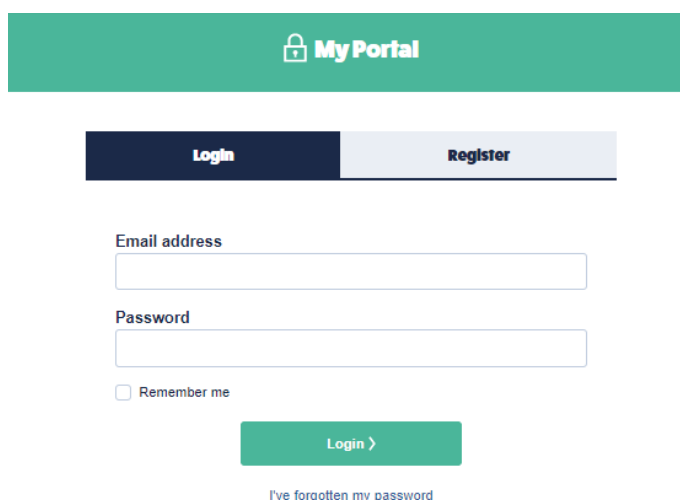


# Repair and Maintain Online Repairs User Guide

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

1. Enter the email address and password you created during the registration process and click **Login**.



The screenshot shows the 'My Portal' login interface. At the top is a green bar with a lock icon and the text 'My Portal'. Below this are two tabs: 'Login' (active) and 'Register'. The login form includes fields for 'Email address' and 'Password', a 'Remember me' checkbox, and a green 'Login >' button. A link for 'I've forgotten my password' is located below the login button.

2. You will then be presented with your dashboard, giving you access to all the features of the portal. There are 2 key features you will use, **Report a repair** and **Track repairs at my property**

Good morning

Reference no. 3205	Address 34, Boulmer Court, Newker Crescent, Chester-le-Street
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You have no current repairs.

What would you like to do today?



Report a repair



Track repairs at my property



Contact us



# Report a Repair

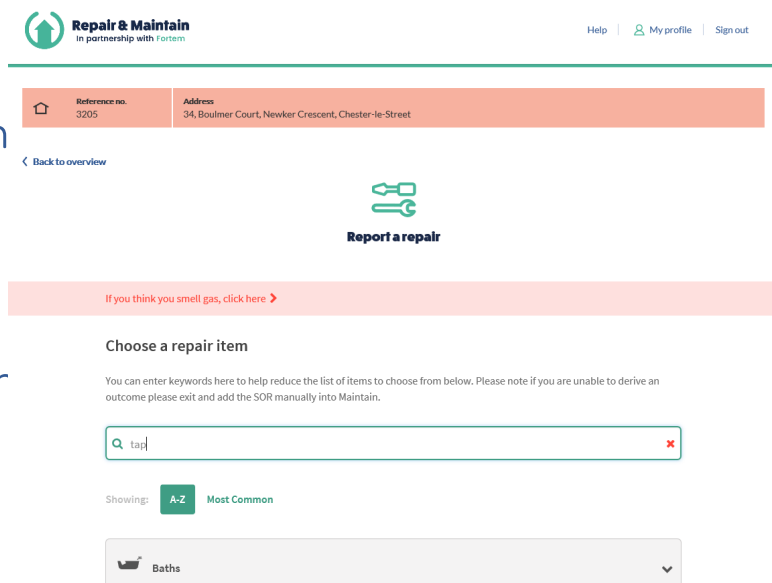


Report a repair

1. To report a repair, click on the **Report a Repair** box.

2. You will be presented with the repairs diagnostic tool. There are three ways to diagnose your repair:

- Typing key words into the search box e.g. type tap to see all of the categories that contain issues with taps
- Most common – click on **most common** to see the most common problems residents report
- Using the Diagnostic Tree to pick the category and drill down to the specific problem.



Repair & Maintain  
In partnership with Fortem

Help | My profile | Sign out

Reference no. 3205 Address 34, Boulmer Court, Newker Crescent, Chester-le-Street

[Back to overview](#)

**Report a repair**

If you think you smell gas, click here >

Choose a repair item

You can enter keywords here to help reduce the list of items to choose from below. Please note if you are unable to derive an outcome please exit and add the SOR manually into Maintain.

tap

Showing: A-Z Most Common

Baths

If you are unable to find the problem, please call the Customer Services team on 0345 305 5335




3. Using the example of a leaking tap, you would type **tap** into the search box and then click **kitchen taps leaking**.



#### Choose a repair item

You can enter keywords here to help reduce the list of items to choose from below. Please note if you are unable to derive an outcome please exit and add the SOR manually into Maintain.

Showing: **A-Z** Most Common

 Baths


Leaking or loose bath taps

Lukewarm water from bath taps

No cold water from bath taps

No hot water from bath taps

Matched related keywords: hot bath tap

 Kitchen - Sinks and Taps

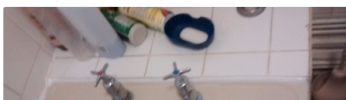
[< Back](#)

Is it a pillar tap or a mixer tap?

Mixer tap



Pillar tap



4. For some repairs, you may get a clarification question. Using the example of the leaking tap, you may be asked a question about the type of tap you have. This is so the tradesperson knows what they are going to be working on.



#### For your Information

Check if the leak is containable by putting a container underneath or the water is dripping into the sink. Please monitor the container until your appointment and ensure you empty the container regularly.

Should the leak worsen, please call customer services.

If the leak is not controllable, please call customer services.

Some tenancies require the resident to replace their own tap washers and therefore if this is the fault they may be charged.

This solved my problem ✓

Continue with Booking >

**6.** You will be asked to enter a phone number that you can be contacted on about the repair. If you enter a mobile number you will also get SMS confirmation and updates on the appointment. Tick the box to confirm the number is correct and then click **Continue with Booking**.

**5.** To answer the clarification question, click on the type of tap you have and depending on the type of repair, you may get some guidance notes about managing or addressing the problem. If you still need to book a tradesperson to visit, click on **Continue with Booking**, if not click on **This solved my problem**.

#### Basket

If you call us out to put right damage that is your fault, or beyond normal wear and tear then we will recharge the cost to you.

1. Kitchen taps leaking or loose

Remove

Show my answers

Phone number

☐ Please tick this box to confirm the number above is the correct one to contact you on regarding this repair.

Continue with Booking >

+ Add another repair item



## Jobs Logged

Now book your appointment(s).

Job Reference: 1645665-1  
  
This job includes:  
**Kitchen taps leaking or loose**  
  
Choose an appointment slot [Calendar View](#)

Friday - 22/05/2020

AM (8:00-12:00) >

SR (9:00-14:00) >

PM (12:00-17:00) >

[View more slots](#)

[Book selected slot\(s\)](#) >

8. When you click on your preferred slot, you will get a summary screen with the job details, including the Fortem reference number and the appointment slot. Click on [Book selected slot](#) to confirm.

## Jobs Logged

Now book your appointment(s).

Job Reference: 1645665-1  
  
This job includes:  
**Kitchen taps leaking or loose**  

[PM \(12:00-17:00\)](#)
[Change](#)

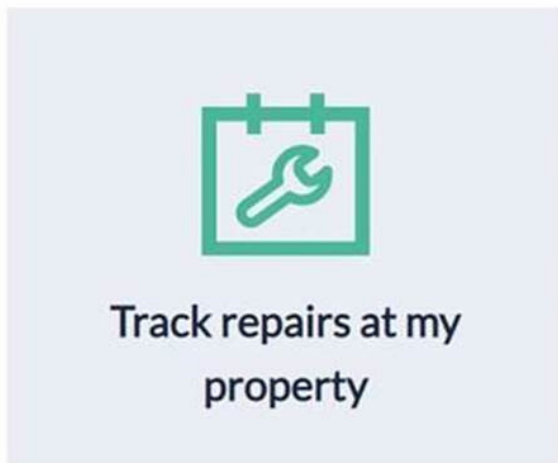
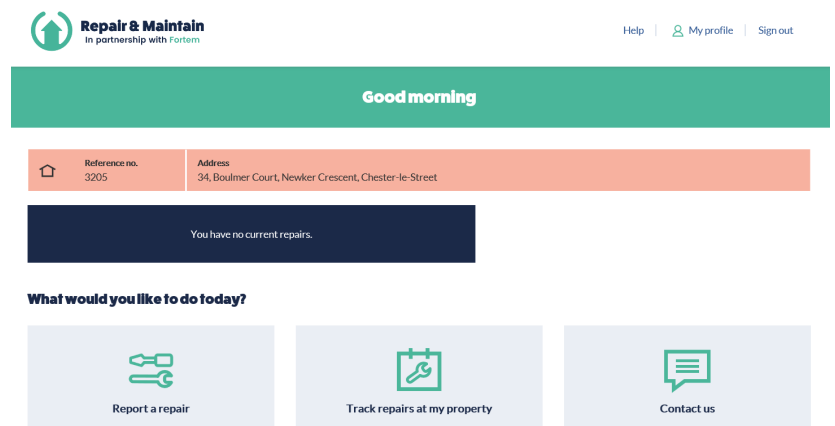
[Book selected slot\(s\)](#) >

9. Your appointment is now logged with the Fortem team and may take up to 1 hour to show on the [Track Repairs at my Property](#) screen.



# Track Repairs at My Property


1. The next appointment that is scheduled for your property is shown on the home screen. Please be aware that newly created appointments may take up to 1 hour to appear on the portal.



2. To view other scheduled or completed repairs at your property, click on the **Track Repairs at my property** icon.




3. You will then see a list of current and completed repairs registered to your property.





Reference no.  
3205


Address  
34, Boulmer Court, Newker Crescent, Chester-le-Street

[Back to overview](#)




**Track repairs at my property**

Current	Completed
Reference: 1568772752 Tap:Overhaul any type of mixer, dismantle and renew any parts, reseating, repacking gland, resecure tap, cleaning down stem, reassemble, and packing gland and test on completion.	 Scheduled for: 2020-05-15 08:00:00
Reference: 1568760171 Bath:Clear blockage to waste fitting, pipe or trap, flush out and test, remove and refix any access panels etc., as necessary, remove debris on completion and make good any finishes disturbed.	 Scheduled for: 2020-05-15 08:00:00
Reference: 1568775440 Tap:Overhaul any type of mixer, dismantle and renew any parts, reseating, repacking gland, resecure tap, cleaning down stem, reassemble, and packing gland and test on completion.	 Scheduled for: 2020-05-15 09:00:00



Reference no.  
3205

Address  
34, Boulmer Court, Newker Crescent, Chester-le-Street

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**Track repairs at my property**

Current	Completed
Reference: 1504855 Test:Carry out smoke or pressure test to existing drain run and report to Client Representative (not to be claimed in association with any other works).	 Scheduled for: 2019-08-21 12:00:00

[Report a repair >](#)

4. Click [Back to overview](#) to return to the main screen.



# Changing your Password



## My profile

### Login details

#### Update email

Email address

chris.hone@fortem.co.uk

Change

#### Update password

Old password

New password

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

Confirm new password

Change

1. If you would like to change your password to the portal, click on the **My Profile** button in the top right corner of the screen.

2. Enter your current password in the **old password** box and then the password you want it to change to in the **new password** box and then retype this in the **confirm new password** box.

3. Then click **Change**.





# Questions or Queries

If you would like to submit a question or query, click on the [Contact us](#) button and complete the form.



**Contact us**

## Get in touch

If you have an enquiry, want to report anti-social behaviour or want to report a complaint, please fill out the form below and our Customer Service team will get back to you as soon as they can.

Subject

Message

Send

