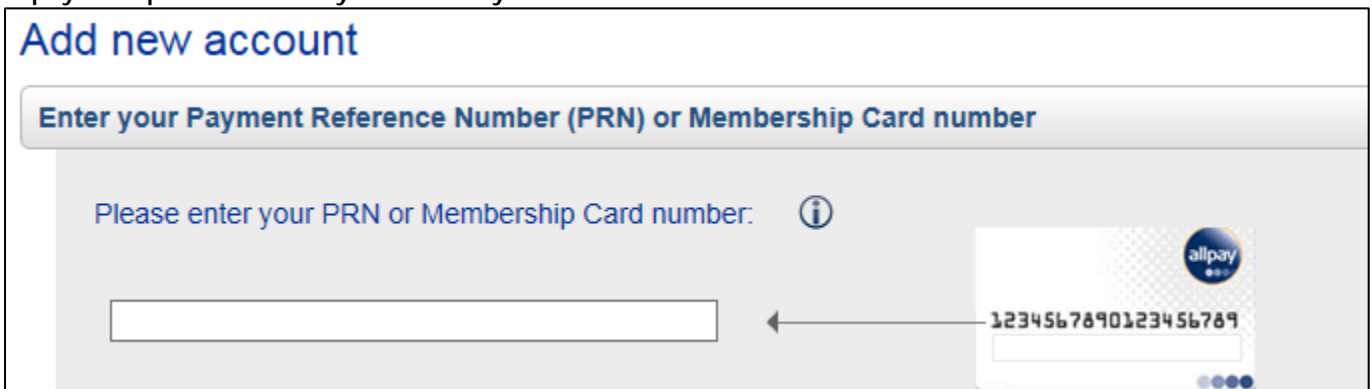


Clicking on the 'Make a Payment' button will redirect you to the Allpay page. If you already have an online Allpay account you can sign in or if you need to sign up for an Allpay account, this only takes a couple of minutes and will enable you to use the online service to make payments in the future.



The image shows a sign-up form for Allpay. At the top, there are links for 'Existing customer?' (with a 'Sign in' button) and 'Need help?'. The main heading is 'Sign up' with the instruction 'Please complete all of the following fields to sign up to allpay Internet Payments'. The form is divided into two columns: 'Account details' and 'Personal details'. The 'Account details' column includes fields for 'Email address:', 'Password:', 'Confirm password:', 'Security question:', and 'Security answer:'. The 'Personal details' column includes fields for 'Title:' (a dropdown menu), 'First name:', and 'Last name:'. There is a checkbox for 'I accept the terms and conditions' with a link to 'Click here to read allpay's terms and conditions'. A 'Sign up' button is located at the bottom right of the form.

When you have entered your details and clicked 'Sign Up' you will see the screen below, this is where you should enter the number from your Allpay card which Glasgow West provided you with. If you do not have an allpay card please contact your Tenancy Services Officer.



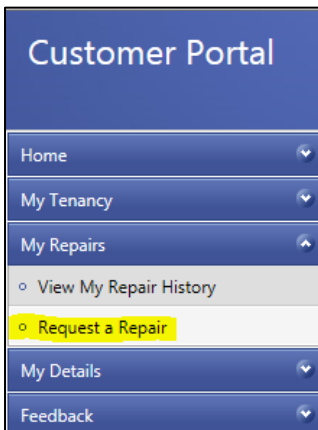
The image shows a screen titled 'Add new account'. Below the title is a header that says 'Enter your Payment Reference Number (PRN) or Membership Card number'. The main content area has the text 'Please enter your PRN or Membership Card number:' followed by an information icon. Below this is a text input field. To the right of the input field is an image of an Allpay card with the number '1234567890123456789' and an arrow pointing to the input field.

You can now use your Allpay account to make payments to your Glasgow West account.

# My Repairs

## Request a Repair

You can request non-emergency repairs through the Customer Portal. Navigate to "My Repairs" > "Request a Repair" from the left hand menu as below:



Select your property address from the drop down and enter details of your repair, including access & contact details.

### Request Repair

Select a property from the dropdown in order to request a repair.

Select Property  
Your property address here

**Please only use this facility to report routine 10 day repairs, for emergency or urgent repairs please call 0141 331 6652 within office hours or 0141 331 6650 to listen to our out of hours emergency contact numbers , you can also view this online by clicking here.**

Details  
Crack in bath tub.

Access Details  
I am available Mon-Fri 10am - 2pm

Contact Details  
Mobile 0781287750

Please attach any photographs or documents relating to the repair you are about to report  
Browse...

Urgent     Emergency     Routine

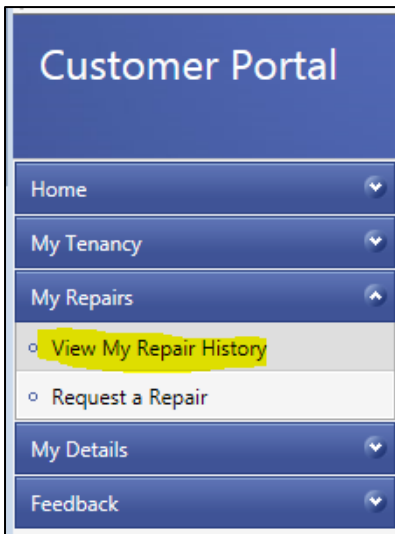
Save

No urgent or emergency repairs should be reported using the Customer Portal – only Routine 10 day repairs can be reported through this service. Emergency or Urgent repairs should be reported the usual way by calling the repairs team on 0141 331 6652 within office hours or by using our **emergency out of hours phone numbers**.

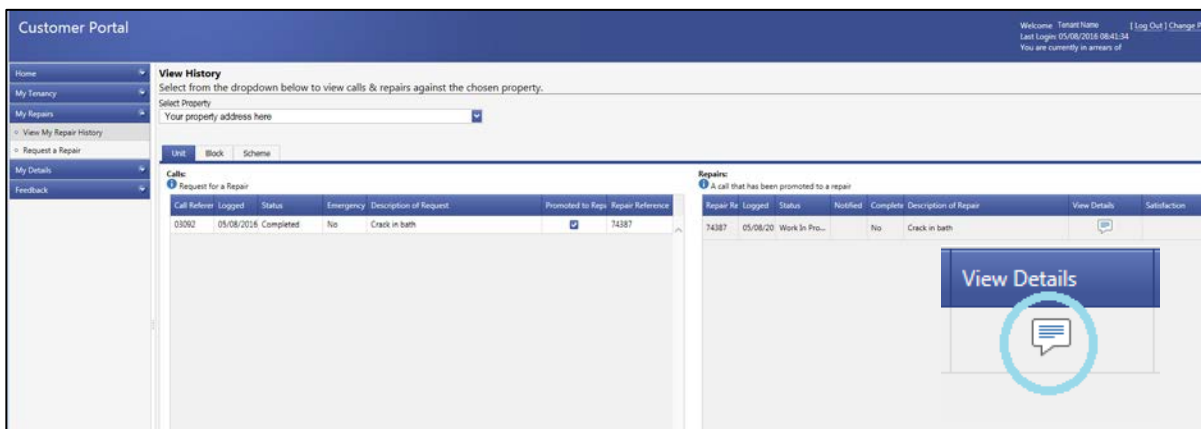
When your repair has been submitted you will be provided with a call reference number.

## Track a Repair

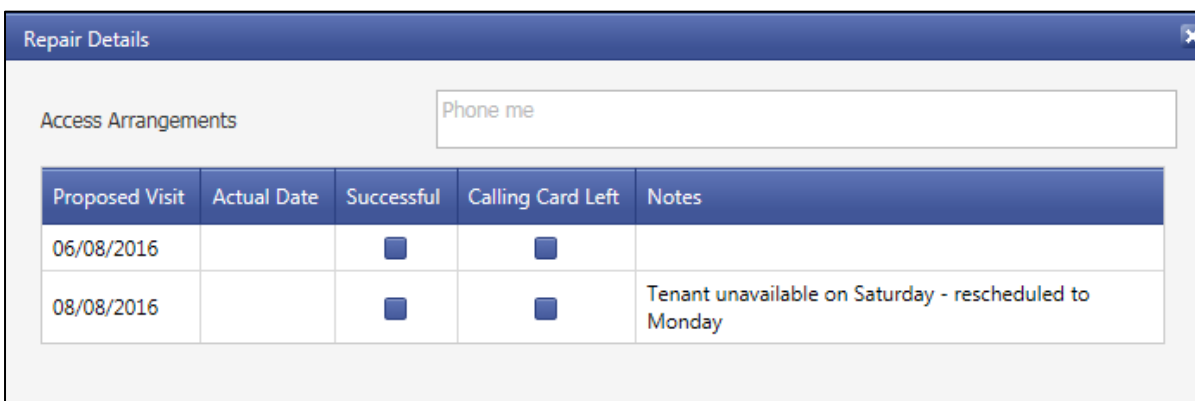
To track the progress of your repair navigate to 'My Repairs' > 'View My Repairs History' from the left hand menu as below:



The Repairs History sections shows details of any calls you have made to us which have been promoted to repairs.



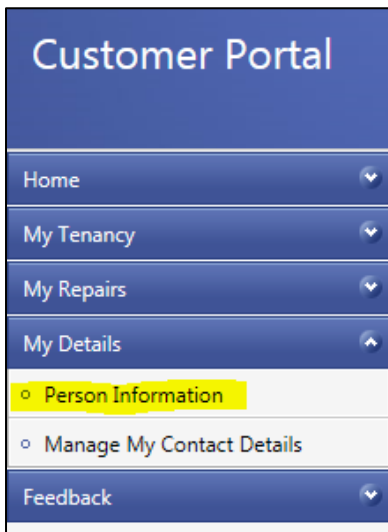
By clicking the button under 'View Details' you can view any scheduled visits or notes from GWhA about the repair.



## My Details

### Person Information

To view or edit your details navigate to 'My Details' > 'Person Information' from the left hand menu as below:



You can use the 'General' page to enter information about the languages you speak, your preferred language and your country of birth - this helps GWAH provide you with the services you need.

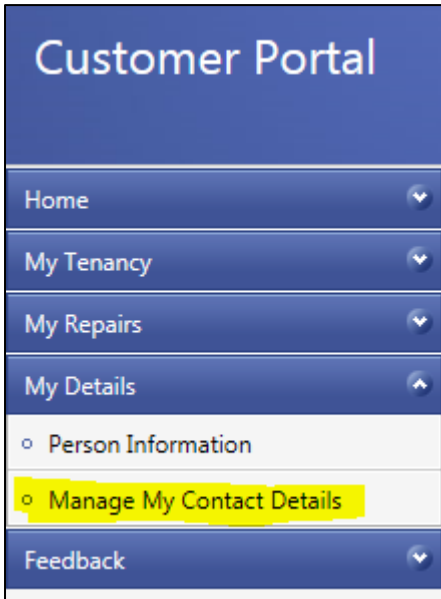



A screenshot of the 'General' page in the Customer Portal. The page has two tabs: 'General' (selected) and 'My Employment Details'. Below the tabs is a section titled 'My Details'. This section contains three text input fields: 'Languages Spoken', 'Preferred Language', and 'Country of Birth'. A 'Submit' button is located at the bottom right of the form.

You can use the 'My Employment Details' tab to provide us with your employment details.

## Manage My Contact Details

To manage your contact details navigate to 'My Details' > 'Manage My Contact Details' from the left hand menu as below:









Your contact details are displayed on this screen, to edit any of your details click the edit icon  - this will activate the box containing your contact details and allow you to edit it. You would then select the green tick to save or the red circle to cancel.

To delete any out dated contact details click the red cross beside the one you wish to delete.

You can also use this page to select your preferred contact method and record your emergency contact details.

**Manage My Contact Details**  
Using the Edit and Delete buttons you are able to manage your contact details. You are able to add more details if necessary and update your preferred contact method of communication.

Contact Type	Details	#	#
Mobile	077		
Telephone	0141		
Email			
New			

Preferred Contact Method:

**My Emergency Contact Details**

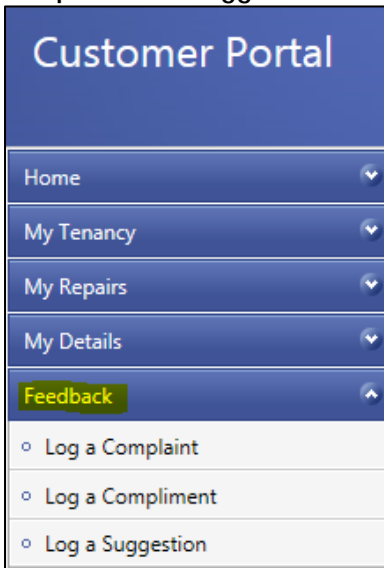
Telephone Number:

Name & Relationship to you:



## Feedback

You can use your online account to provide Glasgow West with feedback in the form of a complaint, compliment or suggestion. Navigate to 'Feedback' from the left hand menu as below:



### Log a Complaint, Compliment or Suggestion

Select 'Log a Complaint', fill in your name, address, telephone number, the incident date & time and then select one of the buttons indicating who or what your complaint is about.

**Provide Feedback**  
To make a complaint please fill out the form below. This will be sent to the Glasgow West HA once submitted.

Your Details

Name

Address

Contact Telephone

Feedback relating to

Incident Date

Incident Time

Member of Staff    Person    Contractor    Service    Other

Each button will require different information to be entered, for example, if the complaint is about a member of staff we will ask for their name and department, if it is about service we will ask you to provide details about the level of service you received.

Logging a compliment or suggestion is done in the same way as a complaint.

For any online account inquiries please e-mail [it@glasgowwestha.co.uk](mailto:it@glasgowwestha.co.uk)