UC Landlord Portal User Access Control

The UC landlord portal allows you to verify a tenants rent and apply for an Alternative Payment Arrangement (APA).

We have now introduced a feature which will allow landlords to manage their own user access internally.

The full guidance is set out below including screens of each stage of the process

Functionality in Brief

- View users & user permissions
- Add users (NB – this is existing functionality)
- Edit user permissions
- Reset mobile phone numbers (NB this allows an update to the number be made)
- Deactivate users
- "View Payments" – this enables a user to search for and view payment information within the Landlord Portal
- "Export Payments" – this enables a user to search for and download a CSV file containing payment information

Who Can Manage User Details?

Only users who have the "**Manage Users**" role (see p4, 5 & 6) are able to manage other users details. Note: These users will not be able to make changes to their own account. We therefore, recommend that at least 2 people per organisation have this user role enabled.

Note: As a landlord you are responsible for controlling access to the portal, as users will have access to details of UC claimants. You should regularly review who requires access to the portal and deactivate any unrequired accounts or amend user permissions as required

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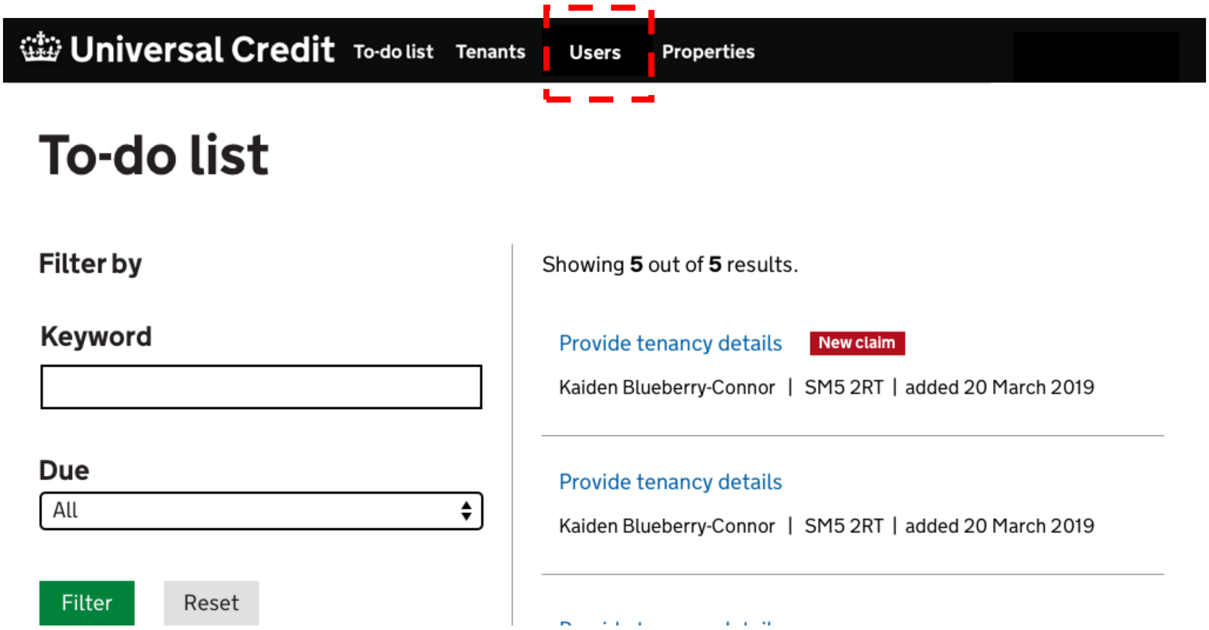
Making Changes

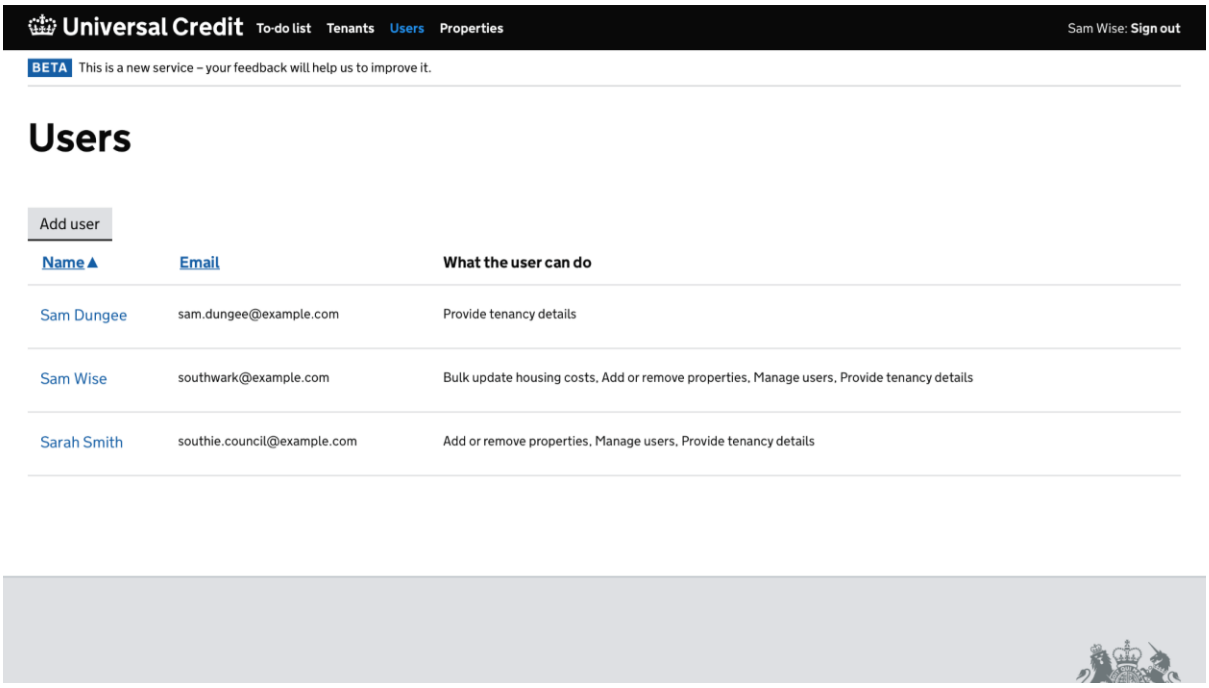
All changes are made via the **Users** tab at the top of the screen



Selecting this will take you to the **View Users** screen

View Users & User Permissions

This is the first screen visible after selecting the **Users** tab



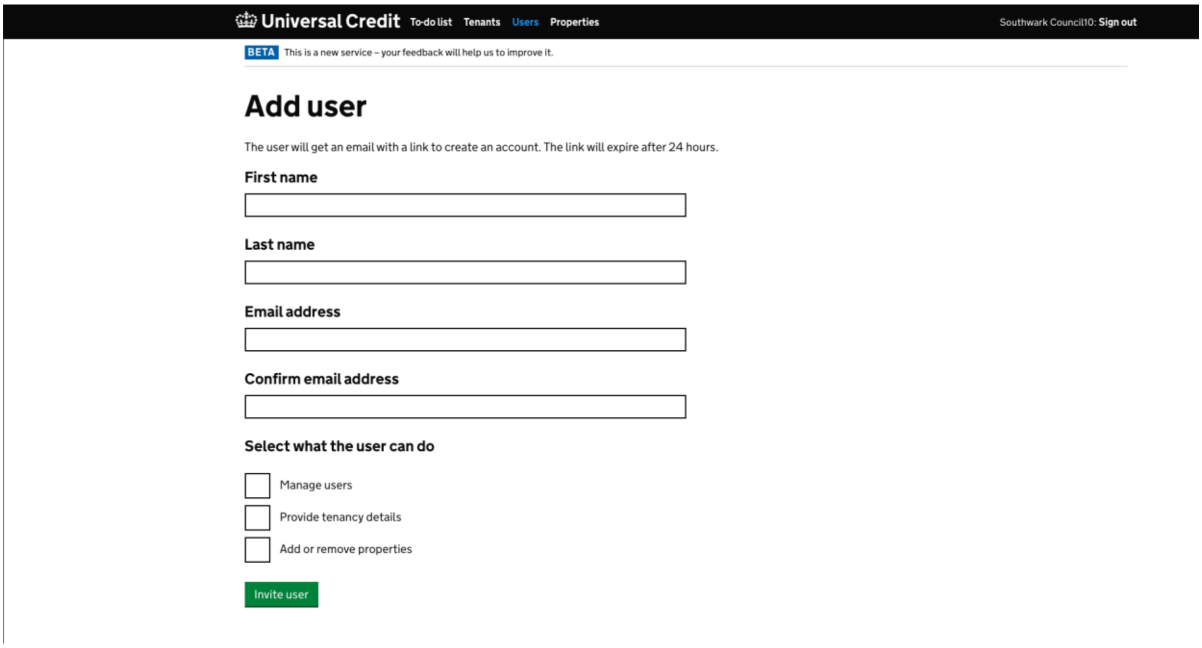
All users with active accounts will be visible, this screen will display user name, e-mail address and **permissions**.

You will also be able to create users via the grey **Add User** button.

Selecting a users name will enable changes to be made to that users profile.

Add Users

This is existing functionality, however, this is now managed as part of the wider **User** tab



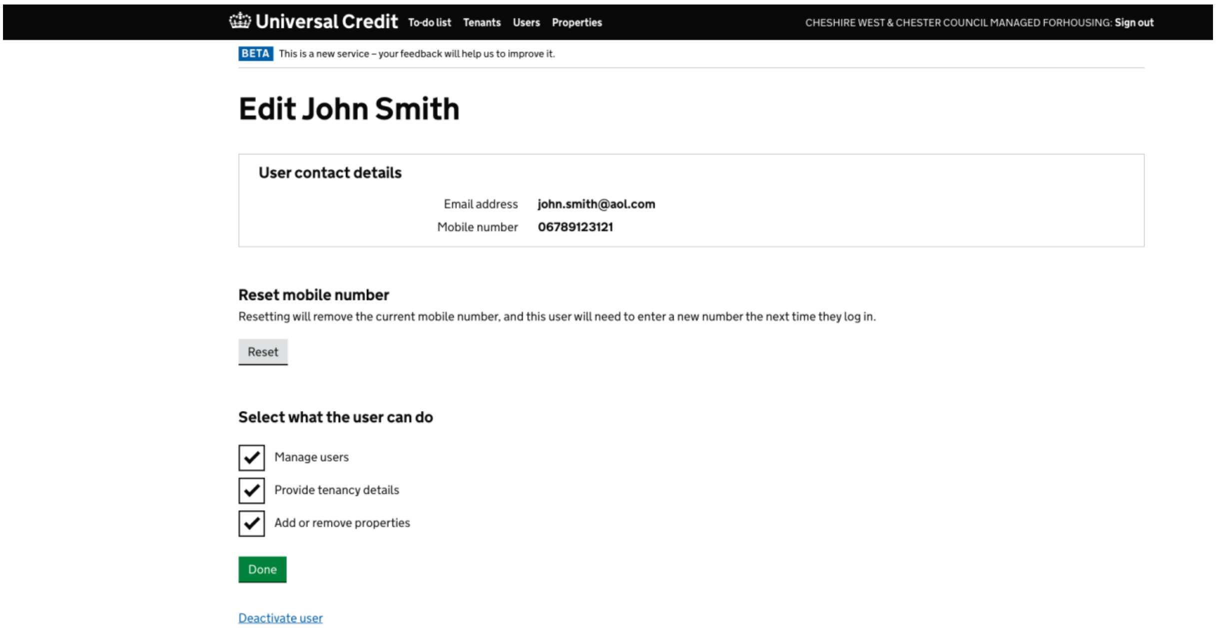
To create a new user,

1. complete all 4 text fields (First Name, Last Name, Email Address & Confirm Email address)
2. Select the required user permissions
3. Select “Invite User”

This will issue an e-mail to the new user and allow them to login, and the process of adding a user is complete.

Edit User

Selecting a users name from the **Users** screen will present the following screen



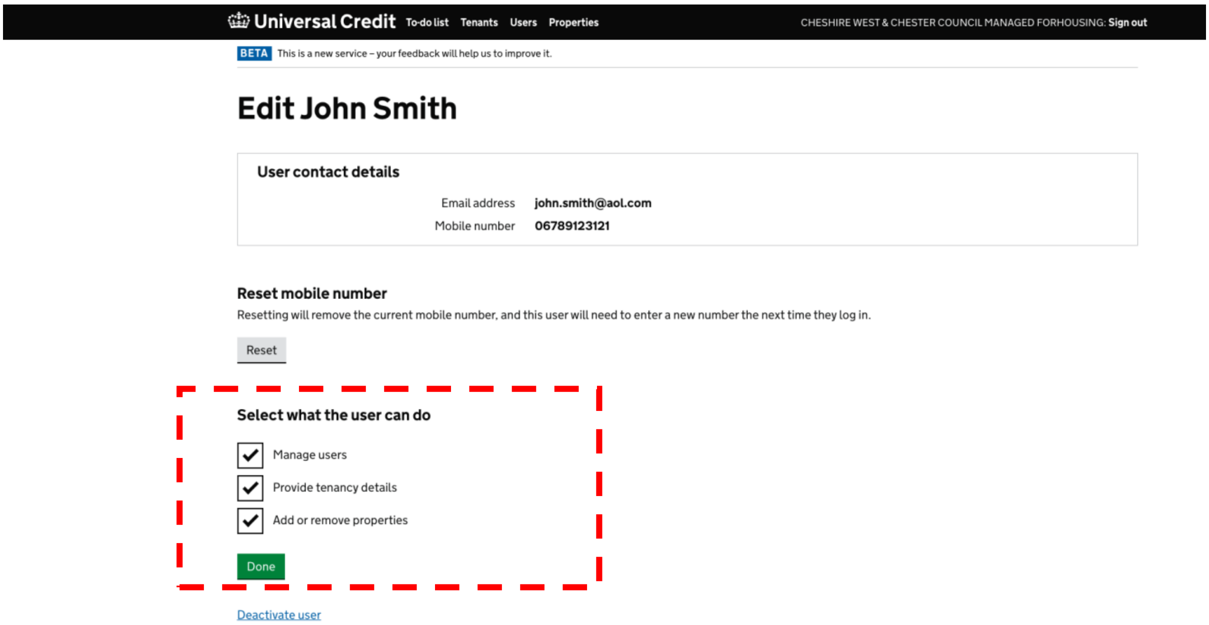
From here it is possible to make 3 types of changes

1. **Edit User Permissions**
2. **Reset / Update Mobile Phone Number**
3. **Deactivate User**

Edit User Permissions

To remove user permissions, uncheck the relevant boxes in the “Select what the user can do” section

To add user permissions, check the relevant boxes in the “Select what the user can do” section



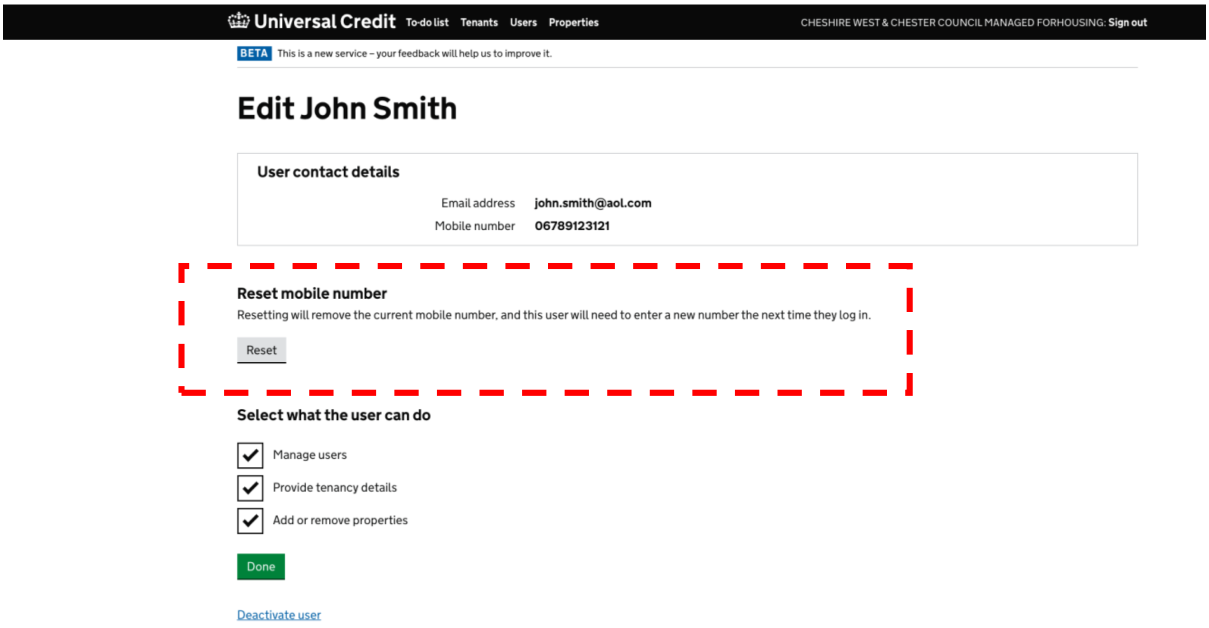
Once any changes have been made, select **Done** to complete the change

Reset Mobile Phone Numbers

This allows an individual user to update their mobile phone number, and must be done in 2 stages

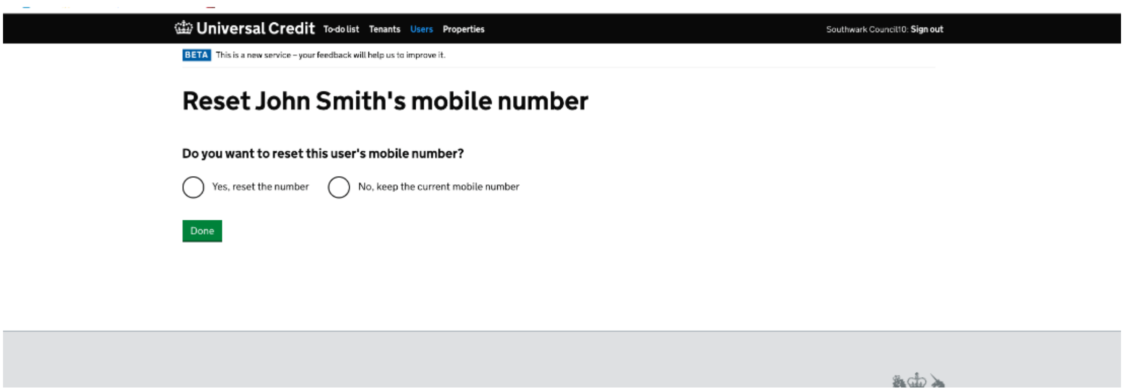
1. Reset a users mobile phone number
2. User logs into Portal and enters a new mobile phone number

Reset Mobile Phone Numbers Stage 1 – Resetting a mobile phone number



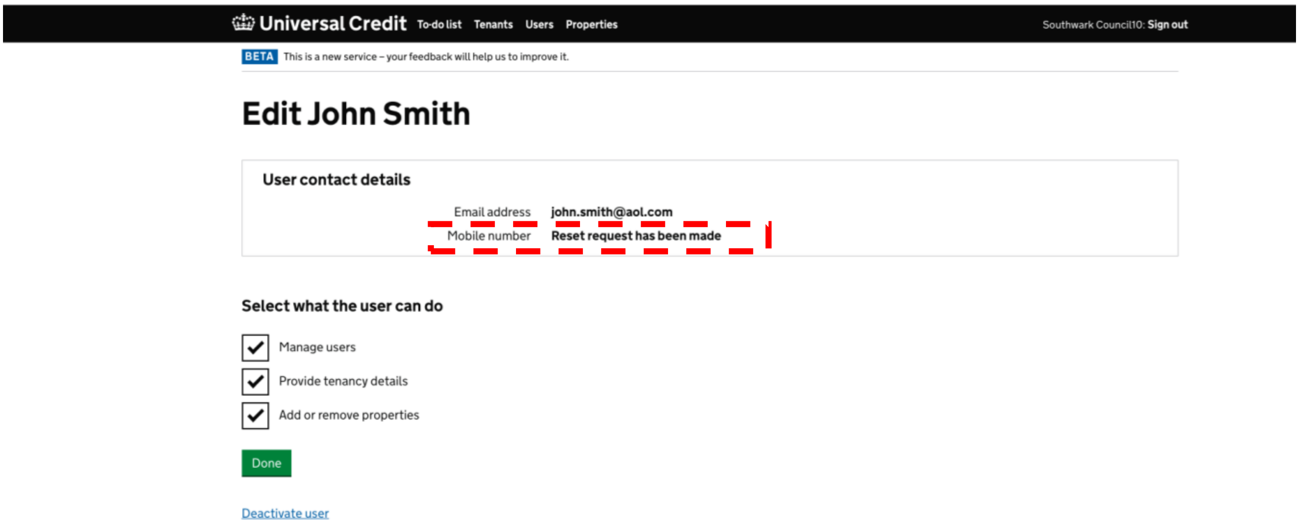
Select the **Reset** button

The following screen will be presented



To change the number, select the **Yes, reset the number** radio button and then select **Done**

Once the number has been reset, the following information about the users phone number will be visible in the **Edit User** screen. This will remain visible until the user logs into the portal and inputs a new mobile phone number.

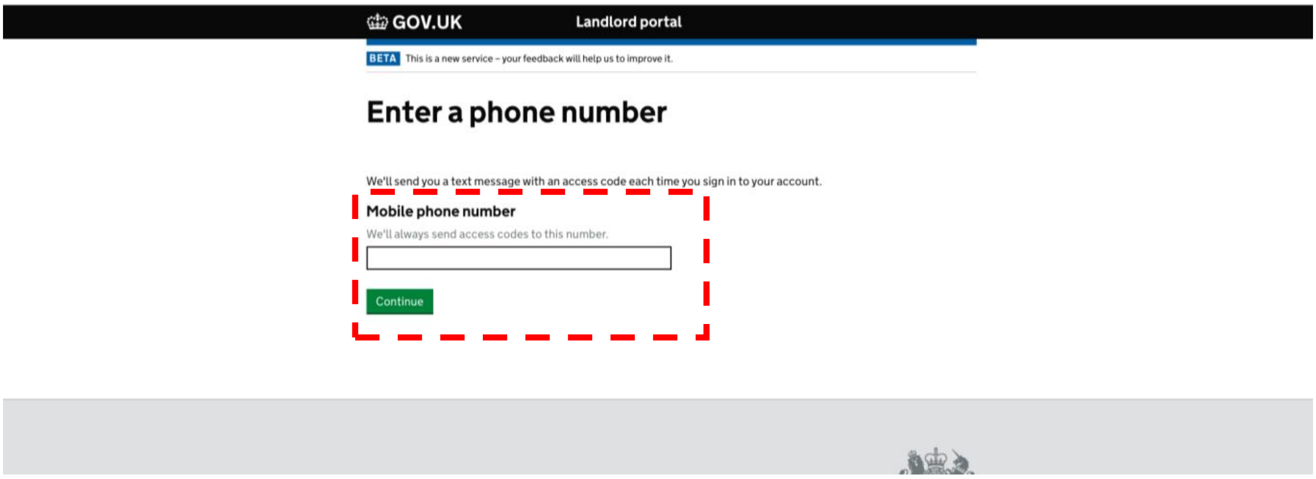


Reset Mobile Phone Numbers Stage 2 – User Logon & Input of New Number

The user must

1. Log off the portal (if they have not already done so)
2. Log onto the portal again.

This will prompt the user to enter a new mobile phone number

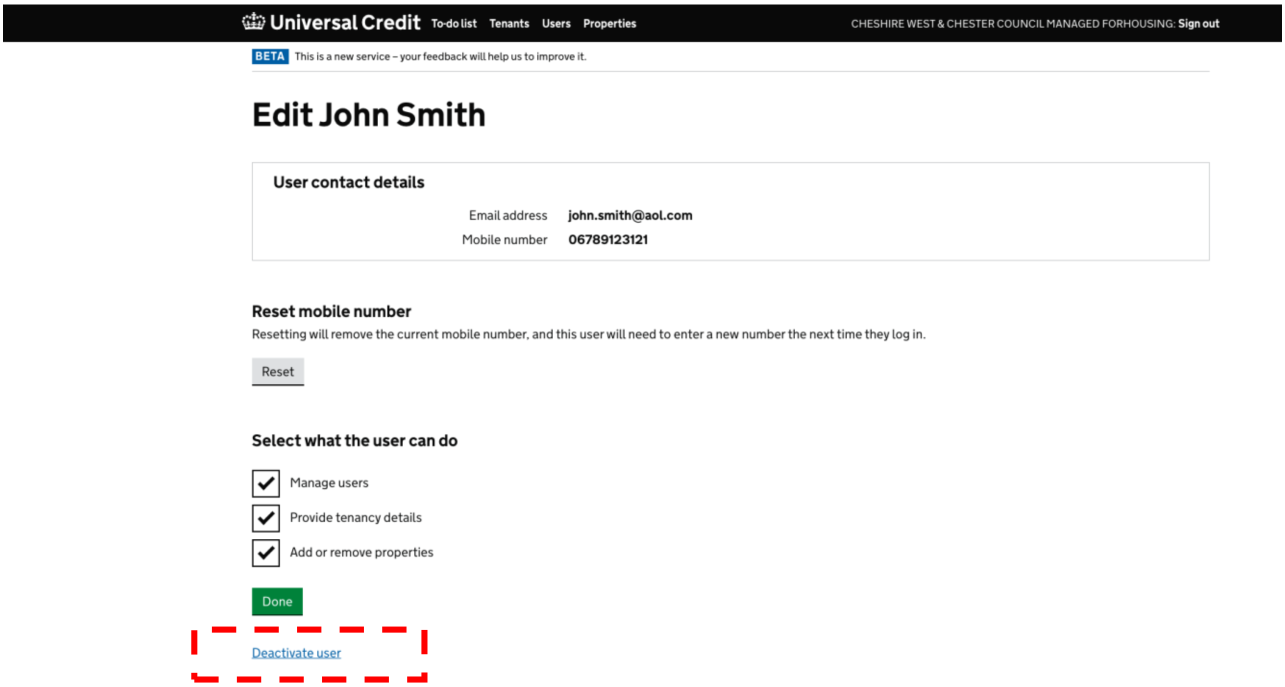


The user must enter the new mobile phone number and select the **Continue** button

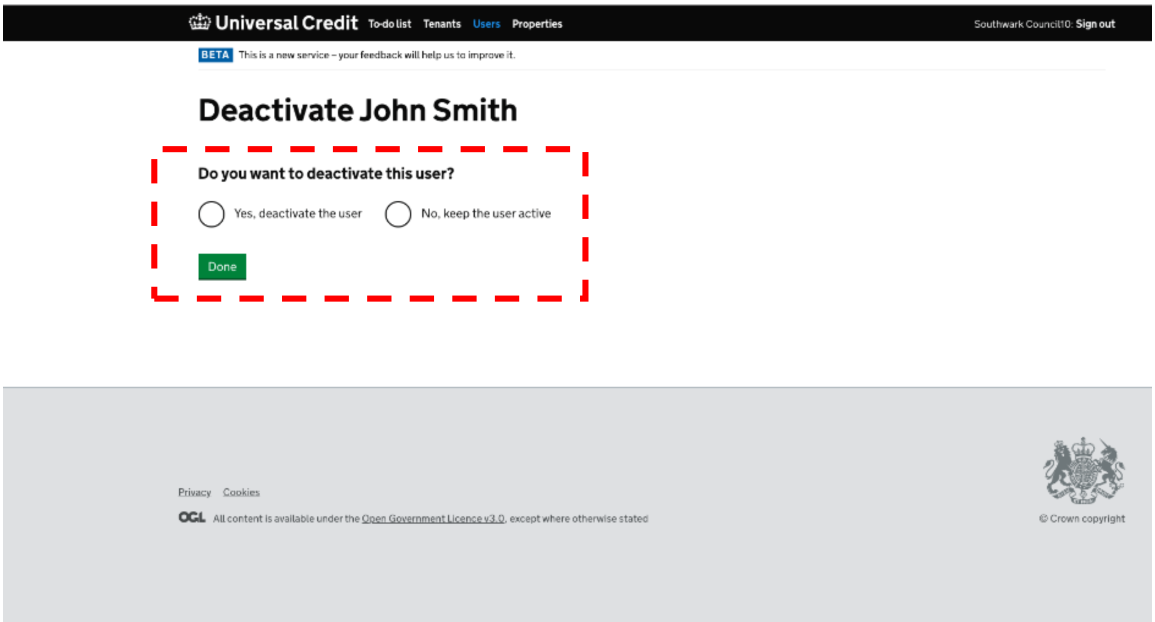
<u>Note that if you are transferring a number between 2 users, you must reset both the old user of the number, and the new user, before the new user can input the new number</u>

Deactivate users

To deactivate a user, select the **Deactivate user** button at the bottom of the screen



This will load the following screen



To deactivate the user, select the **Yes, deactivate the user** radio button and then select **Done**

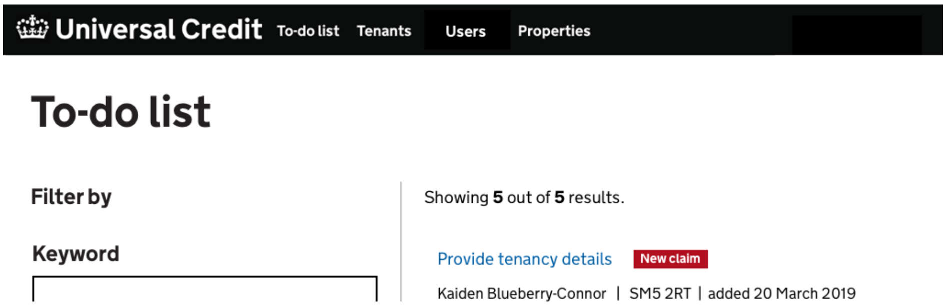
Accessing Payment Reconciliation Information: Portal User Management

Access to claimant payment information is restricted to users with the following user roles:

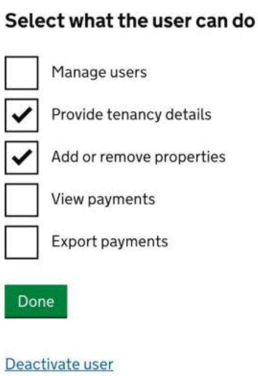
- “View Payments” – this enables a user to search for and view payment information within the Landlord Portal
- “Export Payments” – this enables a user to search for and download a CSV file containing payment information

These user roles can be allocated and managed by any of your users who currently have the “Manage Users” user role allocated; this will normally be your Primary and Deputy Primary Users.

The relevant user roles are managed by clicking on the “Users” tab in the portal



Select the user that you wish to allocate (or remove the user role(s) from, and the following screen will be displayed

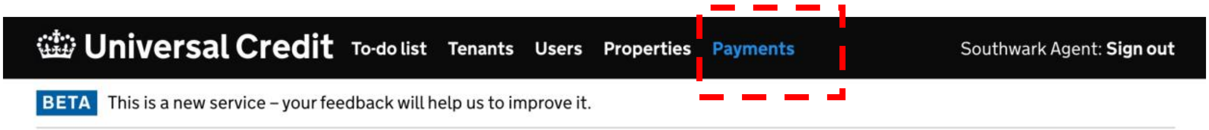


The highlighted user roles control access to payment reconciliation information

***Note:** It is your responsibility to control & manage who has access to claimant payment information*

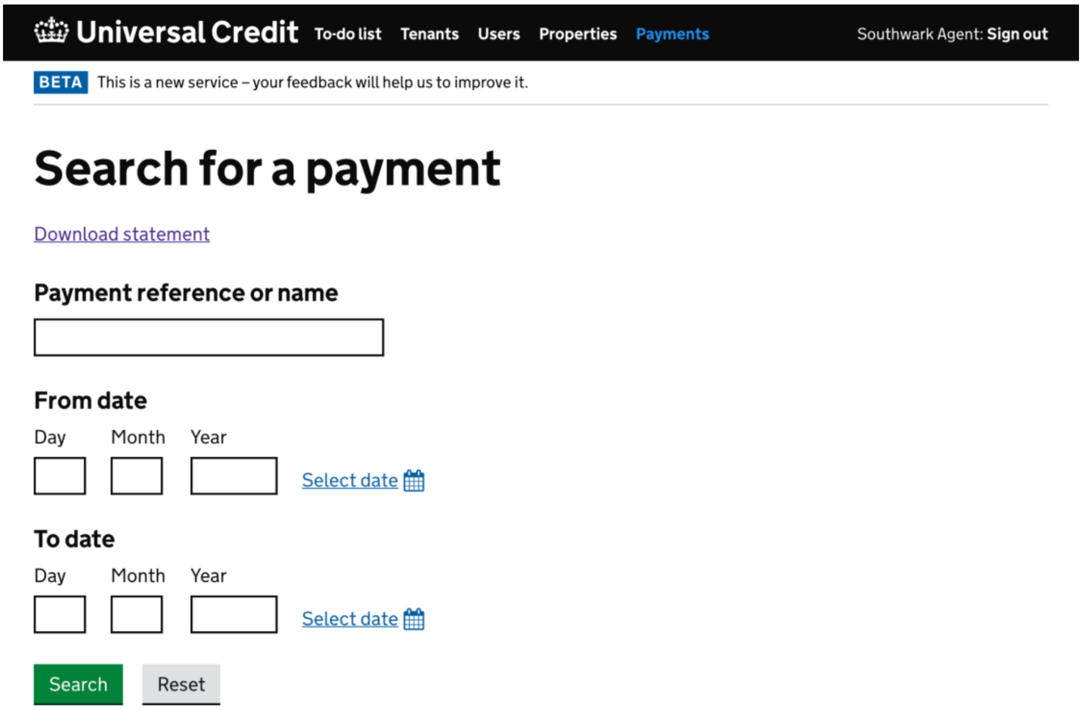
Accessing Payment Information

All information relating to payments can be found via the “Payments” tab in the Landlord Portal



Viewing Payment Information Via The Portal

Clicking on the **Payments** tab will present the following view



A number of search options are available

- **Claimant name** or **payment reference**.
    - Searching on a single name (e.g. “John”) will return search information for any claimants with that name
    - Searching on additional names (e.g. “John Smith”) will narrow down the number of returns presented
    - Searching on a payment reference will only produce returns for that reference
- **Date range:**
    - This can be a single date or a range of dates
    - This allows searching on claimant name or payment reference search results to be refined if necessary

- Searching on a date range only (i.e without any criteria in the **Payment Reference or Name** field) will return all payments made (i.e received in your bank account) within that date range

This will present information as follows

Select date

To date

Day Month Year

Select date

Search Reset

Payment reference	Name	Postcode	Payment issued	Amount
12345678MP	Social Test	SE1 1AA	09/03/2020	£600.00
12345678MP	Social Test	SE1 1AA	09/02/2020	£600.00

Clicking on an individual lines Payment Reference will bring up details of that payment as follows

Payment Information

Claimant details

Name	**Social Test**
Address	**Test SE1 1AA**
Payment reference	**12345678MP**

Payment details

Date
09/03/2020

Amount
£600.00

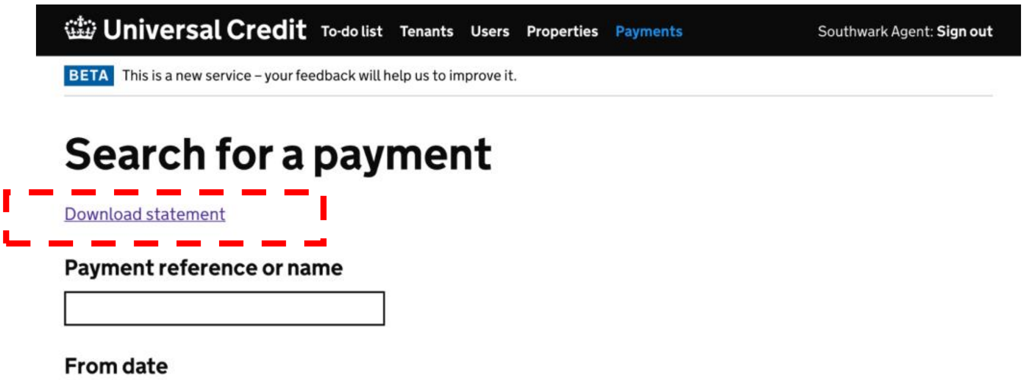
Payment period
03/02/2020 - 02/03/2020

Back

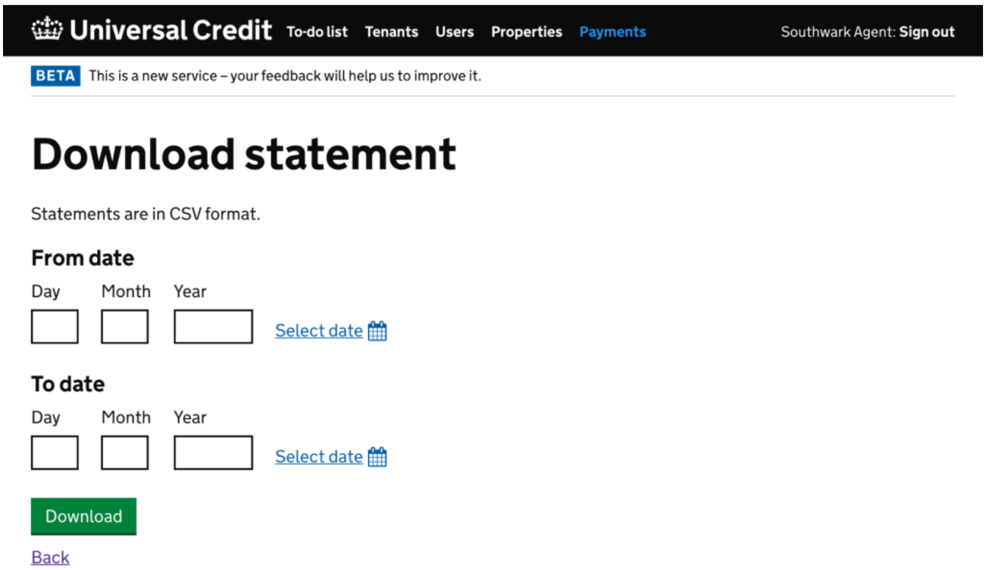
Downloading Payment Information

This is only available if a user has the **Export Payments** user role

Click on the **Download Statement** link



This will present the following view:



Select a date range, and press the **Download** button.

This will allow you to save a CSV file to your PC

What's in the CSV File

The CSV contains a list of payments made to you within the date range selected

The spreadsheet fields are as follows

Column name	Description
Payment Reference	This is the Tenancy ID provided by you when verifying the claim (either via the Portal or via e-mail verification).

	Note: in some circumstances where the payment was triggered by a UC Case Manager as a “manual Payment”, this reference may be replaced by the claimants NINO Each payment reference will end with an “MP” suffix
Payment Due	The date the payment was made
AP Start Date	The start date of the claimants assessment period
AP End Date	The end date of the claimants assessment period
Amount	The total amount paid, including any eligible service charges

***Note:** You are responsible for the safe handling of this information once downloaded, and the information should not be stored in an unsecure manner.*

Q&A:

How do I change an e-mail address?
You should deactivate the old user account and add a **New User** with the new e-mail address.

How do I change a users name?
You should deactivate the old user account and add a **New User** with the new name.

Is there any way to reactivate a user?
No. A a new user with the same e-mail address and name can be recreated after the original account has been deactivated.

A member of staff is going on long term leave, how can I temporarily remove access to the portal
You should deactivate the users, and then re-invite as a new user upon their return to work.

Can I view Deactivated Users
Deactivated users will not be visible.

Can I manage my own user permissions?
No, organisations should ensure that more than one person has the “Manage Your Organisations Users” user role.

A user is leaving my organisation, do I need to reset the mobile phone number before deactivating it to allow the number to be reassigned?
No, deactivating the user will automatically "free up" the number, allowing it to be reassigned.

My organisations e-mail suffix (i.e. the part after the @ on an e-mail address) is changing, what should I do?
Please contact the Account Manager team for advice.

Can I change a users e-mail suffix to something different to my own?
No, this will generate an error as all users e-mail suffix should match that of the current primary user.

What forms & authorisation should I use to manage changes to my users?
Each individual organisation is responsible for the appropriate management of permissions & access for their own users, including who authorises relevant permissions.

Managed Payment to Landlords FAQ and support information

Will all payments be visible via the portal, or just payments that are managed on the portal?
All direct payments of housing costs – whether the claimant is current visible as an active claim managed via the portal or not – will be included in payment reconciliation details available through the portal

Will all existing direct payments move over to the new payment method in one go, or will they be gradually migrated?
All payments will move to the new payment method at the point that you go live

How will rent arrears be paid?
These will continue to be paid via the existing Third Party Payments route

Will I receive one bulk payment per day or multiple payments?
You will receive one payment per tenant per assessment period. If multiple tenants have the same payment date, you will receive multiple payments per day.

How will payment references be formatted?
The payment reference is in the format <tenancy id> +MP e.g. A123456MP

How will underpayments be corrected?
Underpayments of rent are made directly by UCFS

Why is there a National Insurance number in some payment references in the CSV file?
Occasionally we need to make manual payments to landlords. We do not have the ability to specify a payment reference in this scenario – you will receive a payment for your tenant with their National Insurance number as the payment reference. This

information will be available in the landlord portal so you should be able to identify your tenant by name and/or address.

How will the payment be identifiable on our bank account statements?
Each individual payment will contain the Payment Reference to enable matching, however the exact way it is presented may vary depending on your bank or building society

When will payment information show in the portal?
The system will show up "future payments" once they have been generated by UC, however the date range for searching for these payments will need to include the date the payment is expected to be received: *For example – a payment may be generated on a Monday 1st February, but will not be received until Thursday 4th February; searching on a date range of 1st-3rd February will not return this payment as it is not received until the 4th*

How will 'Absent joint tenants and unequal apportionment of rent (Also known as "Untidy Tenancies") be paid?
We will pay 50% of any housing costs via the new payment system, the remaining 50% will be paid via the existing 28-day cycle. NB. We are looking at ways to resolve the issue of Absent joint tenants and unequal apportionment of rent.
How will More Frequent Payments be shown: One monthly payment or will it pay in line with the claimant?
There will be one payment to the landlord each month at the same time as the claimant's first payment.

I have Payments being made against more than one CRN, will these be paid using the new process
No – only payments requested against the CRN which was used to set up your Landlord Portal account will be made using the new system (this will be all payments requested via the landlord portal, as well as any requests made using form UC47 where the CRN used was the same as the Landlord Portal).
This means that if you have APAs pertaining to other CRNs these will continue to be made via the existing Third Party Payment Service.
NB: We are exploring options as to how this issue can be addressed, and would urge landlords not to request any movement of APAs at this stage as it may affect payments.

Support Information

Third Party Payments Issues - If the query relates to payments of arrears or corrections to underpayments, these will continue to be made via the existing Third Party Payments Service and should be directed to their helpline: 0800 328 0128

Landlord Portal Access Issues – If you are experiencing any issues in accessing information via the portal, you should contact the Landlord Portal Account Management team: TP-LP.MPTL@DWP.GSI.GOV.UK

Payment Award Queries – any queries relating to the amount of any payment received should be directed to your local UC Service Centre Helpline, or escalated via the Third Party Escalation route

Payment Receipt Issues – any issues relating to the receipt of payments should be directed to paymentservices.landlordportalenquiries@dwp.gov.uk

Other Issues - any issues that do not relate to the test should continue to be directed via the existing support routes (i.e Third Party Escalation route for claimant specific queries, Partnership Managers for general queries)