MyTenancy
Service User Guide
For:

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1. MyTenancy

1.1. What is MyTenancy?

MyTenancy is an online portal where you can view information related to your tenancy 24/7. Including your current rent balance, repairs on your home, important documents, contact information etc. You will also be able to pay your rent and request any repair work for your home.

1.2. Pre-requisites

Before creating an account, you'll need to ensure that you have:

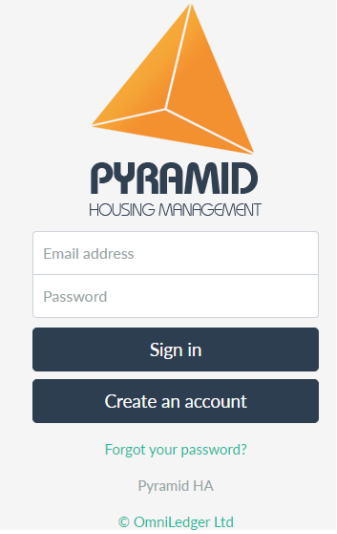
- Access to a valid email account
- Provided Causeway Irish HA with your date of birth and your valid email address
- Your tenant reference key/account code (if you do not know account code, you can obtain this by calling Causeway Irish HA)

1.3. Creating your MyTenancy account

- Open your internet browser and enter the following URL into the address bar and hit the "Enter" key:

  https://irishcauseway.mytenancy.co.uk

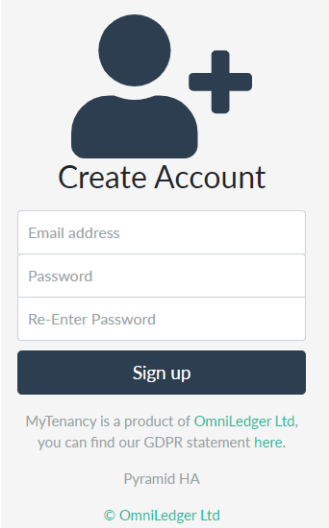
- Click "Create an Account" button as shown below:



N.B. The logo in the above screenshot may be different to the one shown.

- Enter your "Email address" and desired "Password" details as shown below. Please note that in order to register your email address, you will need to provide Causeway Irish HA with your date of birth. Passwords are case sensitive.

Note that your account will need to be validated using the email address provided, before you can use it. Please ensure that you have access to the email address you registered.

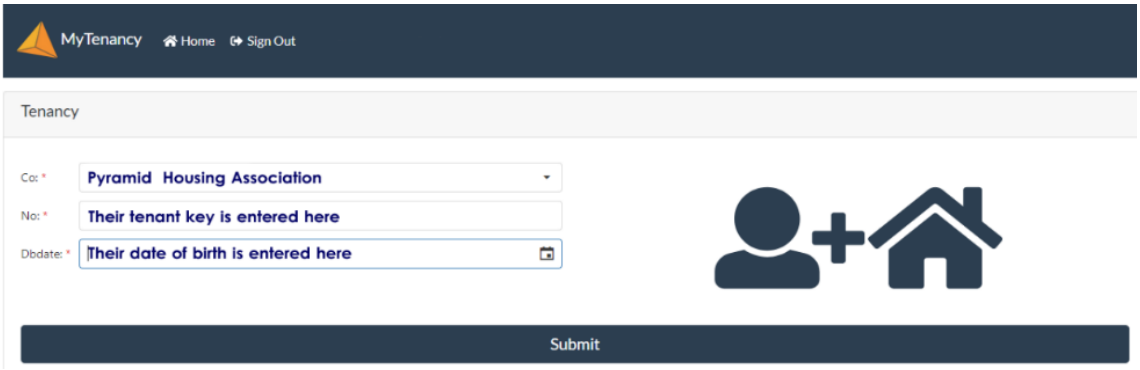


1.4. Validating your account

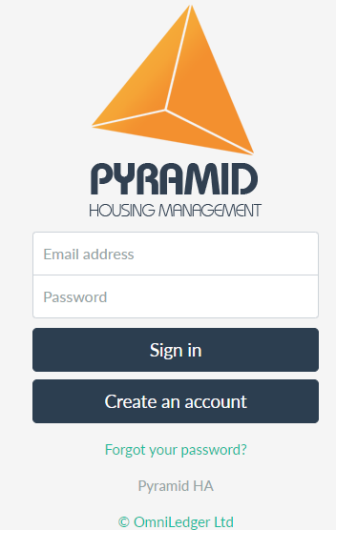
- A validation email will be sent to the address you provided. Click on the hyperlink to validate your email as shown below:
- If you cannot see the email then please check your junk mail folder. If you still cannot find the validation email then please call Causeway Irish HA.

From:	admin@mytenancy.co.uk
Subject:	**Account Creation**
To:	Your.Name@Emailaddress.co.uk
	A new account has been created in relation to this email address. Click below to activate the account:
	https://innisfree.co.uk/signup_validation/xxxxxxxxxxx

- You will then be presented with a screen as shown below, asking for your tenant key (account code) and date of birth. If you are unsure of your tenant key (account code), please call Causeway Irish HA.



- If the details you have provided are correct, you will automatically be logged into MyTenancy. Should you wish to log in again after signing out, just visit <https://irishcauseway.mytenancy.co.uk>, enter your username and password as registered and click the “Sign In” button



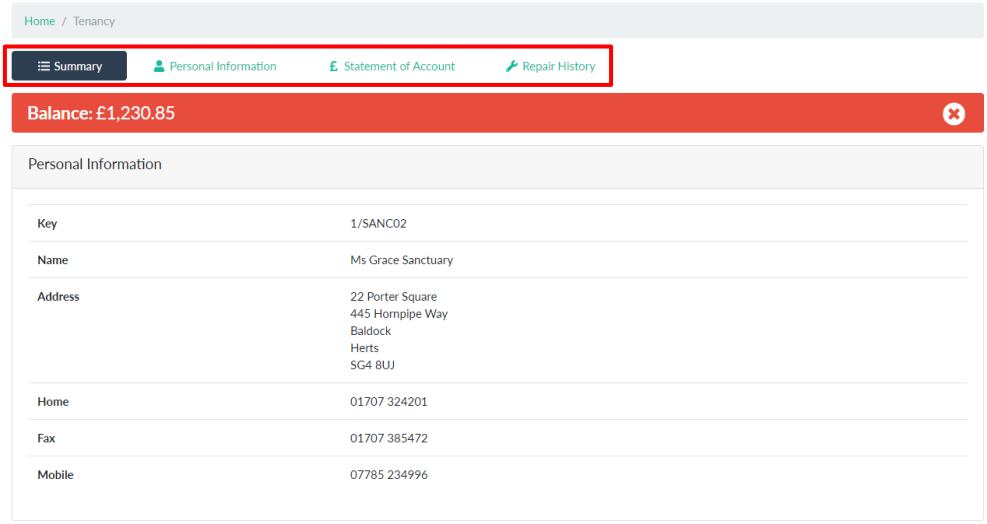
2. Using MyTenancy

2.1. Home Menu

2.1.1. Summary

Once you have signed into MyTenancy you will initially be presented with the home page. From here, you'll be able to view a summary of your details, as well as access personal information, statement of account, repair history and request a repair for your home.

Each of these features can be accessed by clicking on the green heading links as shown below:



The most prominent section of the home screen is your current rent balance. This will be shown in different colours depending on your arrears level:

- If your balance is displayed in red, it indicates that you are currently in arrears and will need to make a payment to balance your account.

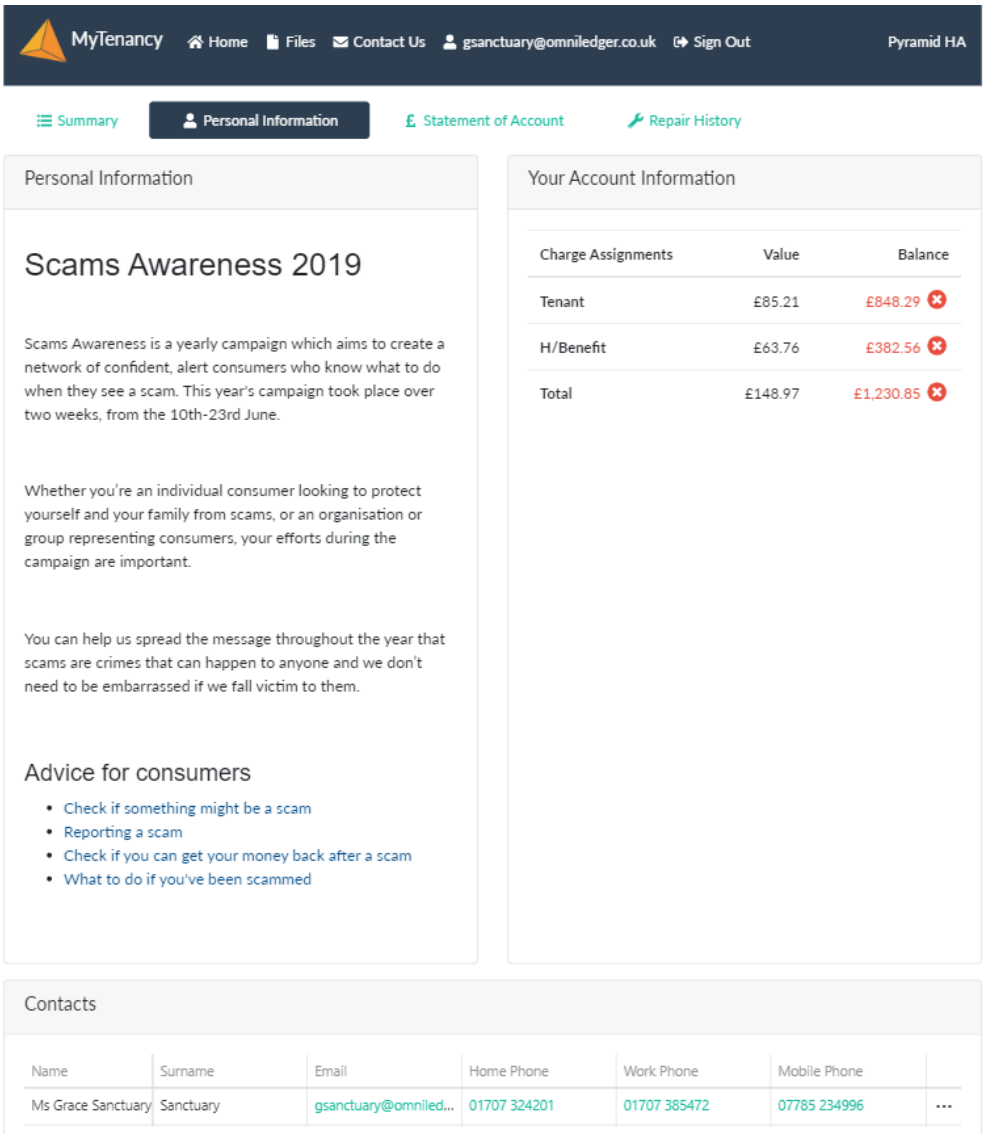
- If your balance is displayed in green, it indicates that you are currently in credit or pre-paid.

- If your balance is displayed in blue, it indicates that you are currently at zero balance.

However, if you believe that this is a mistake, please contact your housing representative or Causeway Irish HA.

2.1.2. Personal Information

The “Personal Information” page of the home menu displays the personal information that Causeway Irish HA has recorded about you, including your current rent account details. This has been broken down into three boxes labelled “Personal Information”, “Your Account Information” and “Contacts” shown below:



Personal Information:

This section contains general information provided by Causeway Irish HA that may be of interest to you. From time to time, this will change to bring you the latest news or notifications.

Your Account Information:

This section includes details about your rent account and is divided up into three columns, “Charge Assignments”, “Value” and “Balance”.

Charge Assignments:	This show’s you who is responsible for paying what towards your rent. Any values listed against the tenant would be your responsibility. Please contact Causeway Irish HA if you would like further information on rent payment responsibilities.
Values:	This shows how much each charge assignment contributes towards your rent as per your tenancy agreement. i.e. In the example shown above, if your agreement with Causeway Irish HA is to pay rent weekly, then you are expected to contribute £85.21 per week.
Balance:	This shows the current total for each charge assignment. Please note that this is cumulative with each charge. For example, if your rent is £85.21 per week and you missed two weeks of payment, then the balanced displayed will be £170.42 in arrears. The status of each assignment is displayed in red, green or blue, indicating whether you are in arrears, credit or zero balance respectively: • If your balance is in Arrears will be displayed. • If your balance is in Credit will be dispayed. • If your balance is Zero will be displayed.

Contact Information:

This section includes the personal information about you and any individuals related to your tenancy. For example, your spouse, child, GP etc. Each contact will include the following details (if they’ve been provided to Causeway Irish HA):

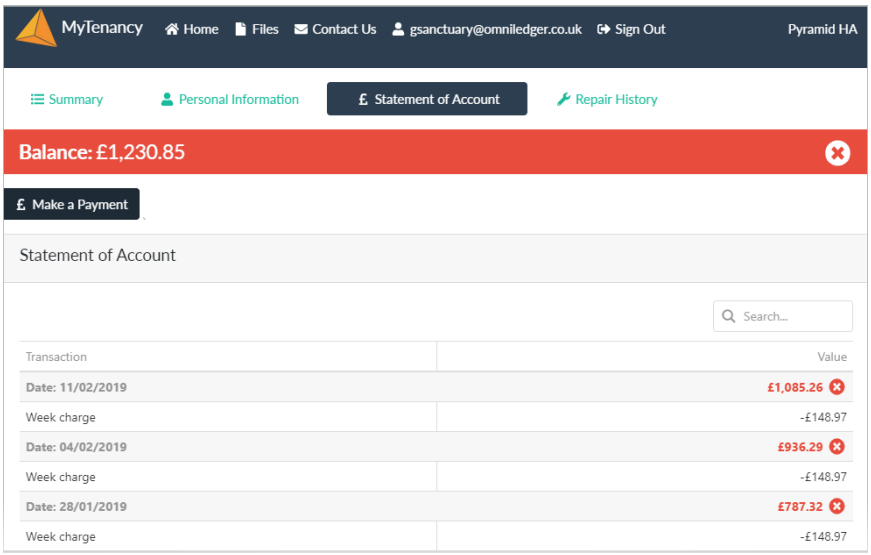
- Full Name
- Title
- Forename
- Surname
- Email
- Home Phone
- Work Phone
- Mobile Number

Should you see any incorrect information, or would like to provide us with an update, then please contact Causeway Irish HA.

2.1.3. Statement of Account

The “Statement of Account” page displays your rent balance and includes all transactions that have occurred since you moved into your home, providing you with a complete history of how the final balance is made up. As with “Your Account Information”, each value is displayed in red, green or blue, indicating whether you were in arrears, credit or zero balance at that point in time:

- If your balance is in Arrears will be displayed.
- If your balance is in Credit will be dispayed.
- If your balance is Zero will be displayed.



Your statement will be divided into two columns, providing you with the following information:

Transaction: Each transaction will include two pieces of information. The date in which the transaction took place and what sort of transaction it was. These typically include:

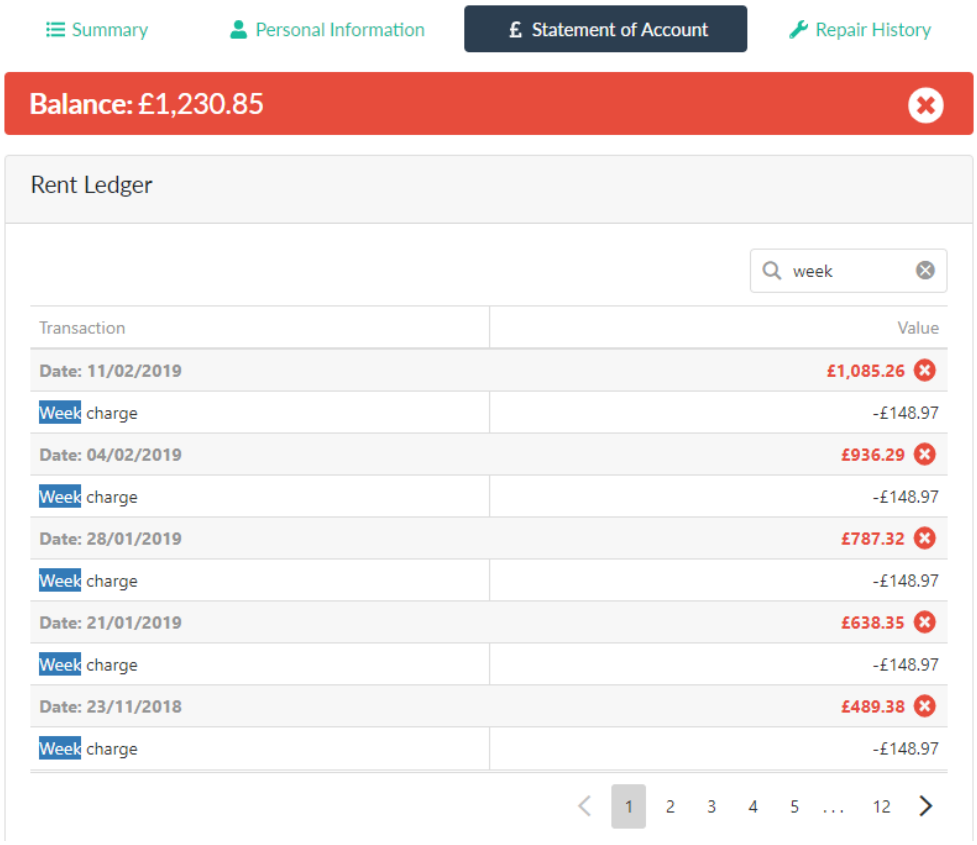
- Rent charge (weekly, monthly or 4-weekly depending on your tenancy agreement)
- Standing order
- Cash Payment
- Allpay Payment
- Housing Benefit

Value: This column displays two values for each transaction:

- The final balance after the transaction has taken place. This will be coloured red, green or blue depending on your arrears status at the time.

- The value of the transaction. This will be displayed as a negative number (indicating a charge has been applied to your account) or postive number (indicating a payment has been applied to your account).

Navigating and searching your statement

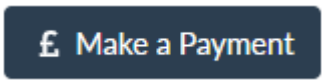


You can scroll through your account history by clicking on the numbers or arrows found at the bottom of the statement (as shown above). Clicking on the numbers will take you to that specific statement page, whereas the arrows will simply navigate you to the next or previous page.

However, should you wish to search for something specific within your accounts, you can do so by using the search bar found at the top of your statement (as shown above). MyTenancy will then only display transactions containing what you searched for. For example, if you searched for “Week”, the MyTenancy will only display week charge transactions. All other transactions will not be shown.

Paying Your Rent

The “Statement of Account” also includes an option for you to pay your rent in the form of a button:

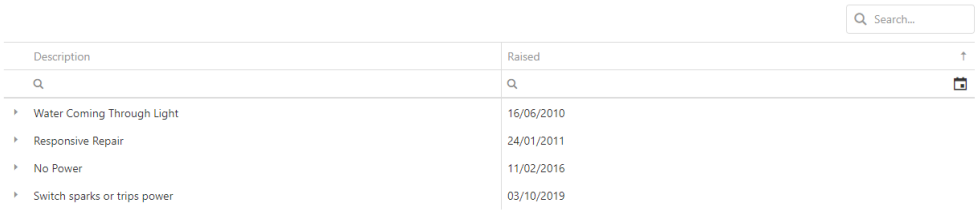


By clicking on the “£ Make a Payment” button, you will be redirected to your rent payment portal. Should you have any questions regarding how to make a rent payment, then please contact Causeway Irish HA.

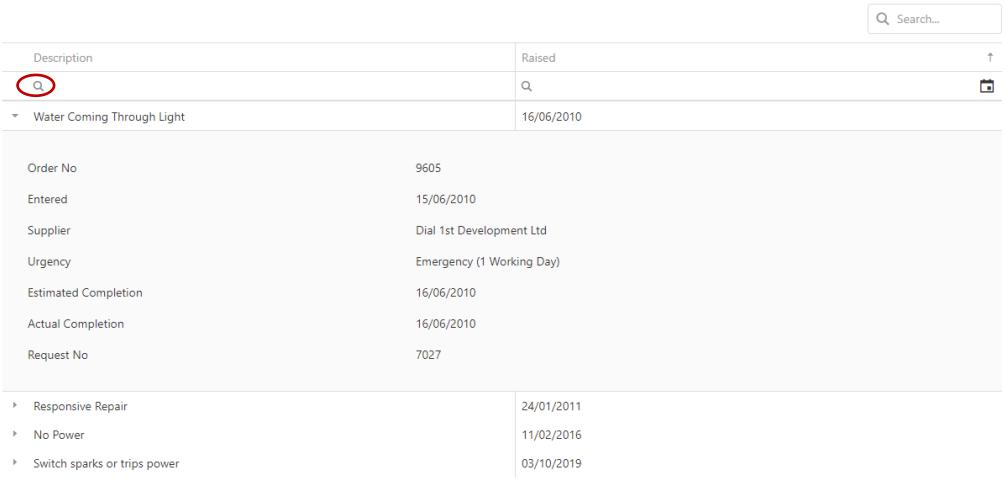
2.1.4. Repair History

The “Repair History” page provides you with a summary of maintenance work for your home since you moved in, including any outstanding jobs that are due.

Viewing repairs to your home



Your repair history is presented in two columns, providing you with a brief description of the work and the date of when it was raised with Causeway Irish HA. You can see more information about each job by clicking on the small arrow next to the description. The section will then expand to provide you with the following details:

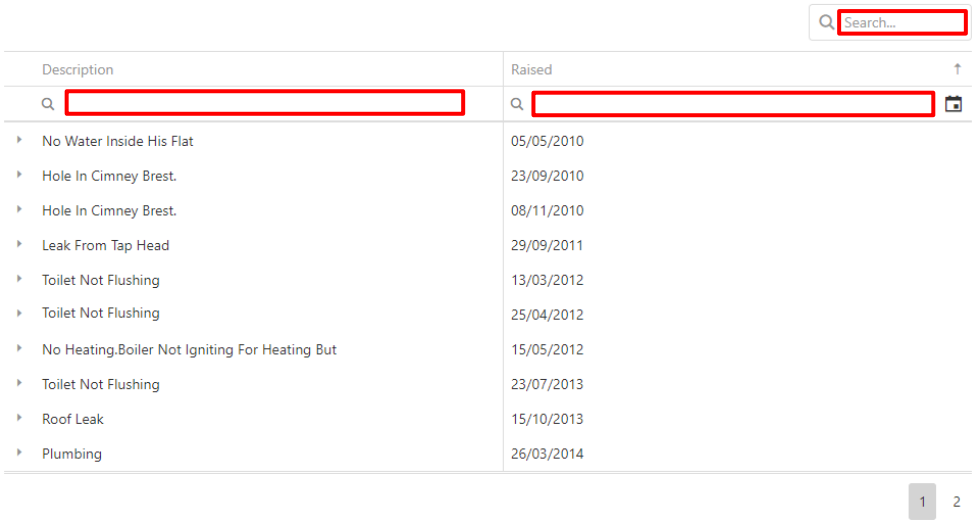


Order No:	This is the order number which the repair work was allocated. You may reference this number with Causeway Irish HA should you have a query regarding the work.
Entered:	This is when the repair work was entered into our system.
Supplier:	This is the company responsible for completing the repair work.
Urgency:	This is the urgency which Causeway Irish HA has allocated the repair work. Repair work that is more urgent will have a faster estimated completion date.
Estimated Completion:	This is when Causeway Irish HA expects the work to have been completed by.
Actual Completion:	This is when the repair work was completed. Should this section be blank, then it means the job is still outstanding. If you believe that this is incorrect then please contact Causeway Irish HA.

Request No: This is the reference number which was allocated to the original request for this repair.

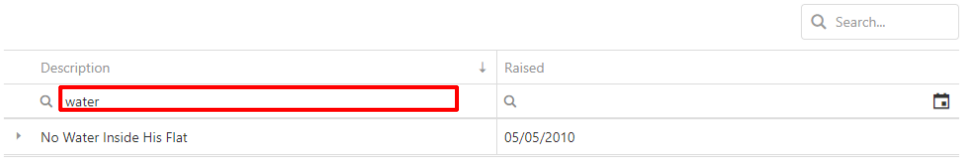
Navigating and searching your repair history:

There are a number of ways to search and navigate through your repair history. You can scroll through your account history by clicking on the numbers found at the bottom of the repair history (as shown below). Clicking on the numbers will take you to that specific history page.

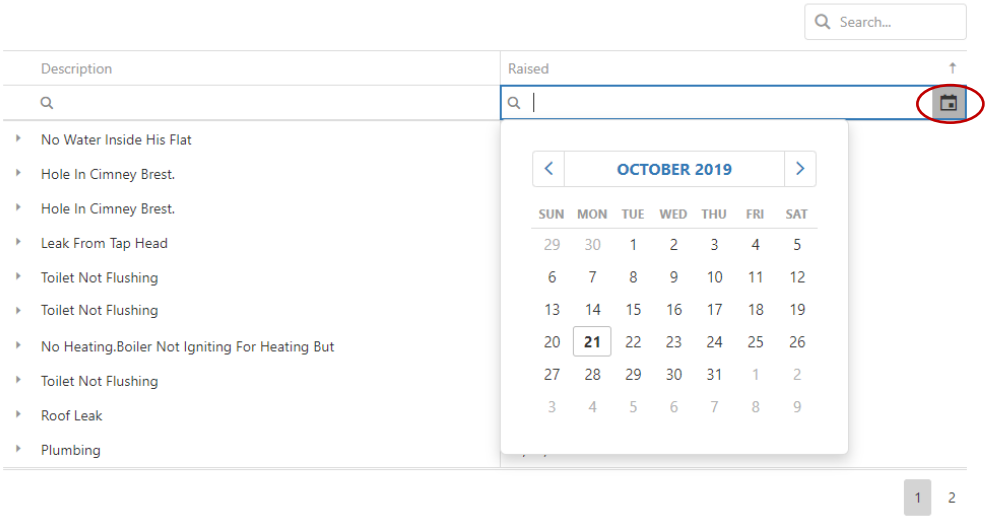


If you would like to find a specific repair job, there are three search bars allowing you to so (as shown above). The search bars within the “Description” and “Raised” columns enables you to search for something specifically within the associated column.

For example, if you entered “Water” into the “Description” column, the repair history will only show you jobs that had water within the description.



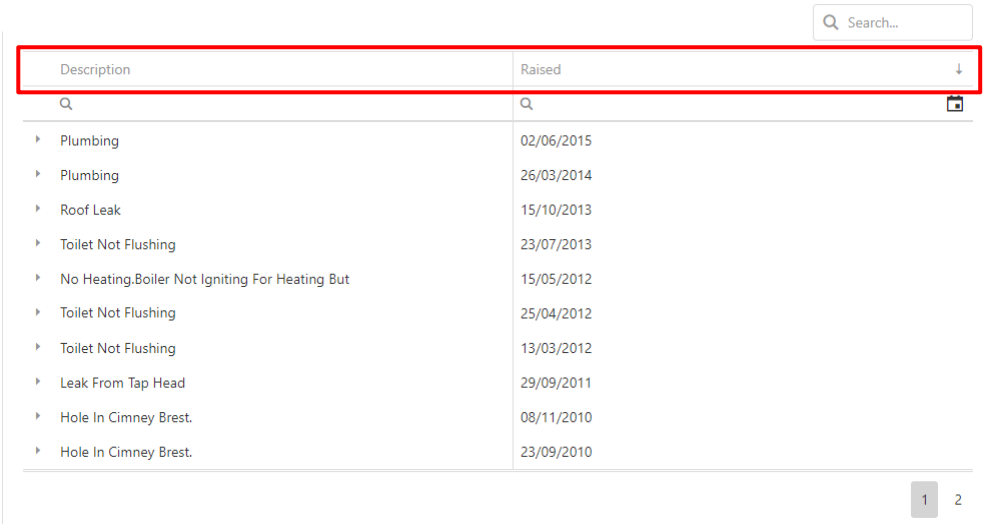
When searching within the “Raised” column, you may click on the calendar icon (as shown below) to quickly select a specific date:



Note that any searches using the top search bar will apply your enquiry to both the “Description” and “Raised” columns.

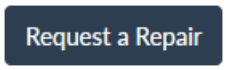
Sorting your repair history:

By default, your repair history is sorted by date in ascending order (oldest to newest). To change this, you may click on the “Raised” and “Description” column headers to sort the repair history in descending date order or alphabetical order. A small up or down arrow will be displayed within the column header, indicating how you’ve applied your sort:

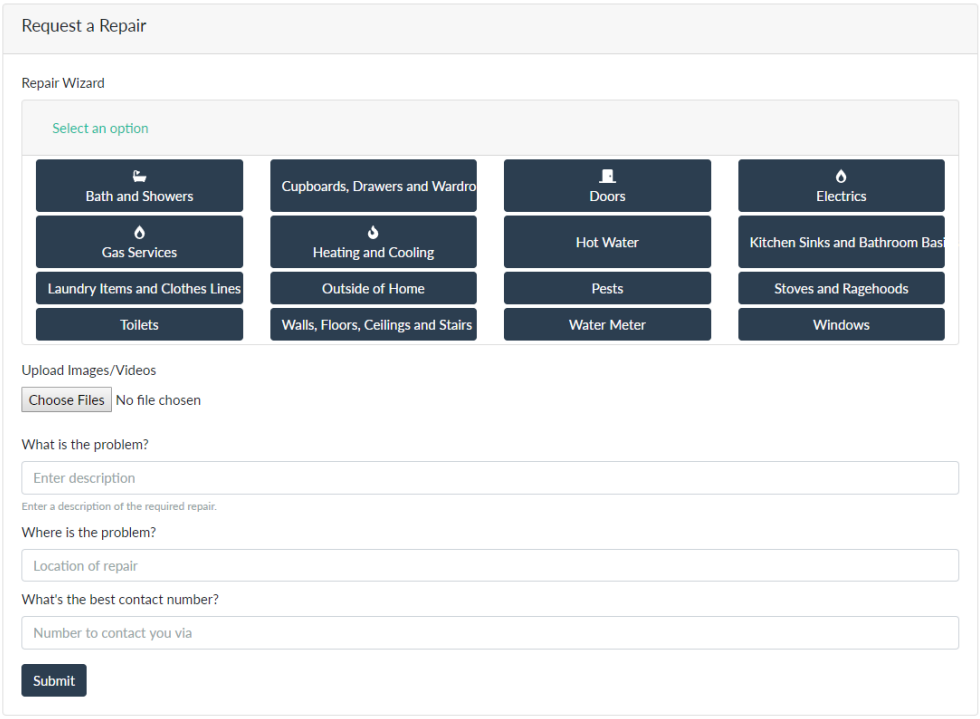


Requesting a repair for your home:

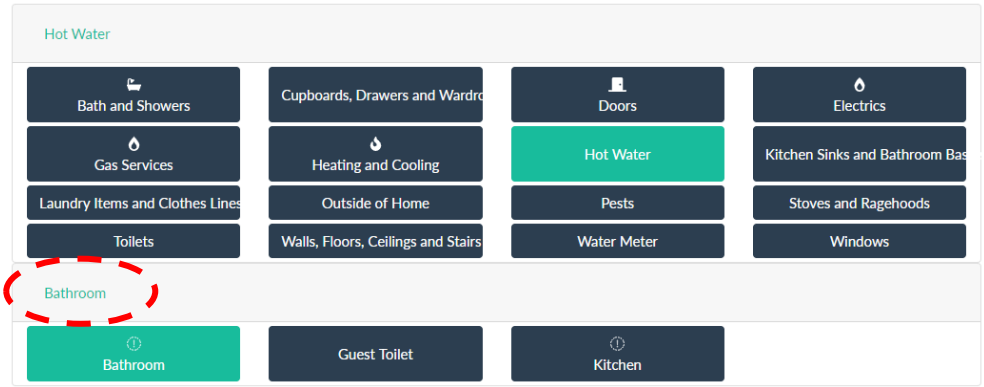
In the event that you need to report a repair to Causeway Irish HA for your home, then you can do so by clicking on the “Request a Repair” button:



When requesting a repair, you will be presented with the Repair Wizard (as shown below), asking you for the details of your request.

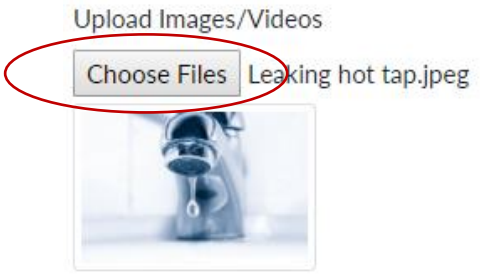


First, you will need make Causeway Irish HA aware of the issue clicking on the buttons presented at the top of the screen, to select a category that best describes the problem. Note that some categories may ask you for further information by presenting more sub-category buttons as shown below:



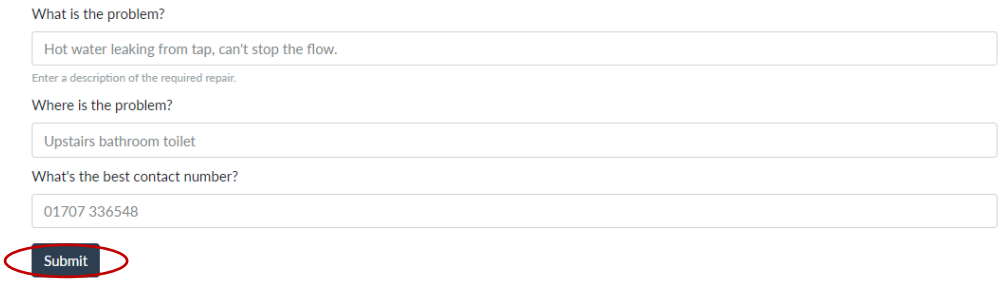
If you click the wrong button, you can go back a step by clicking the button as shown above.

If you have a photo or video to help us diagnose the repair issue further, then you can send this to us by clicking on the “Choose Files” button and selecting the file:



If using the MyTenancy service on a mobile device, the “Choose Files” option will automatically offer you the opportunity to invoke the mobile devices camera and capture the image or video at that point in time.

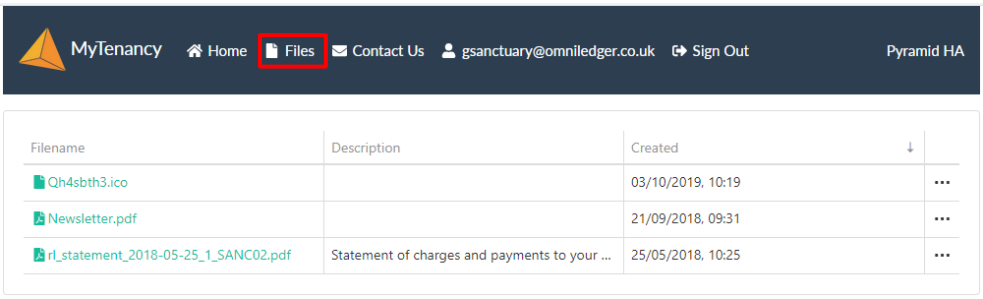
The final section of the repair request form ask’s you to provide us with further detailed information. Simply complete the three questions as best as you can and once you’re happy with the answers provided, click on the “Submit” button to finish the request.



The form will then be sent to Causeway Irish HA and a member of our team will be in contact to discuss the status of your repair request.

2.2. Viewing your tenancy documents and files

You can view and download any documents related to your tenancy by clicking on the “Files” link found at the top of the page (as shown below).

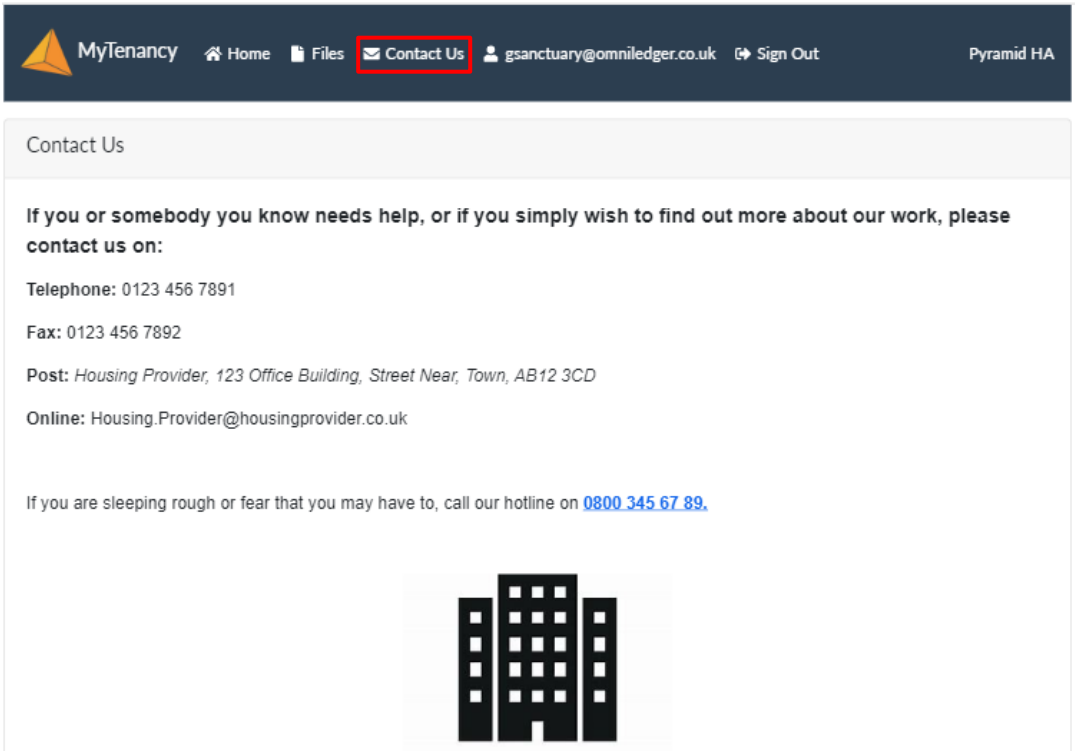


From time to time, Causeway Irish HA will update the files listed here. They contain important documents such as your rent statements, tenancy agreements, newsletters etc. When a new document is uploaded to the “Files” repository, you will automatically receive a new email notification.

To download any document, simply click on the green coloured document name.

2.3. Contact Us

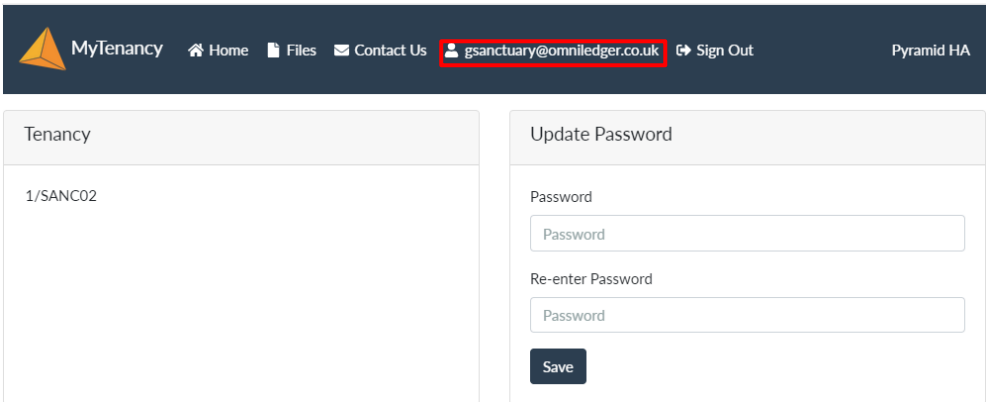
Should you need to contact Causeway Irish HA, you can find all the details by clicking on the "Contact Us" link found at the top of the page (as shown below). This page contains all information you need to direct you to the correct people.



2.4. Re-setting your password

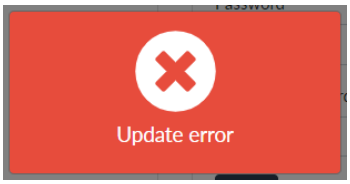
Re-setting account password via your portal

You can reset your password details by clicking on your email address found at the top of the screen (as shown below). This page contains two sections, "Tenancy" which provides you with your unique tenant reference, and "Update Password" which allows you to change your password details.



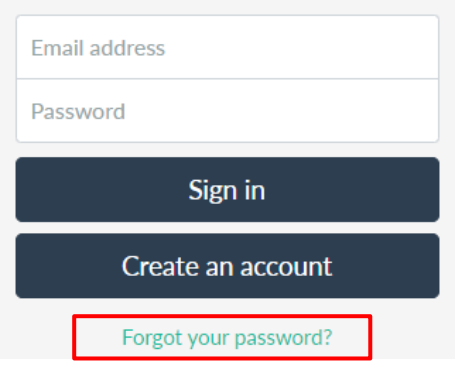
To reset your password, simply enter your new details within the “Password” box and then confirm the same password again in the “Re-enter Password” box, click the “Save” button when completed.

Should you receive an “Update Error” message (as shown below), MyTenancy has detected that both passwords entered do not match. You’ll need to re-enter the details and ensure that they are exactly the same in each box. Note that passwords are case sensitive.

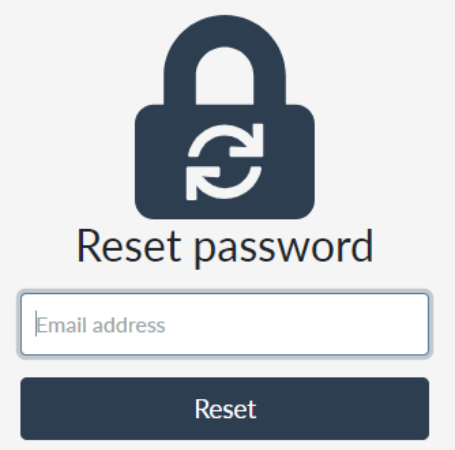


Forgotten your password

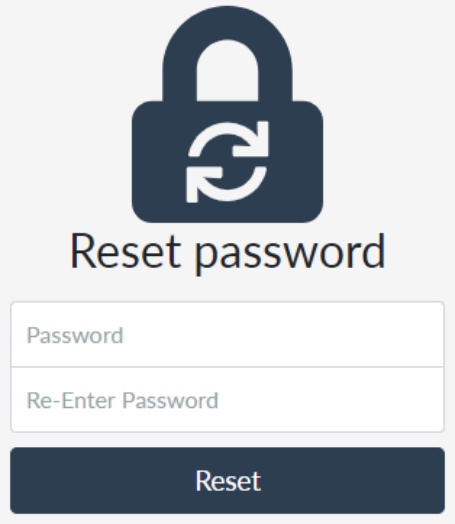
If you’ve forgotten your password and can’t login, you can use the account retrieval option via the login screen. Simply click the green “Forgot your password?” link:



You will then be prompted to enter the email address that you registered your account with. If you can’t remember which email you used, then please contact Causeway Irish HA.



If you entered the correct details, an email notification will be sent to you containing a hyperlink to reset your password. Simply click on the link provided and MyTenancy will prompt you for your new password details.



To reset your password, enter your new details within the “Password” and “Re-enter Password” boxes, then click the “Re-set” button. Note that passwords are case sensitive.

If you cannot see the reset email, then check your junk mail folder. If you still cannot find your reset email, then please contact Causeway Irish HA.

2.5. Sign Out

MyTenancy will automatically log out after a short period of inactivity. However, should you wish to log out manually you can do so by clicking the “Sign Out” link.