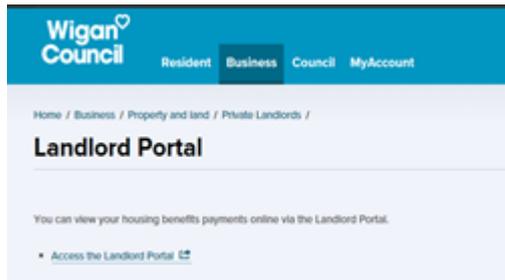


Landlord's guide to viewing payments within the Landlord Portal



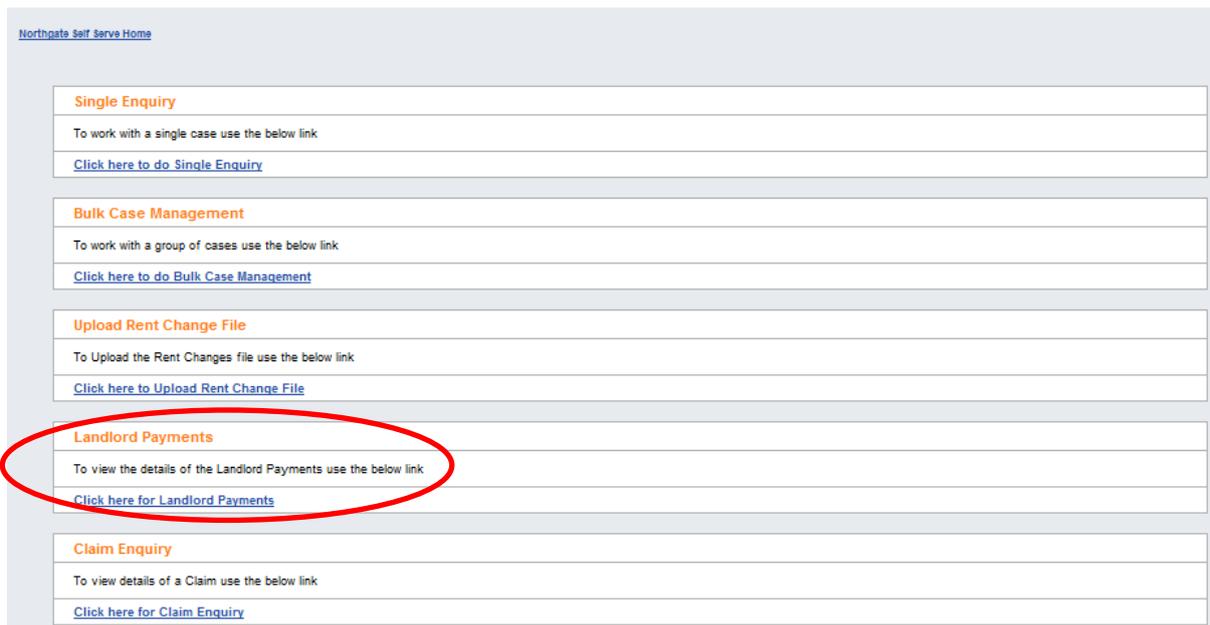
Accessing the Landlord Portal

[Go straight to the Landlord portal](#) or enter www.wigan.gov.uk/landlordportal into your web browser and click on 'Access the Landlord Portal'.



You will now be taken to the following screen:

Northgate Self Service



Click on "Click here for landlord Payments"

Logging into the Landlord Portal

Enter your username, password and answer to your memorable question then Click 'Log In'. If you have not already registered to use the Landlord Portal, please complete the [Landlord Portal Registration Form] and we will provide you with your user name and password.

Login

* Username

* Password

Answer to your Memorable Question
(If this is your first login, leave blank)

Searching for Payments

You can search for Landlord Payments against claim number, rent reference and/or for a certain period of time. You are not limited to searching against just one option per search.

Claim: Enter the Tenant's 7 digit claim number then click Search.

Landlord Payments Search

Claim Rent Reference

Payments Since Payments To

Note: Use "%" for wildcard search

Rent Reference: Enter the last six digits of the Rent Reference number [CHECK] then click Search.

Landlord Payments Search

Claim Rent Reference

Payments Since Payments To

Note: Use "%" for wildcard search

Payments Since: Click on the calendar and click on the date from which you want to search from. Once the date is entered, click on Search.

Landlord Payments Search

Claim Rent Reference

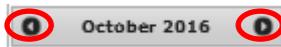
Payments Since  Payments To 

Note: Use "%" for wildcards

Landlord Payments

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Note: you are able to navigate between the months and years within the calendar by clicking on the left and right arrow buttons.



Payments To: Click on the calendar and then click on the date from which you want to search to. Once the date is entered, click on Search.

Landlord Payments Search

Claim Rent Reference

Payments Since  Payments To 

Note: Use "%" for wildcard search

Landlord Payments

Payment Date	Method	Amount



October 2016						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Note: you are able to navigate between the months and years by clicking on the left and right arrow buttons.



Search Results

Once you have performed your search, the results will appear within the Landlord Payment's section.

Landlord Payments

Payment Date	Method	Amount
<input checked="" type="checkbox"/> not selected		
<input checked="" type="checkbox"/> not selected		
<input checked="" type="checkbox"/> not selected		
<input checked="" type="checkbox"/> not selected		
<input checked="" type="checkbox"/> not selected		

[Export to Excel](#)

◀ Previous 6 - 10 Next ▶

Further detail – Landlord Payment Transactions

You are able to obtain further detail of the Payment Transactions by first clicking on 'not selected' by the Payment which you want further details of.

Landlord Payments		
Payment Date	Method	Amount
<input checked="" type="checkbox"/> not selected		
<input type="checkbox"/> not selected		
<input type="checkbox"/> not selected		
<input type="checkbox"/> not selected		
<input type="checkbox"/> not selected		

[Export to Excel](#)

⏪ [Previous](#) 6 - 10 [Next](#) ⏩

The status of the payment will change from not selected to selected and further details of the transactions will appear Landlord Payment Transactions.

Landlord Payments		
Payment Date	Method	Amount
<input checked="" type="checkbox"/> selected		
<input type="checkbox"/> not selected		
<input type="checkbox"/> not selected		
<input type="checkbox"/> not selected		
<input type="checkbox"/> not selected		

[Export to Excel](#)

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Landlord Payment Transactions								
Claim Reference	Claimant	Address	Rent Reference	Start Date	End Date	Benefit	Adjustment	Total

You are able to view further claim information by click on the relevant Claim reference number.

Landlord Payment Transactions								
Claim Reference	Claimant	Address	Rent Reference	Start Date	End Date	Benefit	Adjustment	Total
<input checked="" type="checkbox"/>								

Viewing the results online

You are able to navigate through the pages of results by clicking on Previous and Next



Exporting to Excel

Click Export to Excel

A screenshot of a web application showing a table titled 'Landlord Payments'. The table has three columns: 'Payment Date', 'Method', and 'Amount'. There are five rows, each with a checkbox and the text 'not selected'. At the bottom of the table, there is a blue link labeled 'Export to Excel' which is circled in red. Below the table are navigation controls: a left arrow, a blue link 'Previous', '6 - 10', a blue link 'Next', and a right arrow.

Click Open or Save as appropriate.

A screenshot of a file dialog box. The text inside reads: 'Do you want to open or save Payments.csv (780 bytes) from farrell.wigan.gov.uk?'. At the bottom right, there are three buttons: 'Open', 'Save', and 'Cancel'. The 'Open' and 'Save' buttons are circled in red.