

# Universal Credit Landlord Portal: User Self Help Guide & FAQ

## User Access:

### How do I sign into the portal?

The portal URL is: <https://portal.universal-credit.service.gov.uk/sign-in>

### I am a new user; how do I get access to the portal?

You should speak to your organisation's named enrolment contact in order to create a portal account. Alternatively, an account can be set up by anyone in your organisation with the **Manage Users** user role.

### I cannot remember my portal account password and I am not receiving e-mails to reset my password

The Portal automatically removes any account where there is no login for 90 days. You should follow the advice above to have your account recreated by any user with the **Manage Users** permission.

### I am not receiving an Access Code via SMS text message when I sign in

Initially, you should restart your phone as this will often allow any unrecieved messages to be sent to your phone. If this does not resolve the issue, you should consult with anyone in your organisation who has the **Manage Users** role, they will be able to use the **Reset Mobile Number** functionality which will enable you to re-enter your mobile number details.

### I have the Manage Users role, but can't change my own permissions, why not?

For security, you are unable to amend your own permissions. You should ask a colleague with the **Manage Users** role to change your permissions (NB: we recommend that at least 2 people in your organisation have the **Manage Users** role).

### Can we automate access to the portal to support automated verification of claims

No, this is not possible for security reasons.

### I have a user who does not have a mobile phone, how can they access the portal?

For security reasons, 2-factor authentication is required to access the Portal (an e-mail address & password, plus a mobile phone number). There are no alternatives available at the present time.

### Can I use a shared e-mail address for login to the portal?

No – access to the Portal must be at an individual level for security & audit purposes. Any landlords identified as using shared login details may have their portal access removed.

### Can a mobile phone number be used twice for 2-factor authentication?

No - each number must be unique.

### **Can I use different e-mail suffixes for users?**

No – all users must have the same suffix eg @domain.com.

## **Verifications**

### **We have verified housing costs in error – how do we resolve this?**

You should contact the Universal Credit Service Centre for support:

<https://www.gov.uk/government/publications/universal-credit-housing-queries-routeway/universal-credit-housing-queries-routeway>

### **We can't see a Tenant on the Portal – why not?**

This is usually caused by a tenant closing their claim to Universal Credit then subsequently reclaiming, or notifying a Change of Address, which was not verified via the Portal. In these cases, the claim will not be visible on the Portal. We are looking at ways in which we can improve verification to maximise the number of cases visible on the Portal.

### **How should we verify Absent Joint Tenant (untidy tenancies)?**

Landlords should reject these requests through the Landlord Portal adding this is an Absent Joint Tenant/Untidy Tenancy case so that a manual verification form can be issued. A case manager on completing the rent verification can then complete the extra action for Absent Joint Tenant (untidy tenancy) claims to ensure the correct housing costs are included.

NB: Rent verifications completed through the Landlord Portal are an automated process without case manager involvement

### **How should we verify Specified accommodation verifications?**

Landlords should reject these requests through the Landlord Portal that are specified accommodation adding that is specified accommodation. Such accommodation is not eligible for UC housing costs as is eligible for Housing Benefit.

## **Payment of APAs**

### **How do I change our bank account details?**

Complete form: **Form to change the bank details of a creditor or supplier**

<https://www.gov.uk/government/publications/how-the-deductions-from-benefit-scheme-works-a-handbook-for-creditors>

### **A tenant's Tenancy Reference Number is wrong, how do I change it?**

Guidance on how to Change a Tenancy Reference Number can be found on the Portal Guidance page:

<https://www.understandinguniversalcredit.gov.uk/universal-credit-and-landlords/landlord-portal/#guidance>

### **How do I get access to APA payment details on the portal?**

You should speak to your organisation's named enrolment contact in order to amend your portal account permissions. Alternatively, an account can be amended by anyone in your organisation with the **Manage Users** user role.

### **We have not been paid an APA as expected**

You should contact the Universal Credit Service Centre for support:

<https://www.gov.uk/government/publications/universal-credit-housing-queries-routeway/universal-credit-housing-queries-routeway>

### **A Payment is visible in the Portal but has not been received**

You should contact DWP payment Services for support:

[paymentservices.landlordportalenquiries@dwp.gov.uk](mailto:paymentservices.landlordportalenquiries@dwp.gov.uk)

### **I have requested an APA but I have not received any confirmation following this**

You should contact the Universal Credit Service Centre for support:

<https://www.gov.uk/government/publications/universal-credit-housing-queries-routeway/universal-credit-housing-queries-routeway>

### **How can I cancel an APA or deductions?**

You should contact the Universal Credit Service Centre for support:

<https://www.gov.uk/government/publications/universal-credit-housing-queries-routeway/universal-credit-housing-queries-routeway>

## **Other**

### **How do I update our Property Upload File?**

Property Upload Guidance is available here:

<https://www.understandinguniversalcredit.gov.uk/universal-credit-and-landlords/landlord-portal/#guidance>

### **We haven't received our Third Party Payment Schedule or Payment**

Contact DWP payment services for further advice:

[customerpayments.edi@dwp.gov.uk](mailto:customerpayments.edi@dwp.gov.uk)

### **Can you send us a list of all our Universal Credit tenants?**

No - The Portal allows the sharing of data with you for specific purposes set out in the Universal Credit regulations (for example for the purpose of verifying housing costs, or for the purpose of assigning rents of an APA is in place). We are unable to share information such as full lists of tenant's linked to a specific landlord as this is not permissible in the Universal Credit regulations.

