

Your portal, Your handbook

Computing guide



The Resident Portal

The resident portal shows you essential information about your tenancy, including your rent account and repairs history.

You will find everything that you need to manage your account with us. You will also find a variety of support information to help you find out what you need to know or for you to contact us if you need any help.

You also have the option to use your own device to access the portal.

To register for the Resident Portal

PLEASE MAKE SURE YOU HAVE TO HAND:

VALID E-MAIL ADDRESS

&

ACCOUNT REFERENCE NUMBER

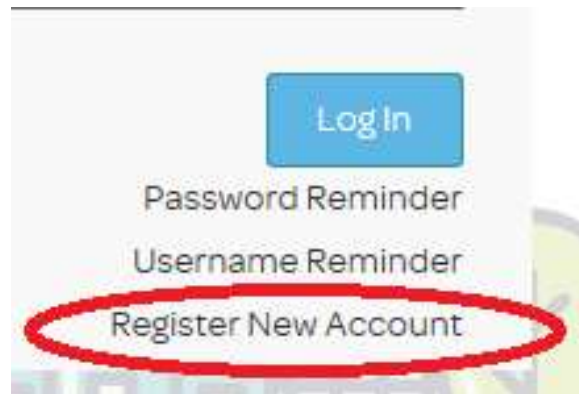
(This is also known as your tenancy number and can be found in any letter sent from JJH about your account. If you are having difficulty please ask your Independent Living Coordinator / Officer for assistance)

How to register

Click on the **Resident Portal** tab at the top:



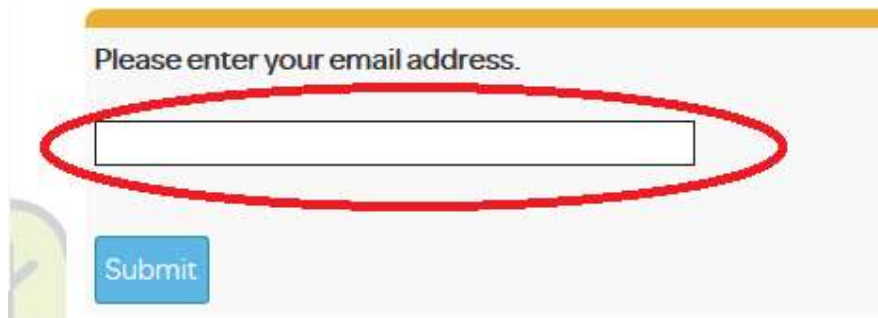
Select **Register New Account** under Log In:



How to register

Enter your valid E-mail address

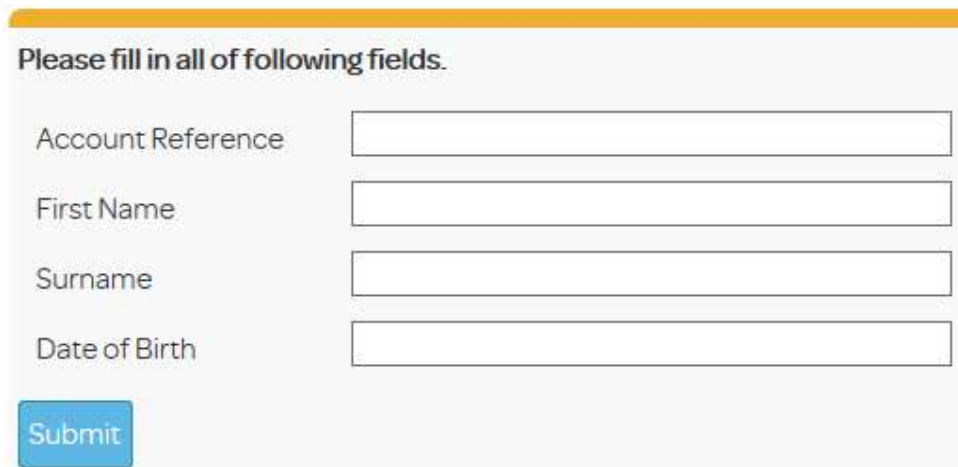
(If you need an e-mail address, please speak with ILC/ILO)



Please enter your email address.

Submit

Finally enter your Account Reference / Tenancy number and your other details as shown and click **Submit**:



Please fill in all of following fields.

Account Reference

First Name

Surname

Date of Birth

Submit

Continue to follow the instructions on the screen to set up a password and extra security details e.g. Mother's Maiden name - (make notes)

You may be required to open your e-mail to check registration is correct.

If ILC / ILO is unavailable please call customer services: 0345 305 5335

Successful Registration

After a successful registration, you now have access to:

Update your own personal details

(Change of personal circumstances, contact details)

View your Rent Account information

(Payment history, next payment due date)

Log a Repair

(Report a repair in detail and submit it directly to JJH)

Contact JJH Direct with any issues

(You can submit an enquiry form on the main JJH page here:

www.jjhousing.co.uk/enquiry-form

You also have the option to e-mail direct to:

general.enquiries@jjhousing.co.uk

OTHER METHODS OF CONTACT:

Independent Living Coordinator / Officer

JJH Customer Services: 0345 305 5335

Astraline (24/7 Pull cord)

Digital Champion(s)

Social Media Platforms

There are various types of social media platforms to choose. All of them allow you to create a profile, comment and share photos or links to specific websites.

Facebook is the most popular form of social media connecting people together using all formats as one.



Be careful when accepting friends on Facebook and especially from people you do not know or 'do know' as it has been known profiles can be copied or cloned.



Please be respectful towards others when online.

JJH accepts no responsibility for online activity.

Useful Websites



Contact NHS direct for medical advice / appointments.



Contact your Local Council anytime, bins, leaves etc.



Gov.co.uk / Universal Credit – Info on JJH Website

STAY SAFE ONLINE

The Internet is a wonderful tool that can make your life better in many ways. Unfortunately the features that make it easy for honest people to use can also be exploited by mischief-makers and even criminals. But you should not let fear stop you using the Internet. A few simple precautions will keep you safe online.

Spam is email that is sent automatically to millions of addresses. It usually advertises things such as drugs or pornography. If you receive an e-mail from someone that you have never heard of, **don't** open it. Delete it immediately. If you do open it by accident, **don't** click on any links. **Never** reply to a spam message.

Never give your passwords, PIN numbers or bank account numbers to anyone. Criminals send out emails that look very authentic, asking you to confirm your PIN or go to a website and log in. If you receive such an email, do **not** reply or click on any links. Delete it.

Only buy from online retailers that have a good reputation, either as "high street" shops, or established online stores. If you buy from auction sites such as eBay follow their security advice very carefully. Never download pirated software, music or videos.

If you are using a website and need to give credit or debit card details, it is essential that the website sets up a **secure connection** with your pc. You will know that you have a secure connection because the website address will start **https://**

Faults and Troubleshooting

Please inform your Independent Living Coordinator / Officer or Digital Champion if there is a fault with the computing equipment or contact customer services on

0345 305 5335

A-to-Z Glossary of Computer & Internet Terms

- ADSL:** Short for 'Asymmetric Digital Subscriber Line'
- Antivirus:** Software to detect and delete a virus on your computer
- Application:** Another term for program or software
- Attachment:** A file, such as a photo, attached to an email message
- Backup:** A copy of an important file, folder or disc that you can't afford to lose
- Bandwidth:** A measure of the amount of data and its speed over an internet connection
- Bookmark:** A shortcut to an often visited website
- Boot:** To start a computer and load the operating system
- Broadband:** A high speed internet connection
- Browser:** An application to allow you to view web pages on the internet
- Byte:** A unit of computer memory
- Click:** By default, to click is to press and release the left mouse button once
- Contacts:** A list of email addresses
- Copy:** To duplicate text or graphics from a page to the computer's clipboard.
- CPU:** 'Central Processing Unit'. Controls and calculates data at the heart of the computer
- Crash:** A problem that occurs in hardware or software that causes the computer to freeze
- Cursor:** The pointer, usually an arrow on screen, which is controlled by the mouse
- Cut:** To remove text or graphics from a page to the computer's clipboard.
- Desktop:** Everything you see when you start the computer
- Device Driver:** Software that helps the system recognise external devices e.g. a printer
- Disk Drive:** A device for storing computer data for later retrieval
- Document:** Formatted information that contains text, tables or forms
- Double-click:** To quickly press twice on the left mouse button
- Download:** To copy data from the internet to the computer
- Drag-and-drop:** To move a document by keeping the left button pressed down
- Email:** A way of delivering messages electronically
- FAQ:** Short for 'Frequently Asked Questions'. Often found as a link on a web page
- File:** An electronic document on the computer
- Firewall:** Protects the computer from attack by malicious users
- Folder:** Used to store groups of files
- Font:** A style of text. Also called typeface
- Format:** To clear all data on a disk and return it to an empty state.
- Gigabyte:** A unit of hard drive capacity. 1 gigabyte (GB) = 1024 megabytes (MB)
- Gigahertz:** (GHz) The speed at which a computer runs. Higher GHz means faster
- GUI:** 'Graphical User Interface'. The icons and menus that make up the display
- Hard Drive:** The primary storage device on the computer
- Highlight:** To select an item on screen. Ctrl-A on the keyboard selects all
- HTML:** 'Hypertext Mark-up Language'. The language used for designing web pages
- HTTP:** 'Hypertext Transfer Protocol' is a communications protocol used on the web
- HTTPS:** A form of HTTP that enables financial transactions to be conducted safely
- Icon:** A graphic symbol for an application, file or folder
- ISP:** 'Internet Service Provider'. The company that supplies your internet
- Java:** A general-purpose object-oriented computer programming language
- Javascript:** A programming language used to create enhanced web pages
- Keyboard:** A device that enables you to input data to a computer

Left-click: To press and release the left mouse button once

Log Off: To exit and sign out of your user account

MP3: The most common format for digital audio files

Modem: A device to enable transfer of digital data over telephone lines

Net: Short for the internet.

Network: A group of computers connected together by cables or the internet

Online: When you're on the internet, you're online

Open File: You open a file by double-clicking it using the left mouse button

OS: Short for 'Operating System'. For example, Microsoft Windows 7 is an OS

Paste: To transfer text or graphics from the clipboard on to a document.

PDF: Short for 'Portable Document Format'. Created by the company Adobe

Pointer: The arrow on screen that follows movements of the mouse

Print: To send a document to the printer. Ctrl-P on the keyboard

Printer: An output device that prints computer text and graphics to paper

Program: A sequence of instructions that tells the computer what to do

Quick Launch: An on-screen toolbar that displays the active applications

RAM: 'Random Access Memory'. A form of volatile computer memory

ROM: 'Read Only Memory'. A form of permanent computer memory

Read Only: Documents that can't be modified are 'read only'

Router: A networking device for receiving and sending data from and to the net

Save: To write a new or edited file to disk for later access. Ctrl-S on the keyboard

Scan: To convert a document in to digital format that can be read by the PC

Scanner: An input device for digitising text, graphics and photos

Scroll: To move a window or webpage up or down with the scroll wheel or bar

Search Engine: An application on the web for finding information e.g. Google

Select: To choose an item by clicking it with the mouse

Skype: Software that enables face-to-face communication using the webcam

Software: Programs that perform a variety of different tasks

Start Button: Allows access to all areas of the computer via the Start menu

Surfing: To ride a wave of information on the internet

Task Bar: The bar containing the Start button at the bottom of the screen

Tool Bar: A bar with shortcut icons for easy access to certain tools and tasks

Upgrade: To update hardware or software to a newer version

Undo: To reverse your last action. Ctrl-Z on the keyboard

URL: 'Universal Resource Locator'. The global address of a webpage or document

USB: 'Universal Serial Bus'. Ports on the computer for connecting external devices

Virus: Malicious software code designed to damage a computer's files

Webcam: Allows two-way video calls to anywhere on the planet

Website: A collection of designed electronic pages on the internet

Wi-Fi: Technology that allows access to the internet without the use of cables

Window: Everything you open on a computer opens in a new window

Windows: An operating system for controlling the computer and accessing files

Word Processor: A program for creating text documents on the computer

Workstation: A desktop PC that runs programs and serves as an access point

World Wide Web: The millions of websites that form part of the internet

YouTube: The world's largest video sharing website

Zip: A type of compression that can be applied to files to save disk space
