

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

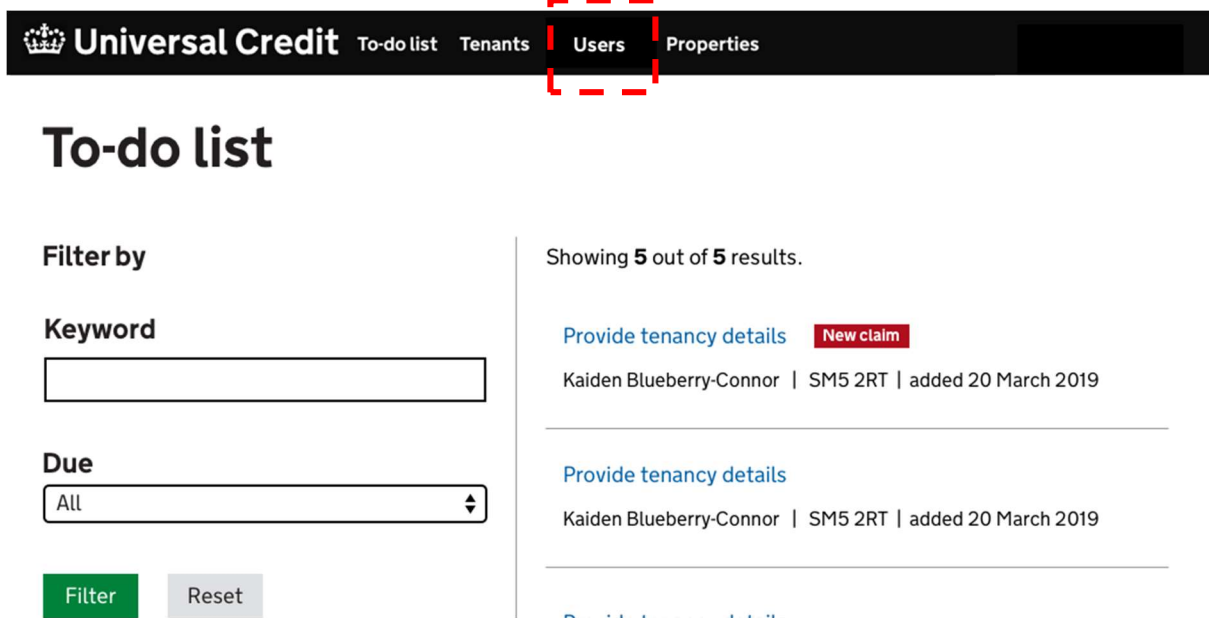
Who Can Manage User Details?

Only users who have the “**Mange 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

Making Changes

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



The screenshot shows the top navigation bar of the Universal Credit system. The 'Users' tab is highlighted with a red dashed box. Below the navigation bar, the 'To-do list' section is visible. On the left, there are filter options for 'Keyword' and 'Due', along with 'Filter' and 'Reset' buttons. On the right, there are two items in the list, each with a 'Provide tenancy details' link and a 'New claim' badge. The first item is 'Kaiden Blueberry-Connor | SM5 2RT | added 20 March 2019'.

Universal Credit To-do list Tenants **Users** Properties

To-do list

Filter by

Keyword

Due

All

Filter **Reset**

Showing **5** out of **5** results.

[Provide tenancy details](#) **New claim**

Kaiden Blueberry-Connor | SM5 2RT | added 20 March 2019

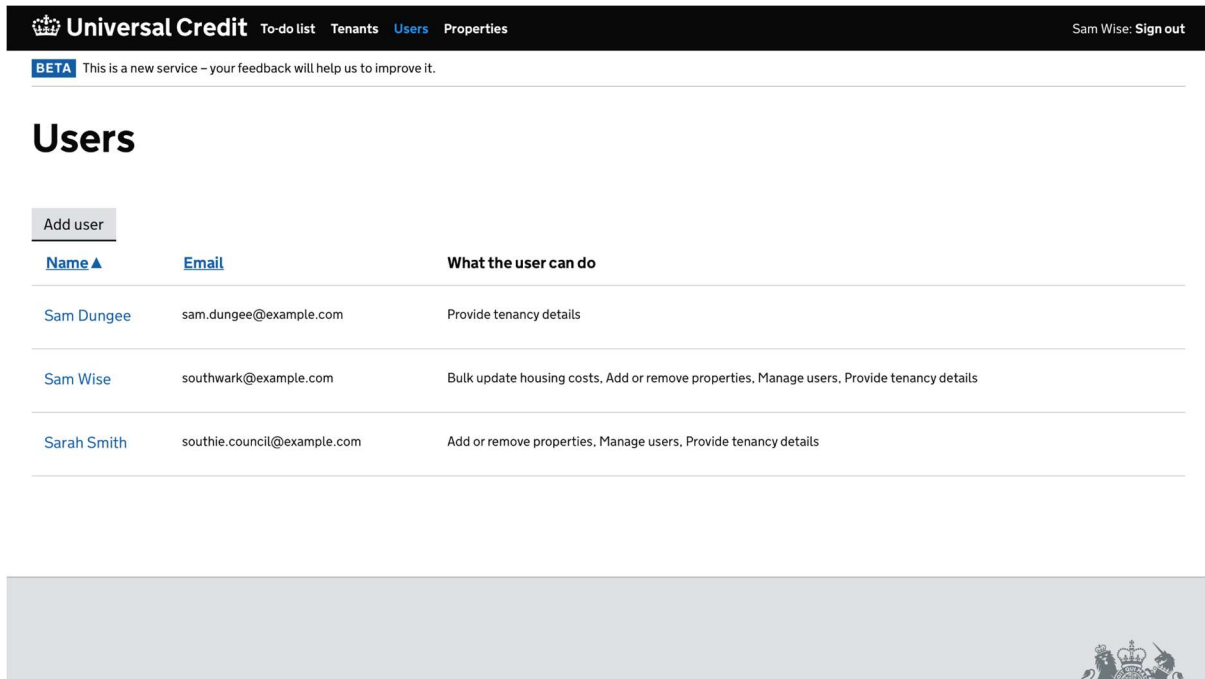
[Provide tenancy details](#)

Kaiden Blueberry-Connor | SM5 2RT | added 20 March 2019

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



The screenshot shows the 'Users' management page in the Universal Credit system. At the top, there is a navigation bar with the 'Users' tab selected. Below the navigation bar, there is a 'BETA' notice. The main content area is titled 'Users' and features an 'Add user' button. A table lists three users with their names, email addresses, and permissions.

Name ▲	Email	What the user can do
Sam Dungee	sam.dungee@example.com	Provide tenancy details
Sam Wise	southwark@example.com	Bulk update housing costs, Add or remove properties, Manage users, Provide tenancy details
Sarah Smith	southie.council@example.com	Add or remove properties, Manage users, Provide tenancy details

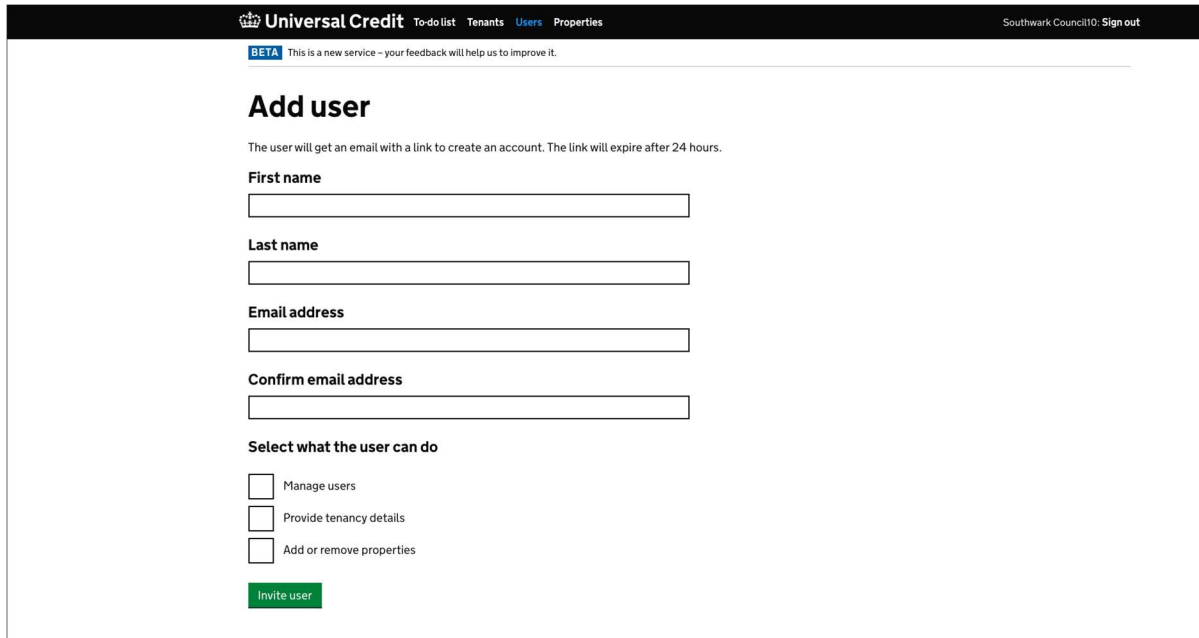
All users with active accounts will be visible, this screen will display user name, e-mail address and **permissions**.

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



The screenshot shows the 'Add user' form within the Universal Credit system. The header includes the 'Universal Credit' logo and navigation links for 'To-do list', 'Tenants', 'Users', and 'Properties'. A 'Sign out' link is visible in the top right corner. A 'BETA' notice states: 'This is a new service - your feedback will help us to improve it.' The form title is 'Add user', followed by a note: 'The user will get an email with a link to create an account. The link will expire after 24 hours.' The form contains four text input fields: 'First name', 'Last name', 'Email address', and 'Confirm email address'. Below these fields is a section titled 'Select what the user can do' with three checkboxes: 'Manage users', 'Provide tenancy details', and 'Add or remove properties'. A green 'Invite user' button is located at the bottom of the form.

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

The screenshot shows the 'Edit John Smith' page in the Universal Credit system. At the top, there is a navigation bar with 'Universal Credit' and links for 'To-do list', 'Tenants', 'Users', and 'Properties'. On the right, it says 'CHESHIRE WEST & CHESTER COUNCIL MANAGED FORHOUSING: Sign out'. Below the navigation bar, there is a 'BETA' notice: 'This is a new service – your feedback will help us to improve it.' The main heading is 'Edit John Smith'. Underneath, there is a box for 'User contact details' containing 'Email address john.smith@aol.com' and 'Mobile number 06789123121'. Below this is a 'Reset mobile number' section with a description: 'Resetting will remove the current mobile number, and this user will need to enter a new number the next time they log in.' and a 'Reset' button. The 'Select what the user can do' section has three checked checkboxes: 'Manage users', 'Provide tenancy details', and 'Add or remove properties'. There is a 'Done' button and a 'Deactivate user' link at the bottom.

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

Universal Credit To-do list Tenants Users Properties CHESHIRE WEST & CHESTER COUNCIL MANAGED FORHOUSING. Sign out

BETA This is a new service – your feedback will help us to improve it.

Edit John Smith

User contact details

Email address	john.smith@aol.com
Mobile number	06789123121

Reset mobile number
Resetting will remove the current mobile number, and this user will need to enter a new number the next time they log in.

[Reset](#)

Select what the user can do

- Manage users
- Provide tenancy details
- Add or remove properties

[Done](#)

[Deactivate user](#)

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

Universal Credit To-do list Tenants Users Properties CHESHIRE WEST & CHESTER COUNCIL MANAGED FORHOUSING: Sign out

BETA This is a new service – your feedback will help us to improve it.

Edit John Smith

User contact details

Email address john.smith@aol.com
Mobile number 06789123121

Reset mobile number
Resetting will remove the current mobile number, and this user will need to enter a new number the next time they log in.

Reset

Select what the user can do

Manage users
 Provide tenancy details
 Add or remove properties

Done

[Deactivate user](#)

Select the **Reset** button

The following screen will be presented

Universal Credit To-do list Tenants Users Properties Southwark Council: Sign out

BETA This is a new service – your feedback will help us to improve it.

Reset John Smith's mobile number

Do you want to reset this user's mobile number?

Yes, reset the number No, keep the current mobile number

Done

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.

Universal Credit To-do list Tenants Users Properties Southwark Council10: Sign out

BETA This is a new service – your feedback will help us to improve it.

Edit John Smith

User contact details

Email address	john.smith@aol.com
Mobile number	Reset request has been made

Select what the user can do

- Manage users
- Provide tenancy details
- Add or remove properties

[Done](#)

[Deactivate user](#)

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

GOV.UK Landlord portal

BETA This is a new service – your feedback will help us to improve it.

Enter a phone number

We'll send you a text message with an access code each time you sign in to your account.

Mobile phone number
We'll always send access codes to this number.

[Continue](#)

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

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

Deactivate users

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

Universal Credit To-do list Tenants Users Properties CHESHIRE WEST & CHESTER COUNCIL MANAGED FORHOUSING: Sign out

BETA This is a new service – your feedback will help us to improve it.

Edit John Smith

User contact details

Email address john.smith@aol.com
Mobile number 06789123121

Reset mobile number
Resetting will remove the current mobile number, and this user will need to enter a new number the next time they log in.

Reset

Select what the user can do

- Manage users
- Provide tenancy details
- Add or remove properties

Done

[Deactivate user](#)

This will load the following screen

Universal Credit To-do list Tenants Users Properties Southwark Council: Sign out

BETA This is a new service – your feedback will help us to improve it.

Deactivate John Smith

Do you want to deactivate this user?

Yes, deactivate the user No, keep the user active

Done

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

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 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.