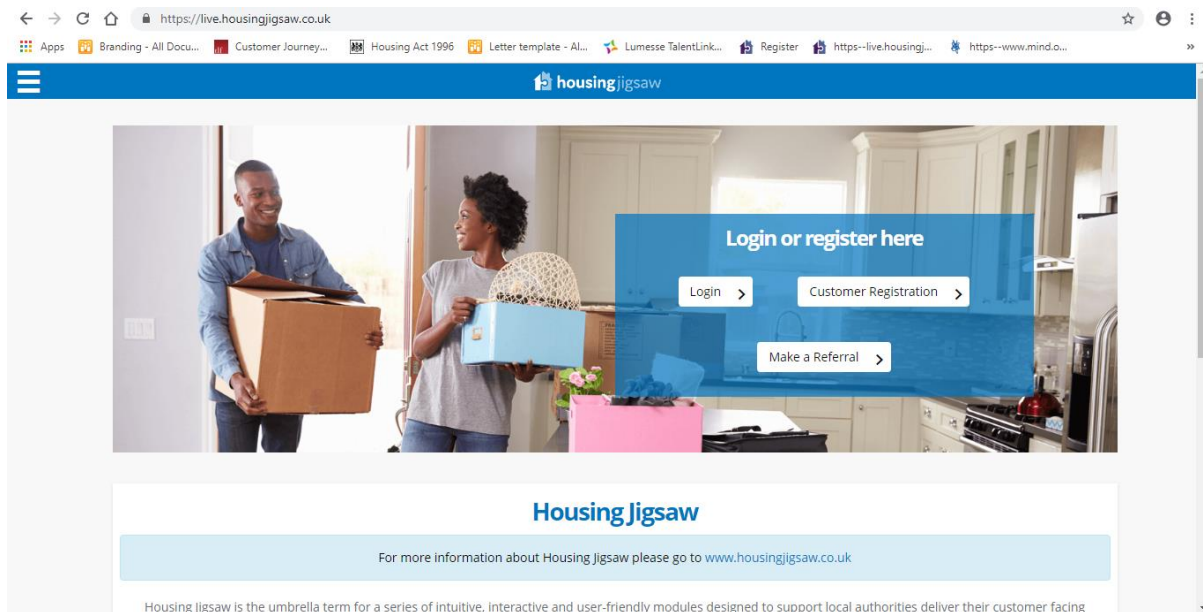


## Customer View

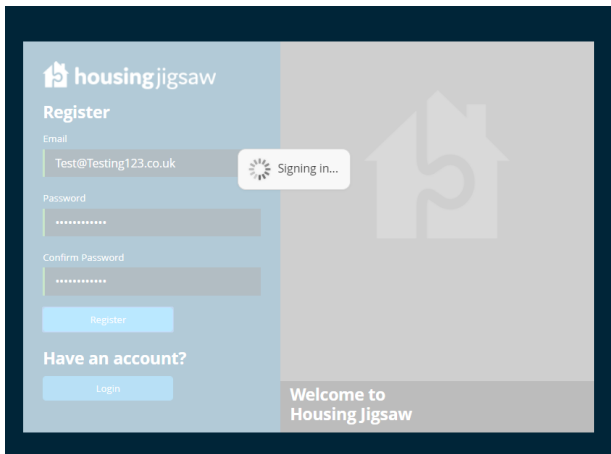
### How to self refer:

To self-present, please visit: <https://live.housingjigsaw.co.uk/> then enter an email address and a password of your choice and click “Register”:

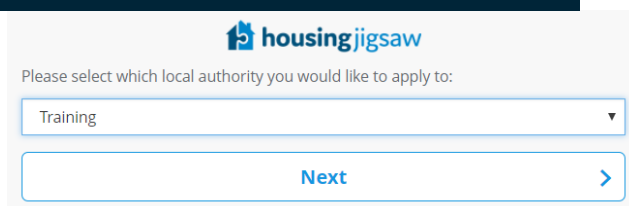


You will then be registered and signed into the portal. You must then select which LA you would like to be associated with.

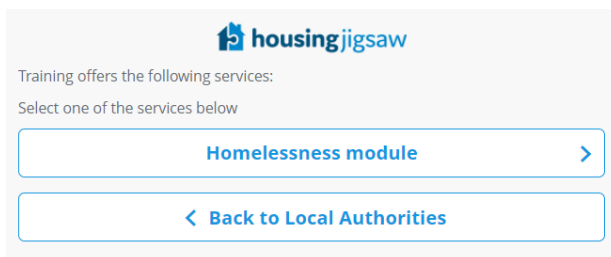
Once you have selected the LA, you will be presented with the services screen where you can choose what service to select. You should select “Homelessness Module” for PRAH.



The screenshot shows the Housing Jigsaw registration and login interface. On the left, there is a 'Register' section with fields for Email (containing 'Test@Testing123.co.uk'), Password, and Confirm Password, followed by a 'Register' button. Below this is a 'Have an account?' section with a 'Login' button. On the right, there is a 'Signing in...' button with a circular arrow icon. The background features a large, faint house icon with a puzzle piece inside. At the bottom right, it says 'Welcome to Housing Jigsaw'.

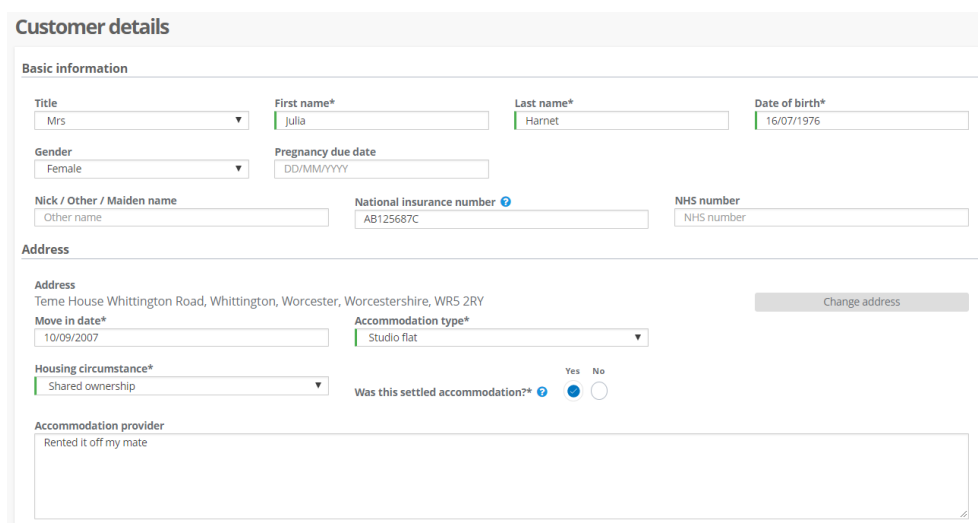


The screenshot shows the Housing Jigsaw interface for selecting a local authority. It features the Housing Jigsaw logo at the top. Below the logo, it says 'Please select which local authority you would like to apply to:'. There is a dropdown menu currently showing 'Training'. Below the dropdown is a 'Next' button with a right-pointing arrow.



The screenshot shows the Housing Jigsaw interface for selecting a service. It features the Housing Jigsaw logo at the top. Below the logo, it says 'Training offers the following services:'. Underneath, it says 'Select one of the services below'. There are two buttons: 'Homelessness module' with a right-pointing arrow, and '< Back to Local Authorities'.

You will then be presented with the “Customer Details” page where you must complete the questions in order to complete the registration with the LA.



The screenshot shows the 'Customer details' registration form. It is divided into two main sections: 'Basic information' and 'Address'.

**Basic information:**

- Title: Mrs (dropdown)
- First name\*: Julia (text input)
- Last name\*: Harnet (text input)
- Date of birth\*: 16/07/1976 (text input)
- Gender: Female (dropdown)
- Pregnancy due date: DD/MM/YYYY (text input)
- Nick / Other / Maiden name: Other name (text input)
- National insurance number: AB125687C (text input)
- NHS number: NHS number (text input)

**Address:**

- Address: Terne House Whittington Road, Whittington, Worcester, Worcestershire, WR5 2RY (text input)
- Move in date\*: 10/09/2007 (text input)
- Accommodation type\*: Studio flat (dropdown)
- Housing circumstance\*: Shared ownership (dropdown)
- Was this settled accommodation?\*: Yes (radio button selected), No (radio button)
- Accommodation provider: Rented it off my mate (text input)

There is a 'Change address' button next to the address field.

Your email address will be auto filled but you must select at least one contact method to be able to save.

Phone and email

Home phone number

Home phone number

OK to call on?

Yes

No

Mobile phone number

01234567890

OK to call on?

Yes

No

Work phone number

Work phone number

OK to call on?

Yes

No

Email address

Test@Testing123.co.uk

OK to email?

Yes

No

Preferred contact method

Please select...

Save and continue >

You will be presented with some questions which are mandatory. Click on “save” once completed to submit your application. You will then be taken to a dashboard which will inform you that your referral is pending.

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Referrals

Homelessness Referral

\* Detail the reason for approaching for assistance today

Fell out with my mate

\* Detail any steps which have already been taken to resolve current housing issues

Nothing, been sleeping in the park but its really cold

\* Detail any assistance which would be helpful

A house


\* Have you been homeless before?

Yes

No

Your application will be in a “pending” status and you will not be able to make any changes to your application.

Once you have been accepted following a triage assessment, your dashboard will be updated. You will be able to see any requests, changes and letters sent to your account. You should click “Homeless Assistance” to see what specific areas of your application have been updated.

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Hello Joanne

What would you like to do?

Homelessness Assistance


Notifications

My Account

Contact us

Need some more information?


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[Change password](#) | [Change email address](#) | [Contact us](#)

You will see a notification on the area where a update/change has been made.

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Your case status: Approach


Letters

Appointments

Things you need to supply

Your Personal Housing Plan

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You will be able to upload documentation that you feel is relevant to your case.