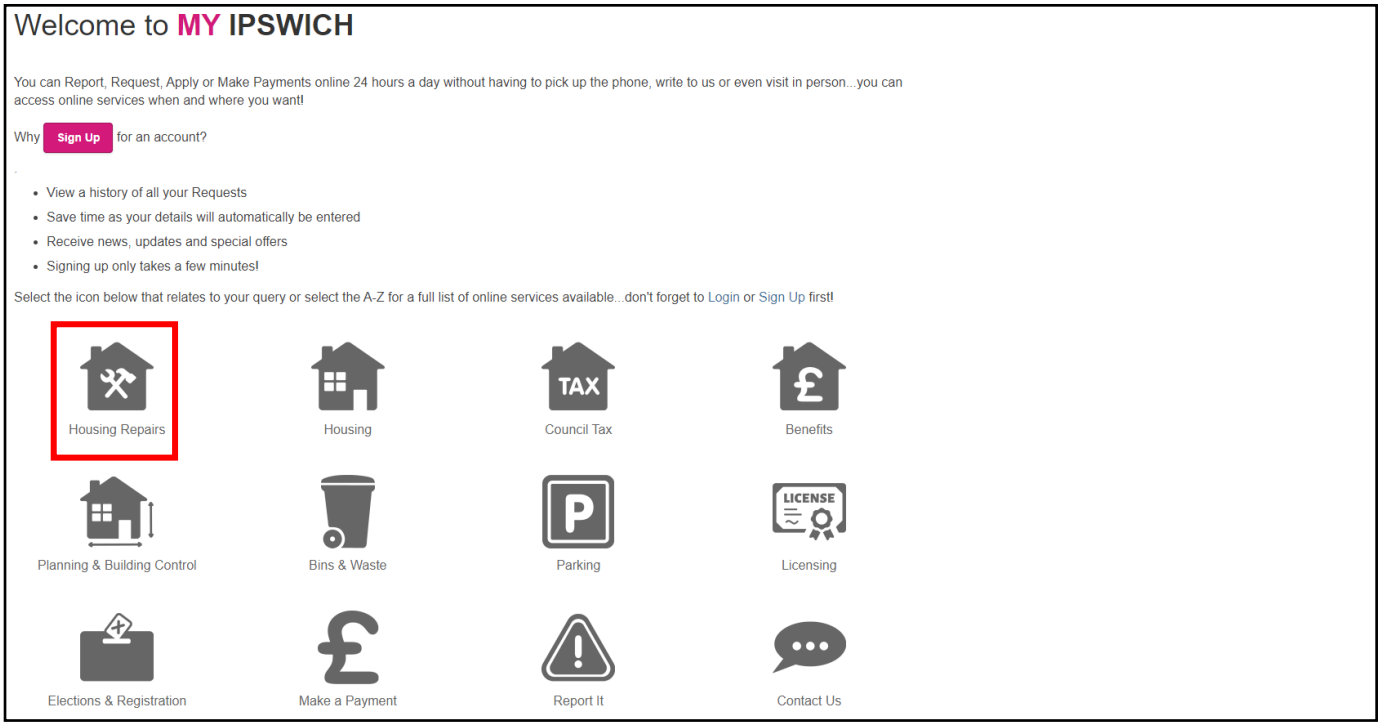
**Online Repairs Portal: How to Book a Repair**

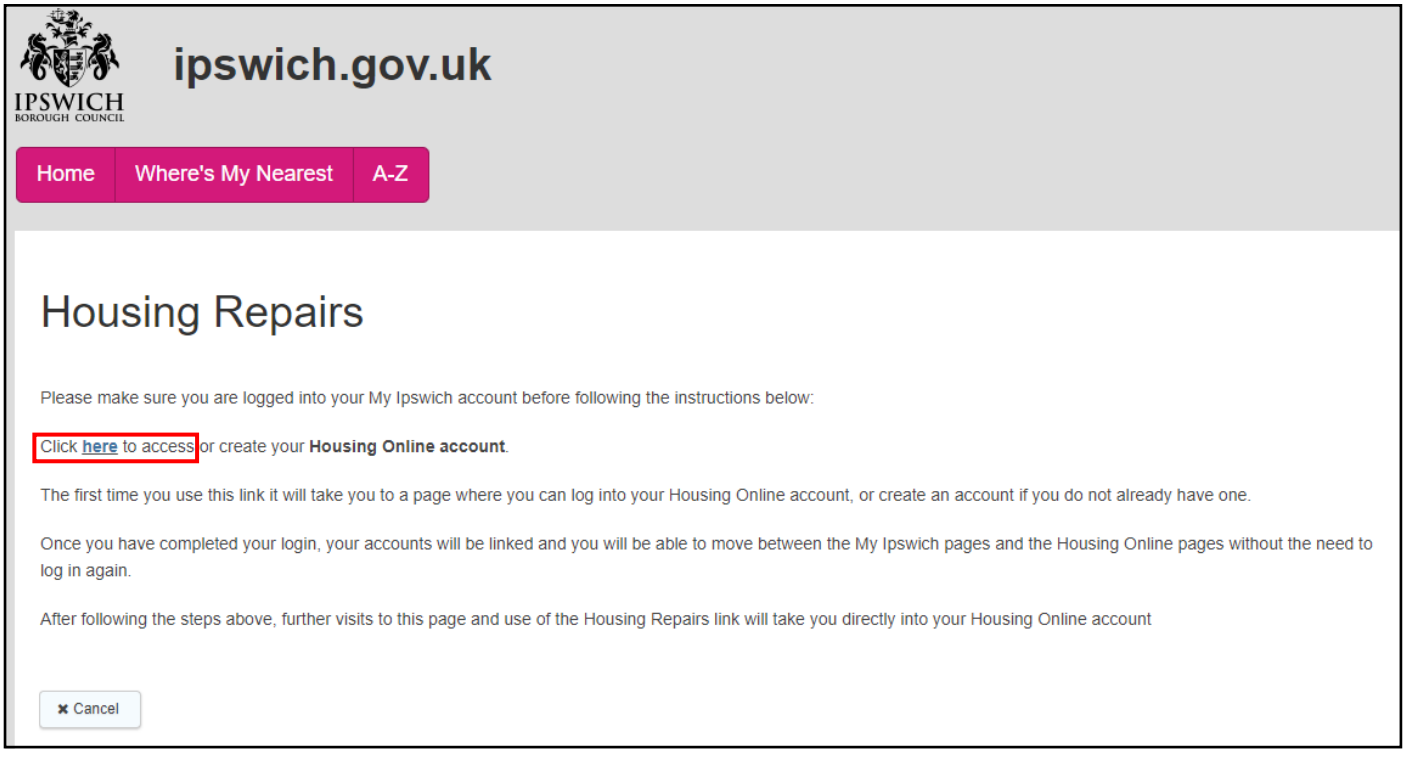
## Step 1

Housing Repairs can now be booked online using My Ipswich at https://my.ipswich.gov.uk (page shown below). First, select the 'Housing Repairs' con (marked with a red box in the image below).



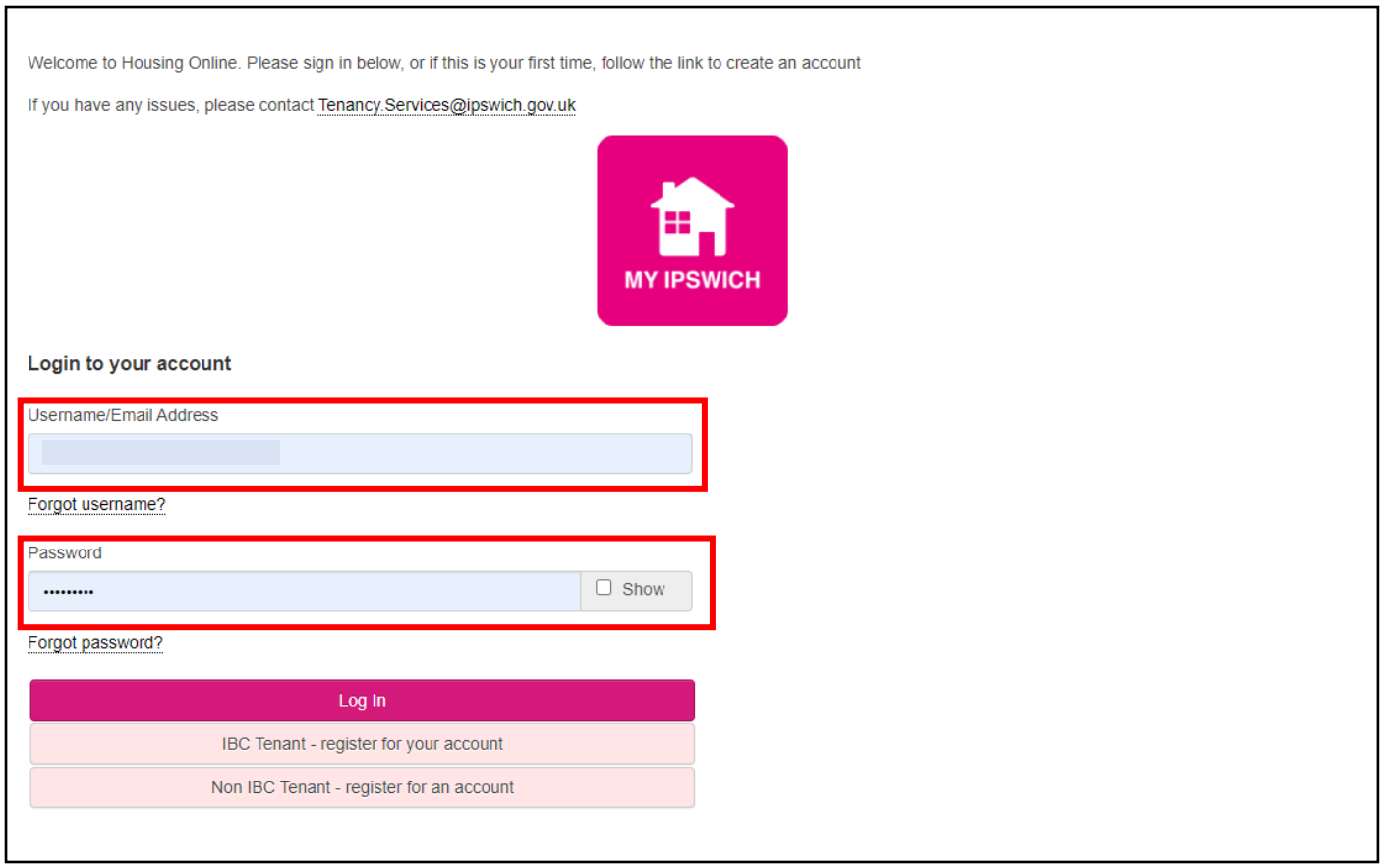

## Step 2

The below page will appear asking you to login to your Housing Online account (if you already have an account) or to create one if not.



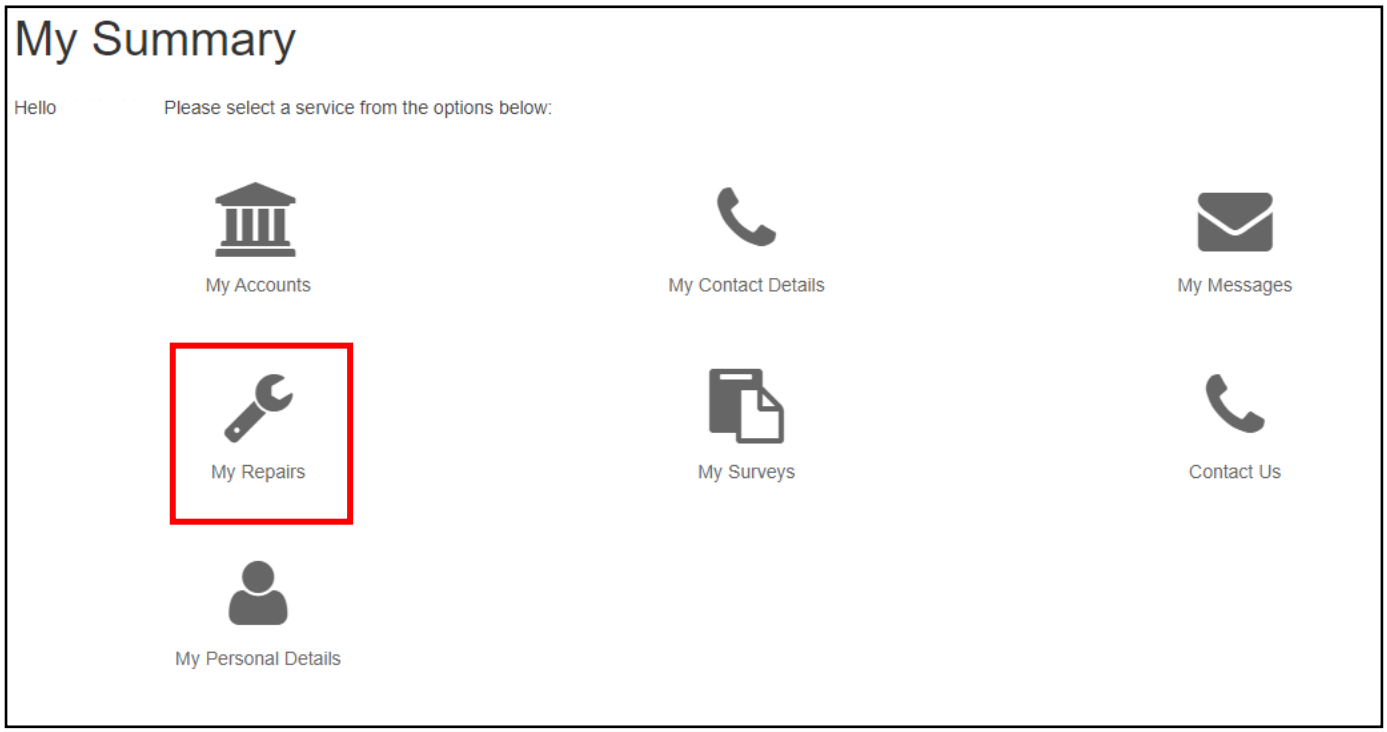
## Step 3

To login successfully, you must have an account and enter the username and password (shown below)



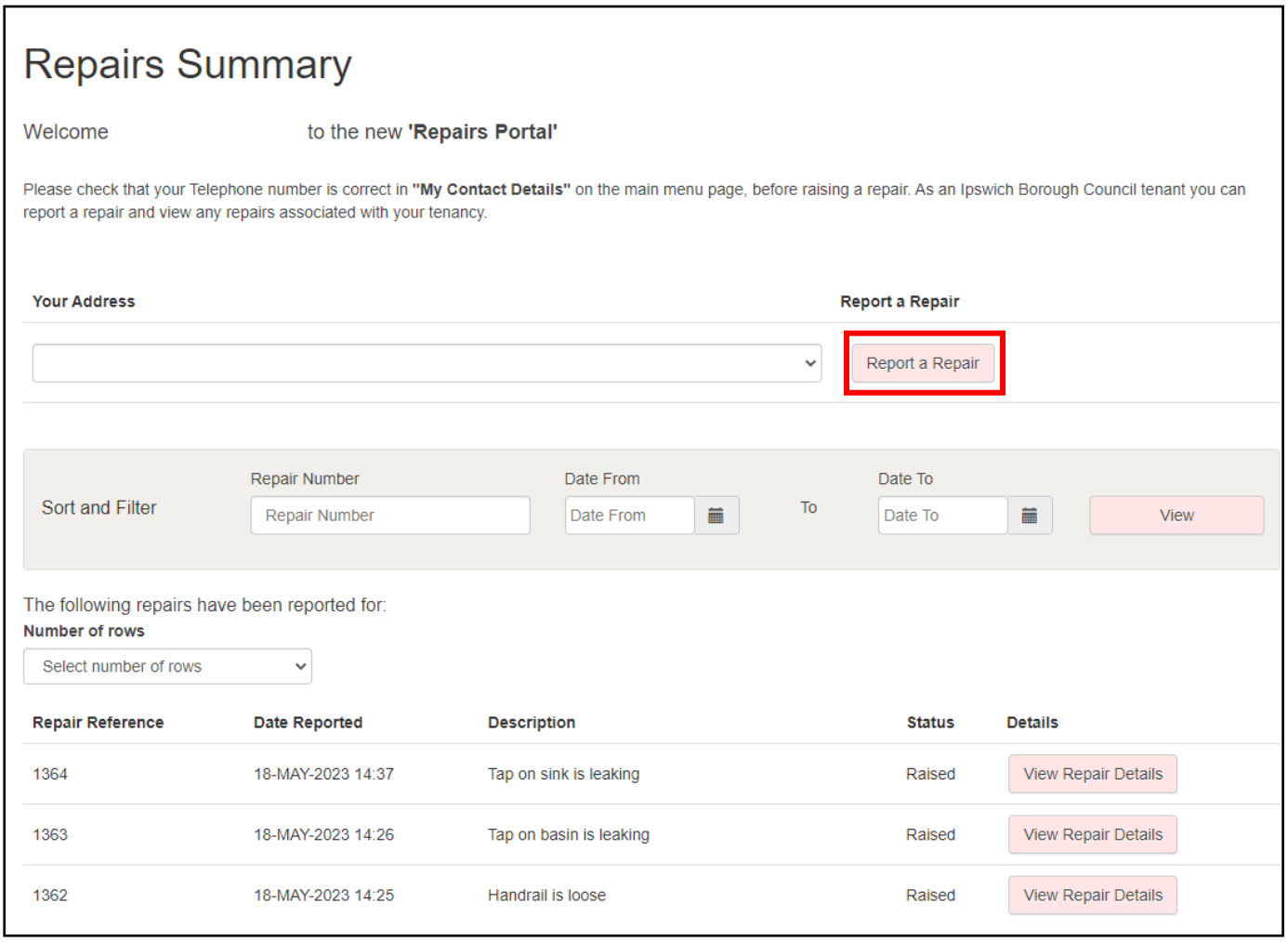

## Step 4

The customer is required to select the 'My Repairs' icon to access their personal Repairs Summary Page



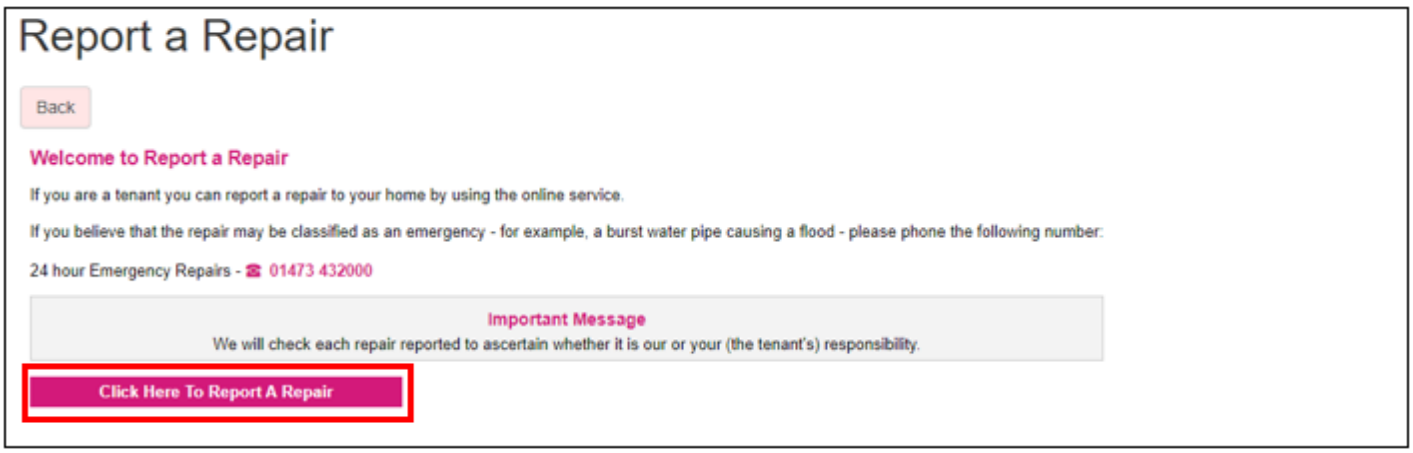
## Step 5

The customer has reached their personal Repairs Summary Page. To report a repair the customer selects *Report a Repair* to the right of the page.



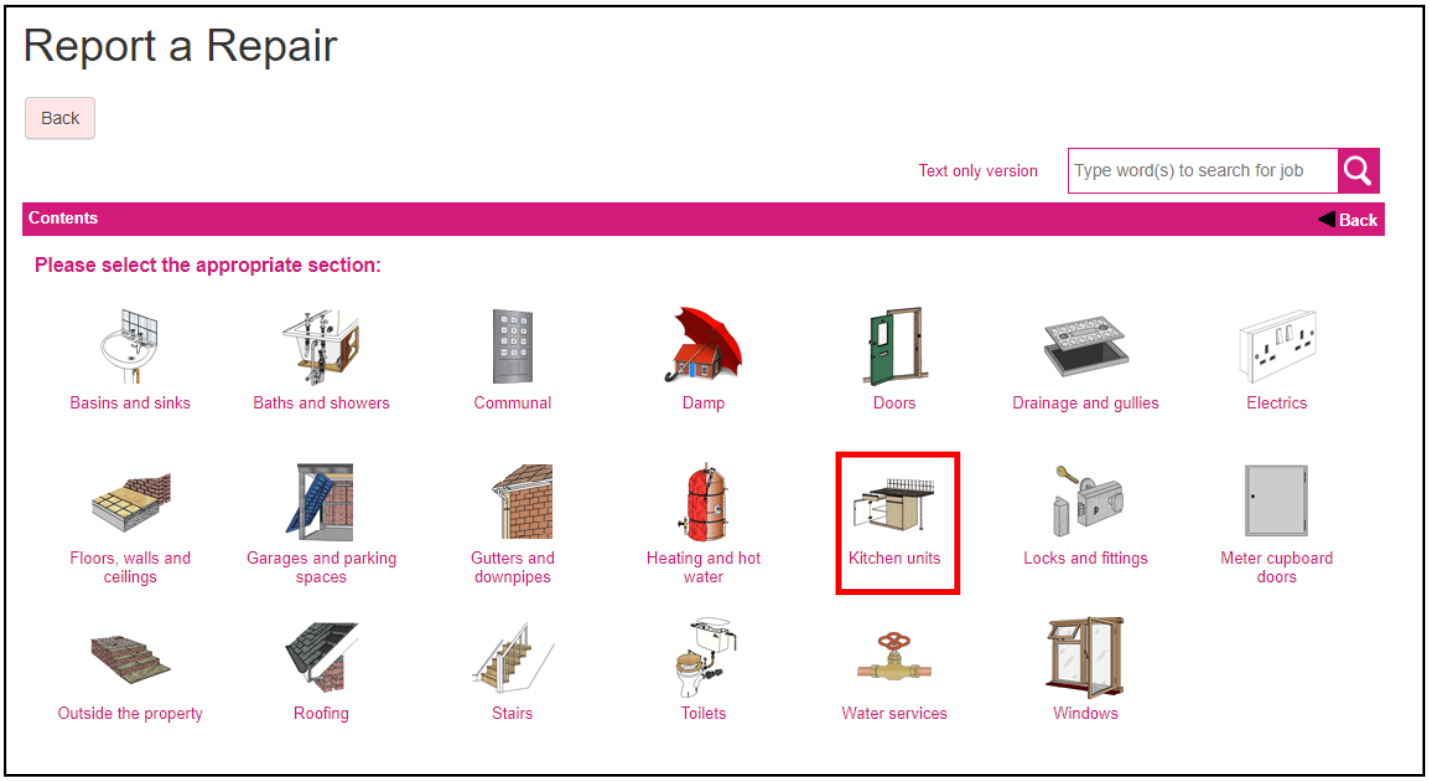

## Step 6

The customer will access the Welcome page and is required to select *Click here to report a repair*. Please Note: Emergency repairs must always be called through to the Customer Service Centre. Reporting a repair online is for non-urgent repairs only.



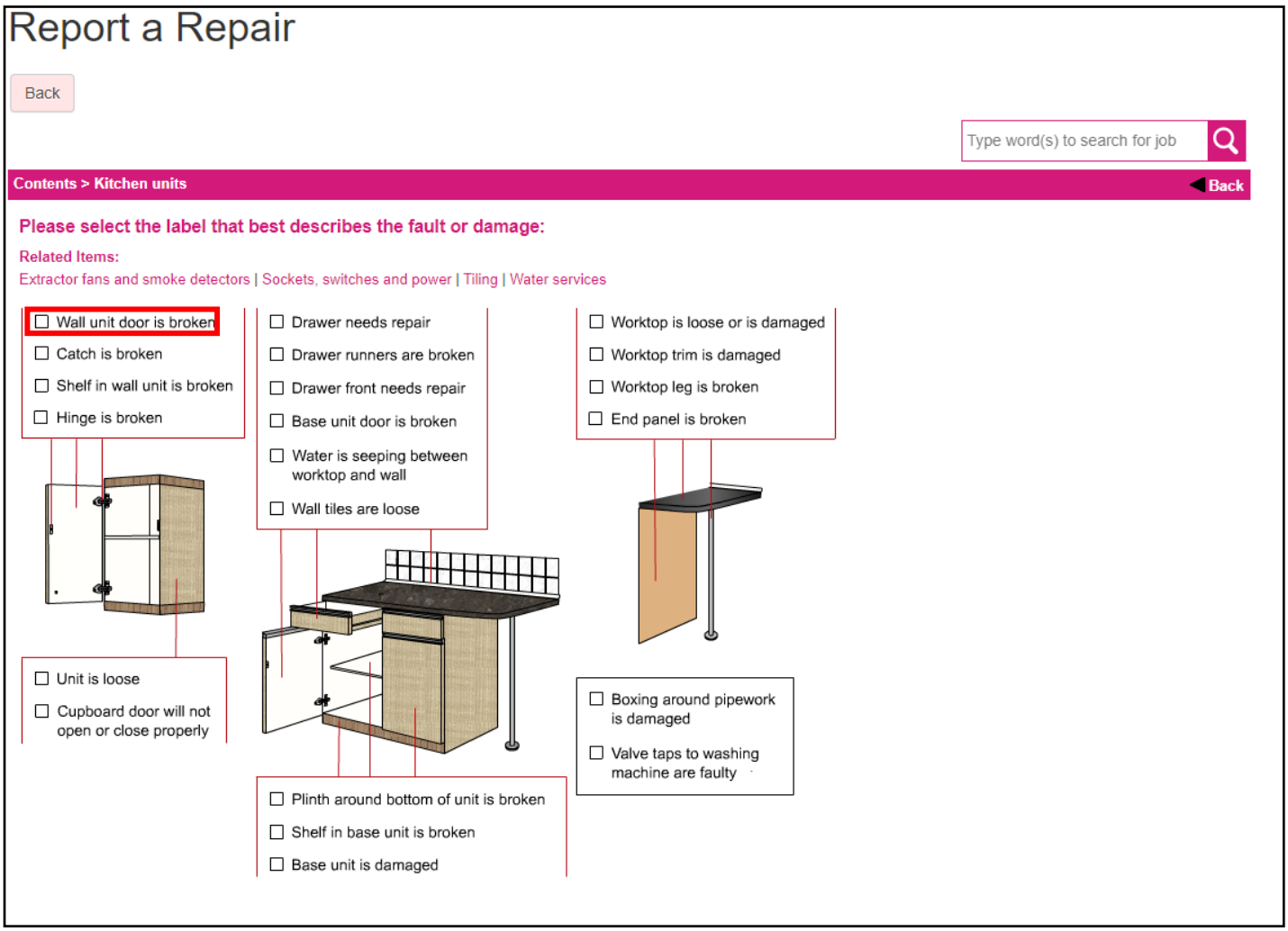
## Step 7

The customer has now accessed the page to select the type of repair and needs to choose the appropriate category, e.g. if they require a repair to a kitchen unit please select *Kitchen Units*.



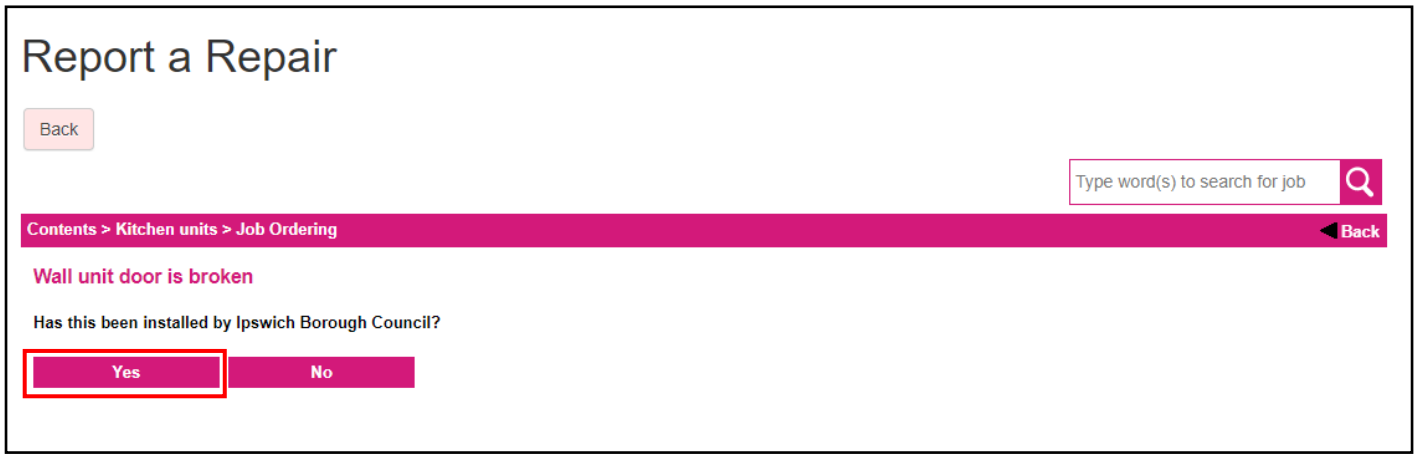

## Step 8

The customer now selects the appropriate repair, e.g. *wall unit door is broken* by selecting the repair.



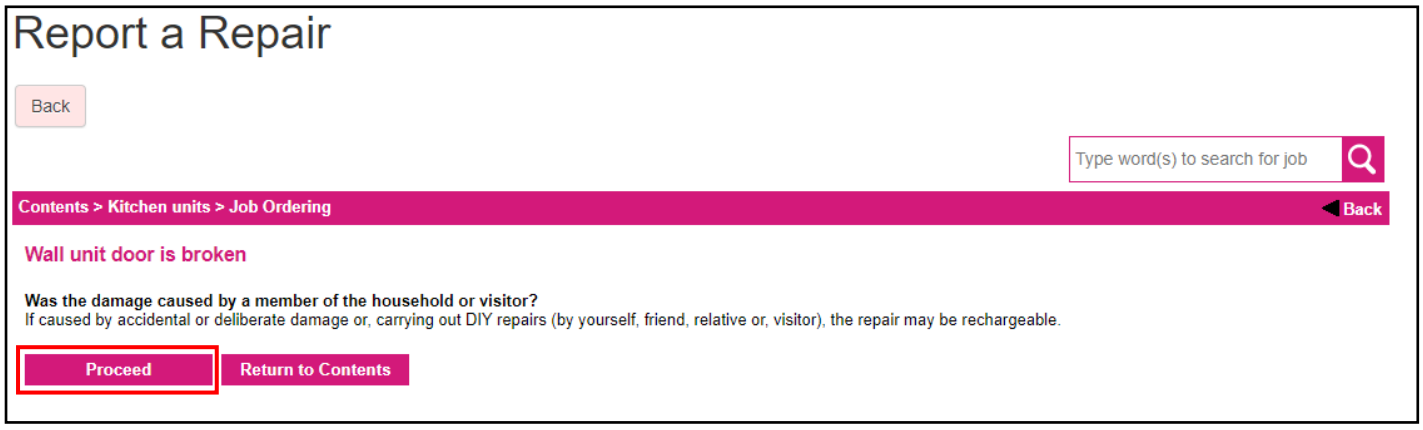
## Step 9

The customer will be asked if this has been installed by Ipswich Borough Council, if it has they should proceed by selecting *Yes*, if it has not been installed by Ipswich Borough Council they select No (and are advised the repair is their responsibility).




## Step 10

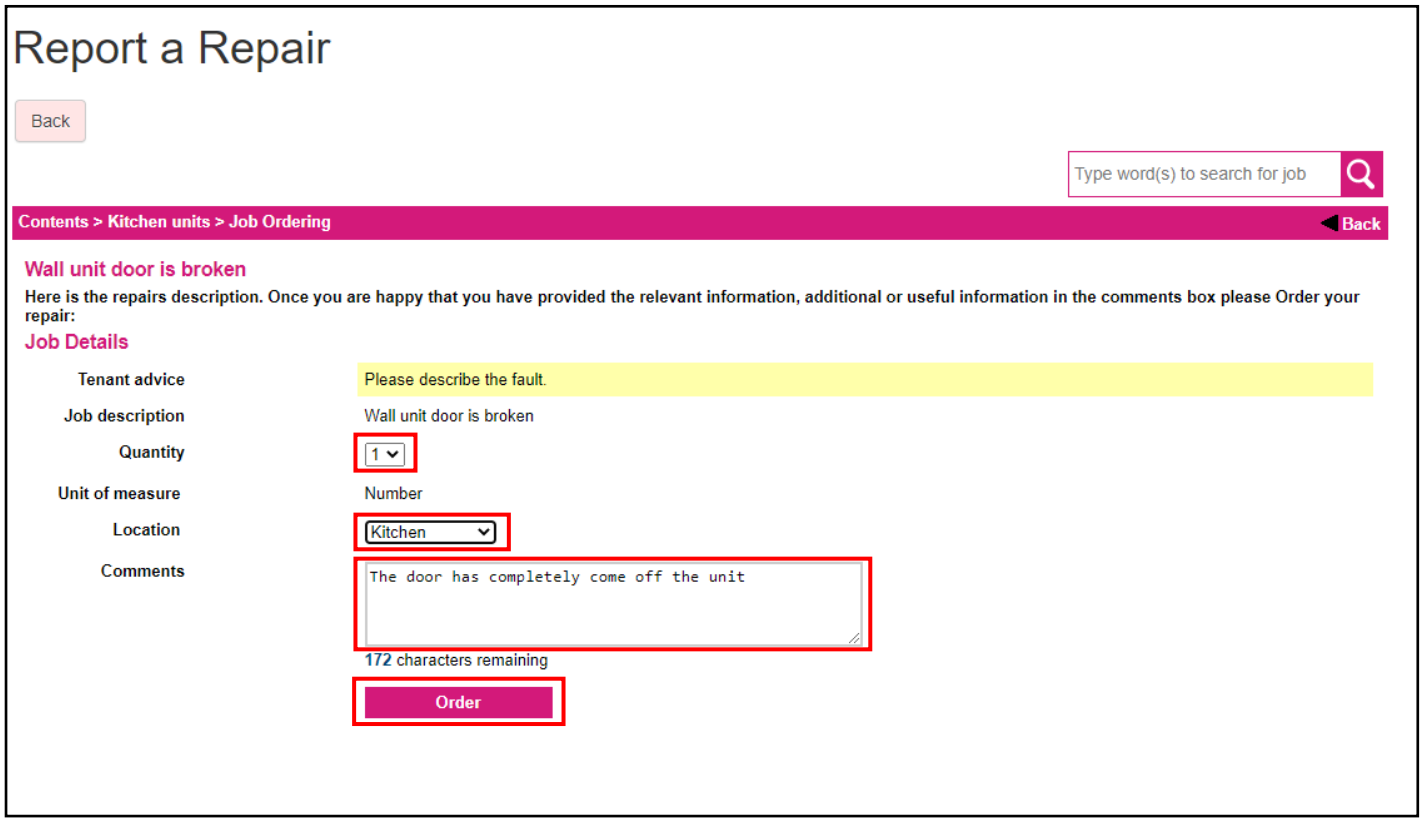
The Customer is asked **Was the damage caused by a member of the household or visitor?**
If caused by accidental or deliberate damage or, carrying out DIY repairs (by yourself, friend, relative or, visitor), the repair **may** be rechargeable. If the customer wants to proceed they select the proceed button.



## Step 11

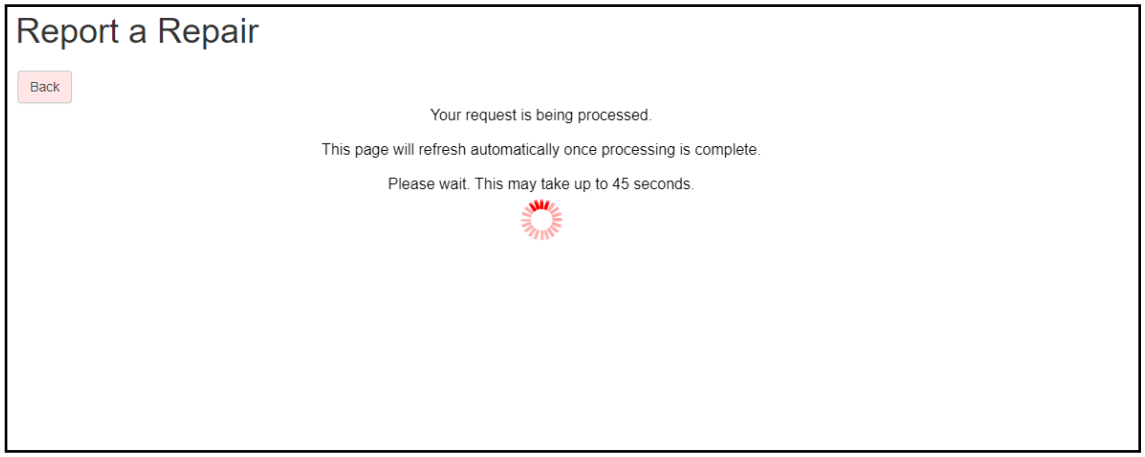
The customer is now at the job ordering page and will be required to select from a drop down list how many of the item require repairing. Select the location and add any further comments.

The customer now orders the repair by selecting the order button.



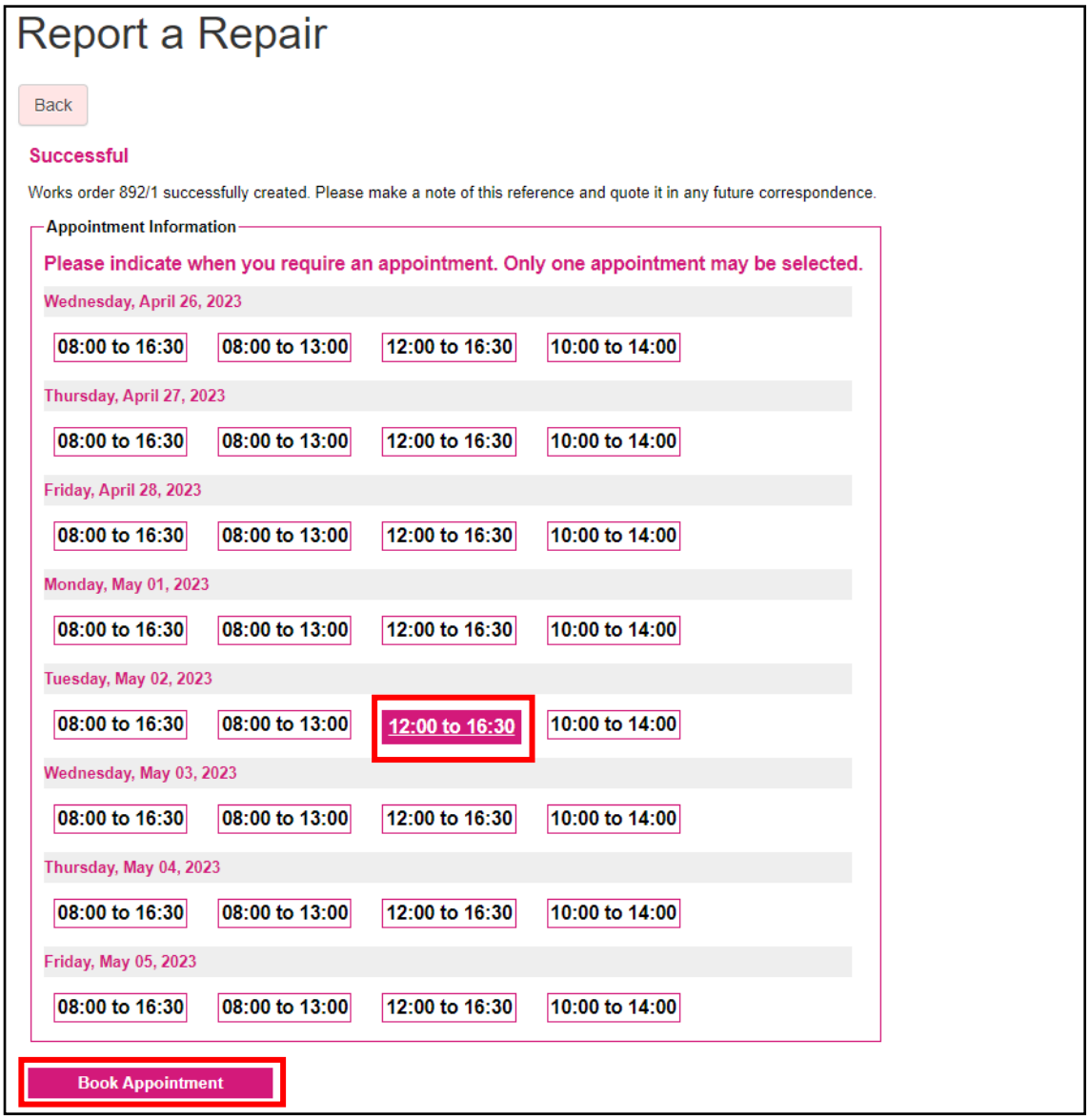

## Step 12

Once ordered the repair request is processed. The customer will see the processing screen for up to 45 seconds depending on the speed of their network connection.



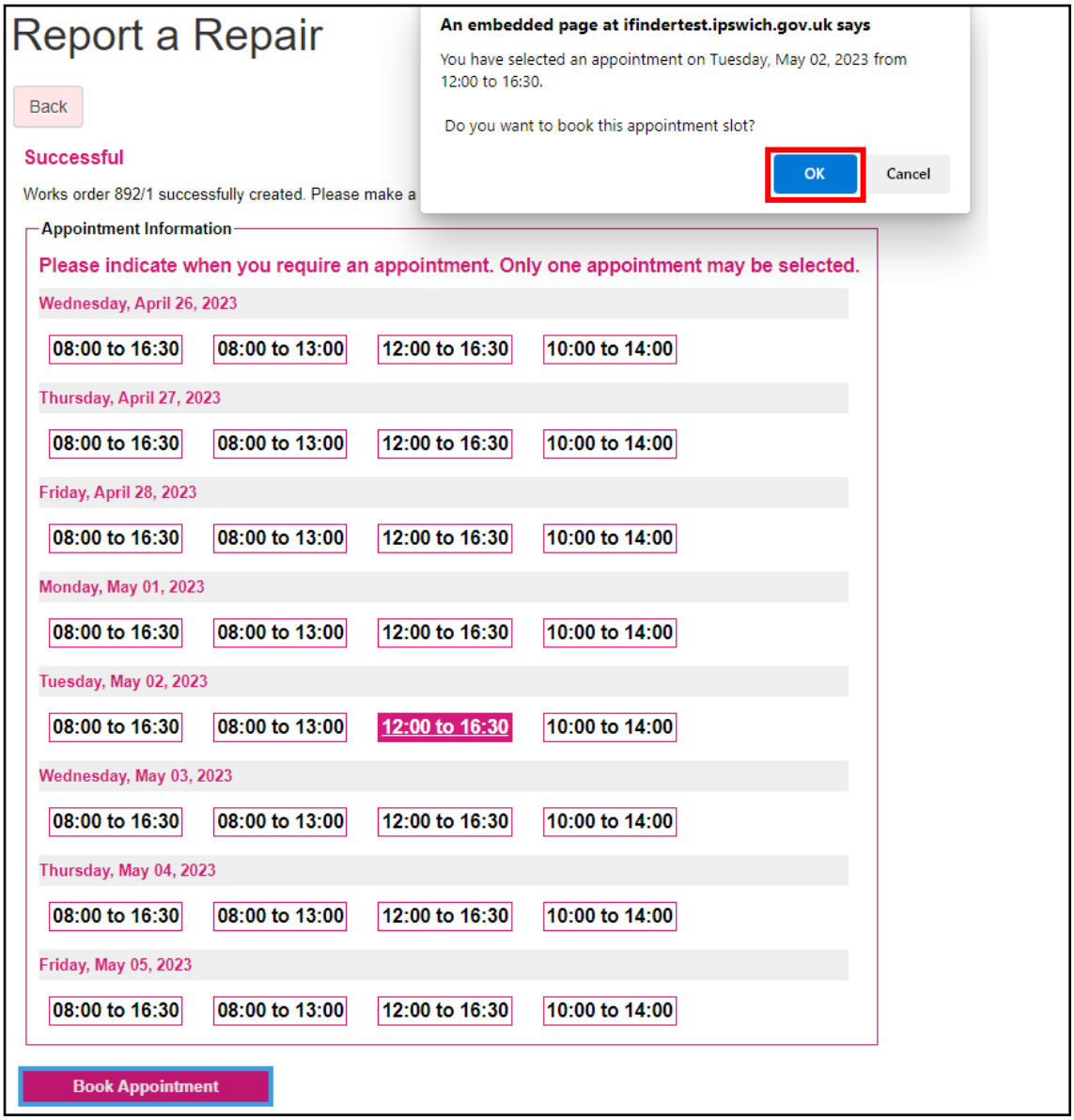
**Step 13**

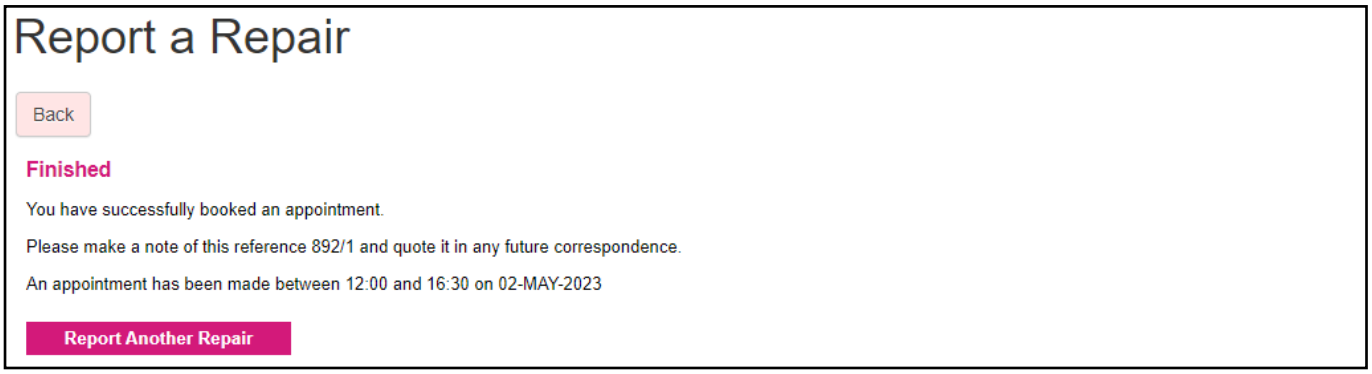
The customer will now see the appointment page to choose a single appointment slot from available appointment list. Please select an appointment and click the *book appointment* button st the bottom of the page.



## Step 14

The customer will be requested to confirm the appointment date and time is correct, if it is select OK, if not they select cancel and this will redirect to the appointment page to select a different appointment.




## Step 15

The repair request has been completed, this has now been passed to Ipswich Borough Council, if the customer requires another repair they can select *report another repair* button and refer back to **Step 1.**