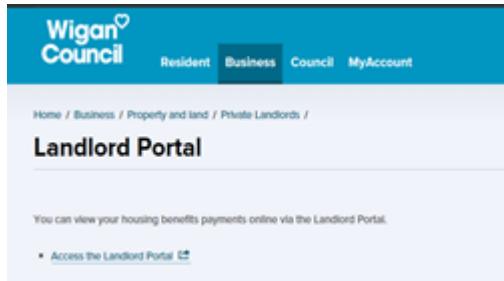


Landlord's guide to viewing payments within the Landlord Portal



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

A screenshot of the Northgate Self Service interface. The page has a header "Northgate Self Serve Home". Below it are several sections: "Single Enquiry" (with a link to "Click here to do Single Enquiry"), "Bulk Case Management" (with a link to "Click here to do Bulk Case Management"), "Upload Rent Change File" (with a link to "Click here to Upload Rent Change File"), "Landlord Payments" (with a link to "Click here for Landlord Payments" which is circled in red), and "Claim Enquiry" (with a link to "Click here for Claim Enquiry").

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

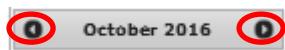
Note: Use "%" for wildcard search

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	<input type="text"/>	Rent Reference	<input type="text"/>																																																	
Payments Since	<input type="text"/> 	Payments To	<input type="text"/> 																																																	
Note: Use "%" for wildcards																																																				
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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	<input type="text"/>	Rent Reference	<input type="text"/>
Payments Since	<input type="text"/> 	Payments To	<input type="text"/> 
Note: Use "%" for wildcard search			
<input type="button" value="Search"/>			

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

<input type="checkbox"/> not selected	Payment Date	Method	Amount
<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](#) 

4

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
<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
<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](#)

1 - 5 [Next](#) ()

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

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	
[REDACTED]									

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

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			

Click Open or Save as appropriate.

