

Repair and Maintain Online Repairs Registration Guide

On your internet browser, visit <https://customerportal.fortem.co.uk/jj/login>

1. Click on the **Register** button to get your account set up and activated by entering your email address and creating a password.

My Portal

Login **Register**

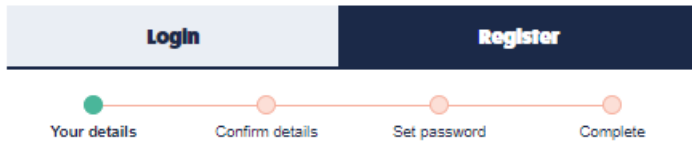
Email address

Password

Remember me

Login >

[I've forgotten my password](#)



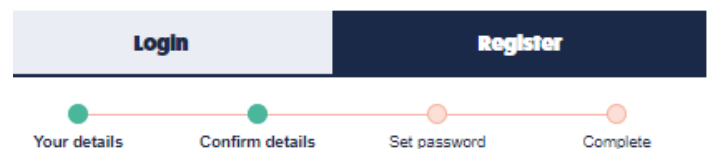
Registration code

[Where to get my registration code?](#)

Next >

3. You will then be asked to confirm your email address to enable your verification code to be sent. If there is an email address already assigned to your account, it will show up here. Tick the box next to the email address and **Click Send Code**.

2. Please enter your **15 digit registration code** that you received from us by email or letter.



We need to send you a verification code

For security reasons, we need to send you a verification code. We've retrieved the following details from our system.

Please send the verification code to:

 ch*****@f*****.***

< Back

Send code >

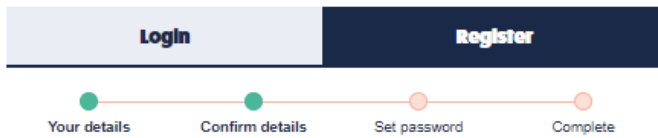
Not the correct details? [Click here.](#)





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Please enter your verification code:

Didn't receive a verification code? [Click here.](#)

4. Enter the 4 digit code that is on the email you get into the box on the enter verification code screen and click Next.

5. You will then be asked to set a password for your account and then enter it for a second time to confirm it. Your password must include at least one capital letter, one number and a special character (e.g. !?@#\$\$%^&*).

Email address

Set Password
Your password must include at least 1 capital letter, a number and a special character (e.g !?@#\$\$%^&*)

Confirm password

I have read and understood the [Privacy Policy](#).

6. Once you have entered a password, click on the privacy policy to review it. Once you have reviewed, tick the box - I have read and understood the privacy policy and click Confirm.

Email address

Set Password
Your password must include at least 1 capital letter, a number and a special character (e.g !?@#\$\$%^&*)

Confirm password

I have read and understood the [Privacy Policy](#).



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Your details Confirm details Set password Complete



Complete!

We have successfully created your account.



7. You will have then completed the registration process and will shortly receive your confirmation email.

8. Click on the **Log in** button and you will be able to login using your email address and password you created.

Good news, you are all set up!

Once you log in, you will see the home page where you can then report and track your repairs. 24-hours a day, 7 days a week.



Help | My profile | Sign out

Good morning

Reference no. 1966 Address 20, Lomas Close, Burnage, Manchester

You have no current repairs.

What would you like to do today?



Report a repair



Track repairs at my property



Contact us

Please contact the Customer Service Hub via email on general.enquiries@jjhousing.co.uk if you need any assistance in setting up your account.

