

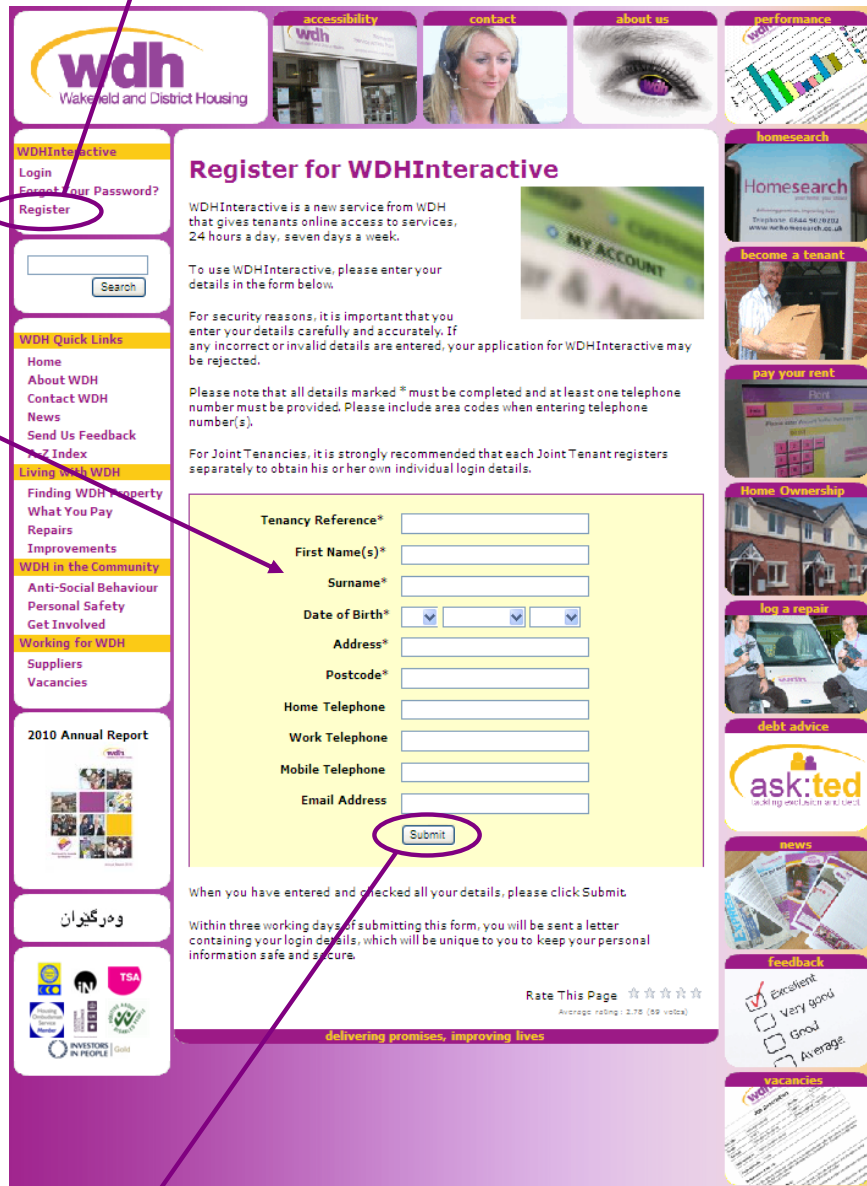
# Register for WDHInteractive

1

Click on this link to register for WDHInteractive

2

Read the instructions on this page and then complete the registration form



**Register for WDHInteractive**

WDHInteractive is a new service from WDH that gives tenants online access to services, 24 hours a day, seven days a week.

To use WDHInteractive, please enter your details in the form below.

For security reasons, it is important that you enter your details carefully and accurately. If any incorrect or invalid details are entered, your application for WDHInteractive may be rejected.

Please note that all details marked \* must be completed and at least one telephone number must be provided. Please include area codes when entering telephone number(s).

For Joint Tenancies, it is strongly recommended that each Joint Tenant registers separately to obtain his or her own individual login details.

Tenancy Reference\*  
 First Name(s)\*  
 Surname\*  
 Date of Birth\*  
 Address\*  
 Postcode\*  
 Home Telephone  
 Work Telephone  
 Mobile Telephone  
 Email Address

When you have entered and checked all your details, please click Submit.

Within three working days of submitting this form, you will be sent a letter containing your login details, which will be unique to you to keep your personal information safe and secure.

Rate This Page ☆☆☆☆☆  
Average rating: 2.78 (89 votes)

delivering promises, improving lives

3

When the form is complete, click 'Submit'

**Please turn over for more information**

## Register for WDHInteractive

1. Registering for **WDHInteractive** will give you the ability to use secure parts of our website to do a variety of things, these include:
  - Looking at your rent statements, direct debits and tenancy details.
  - Logging repairs online.
  - Changing your contact details.
  - Applying to make improvements to your home.
  - Making an enquiry or giving feedback on services provided.
  - When you are logged into **WDHInteractive**, feedback forms will be populated with your personal details, making it easier for you to contact us.
2. The boxes marked with a star have to be completed in order for your registration to be successful. (Your **Tenancy Reference** number can be found on your rent card or you can ask any employee in the **service access point** to help you).
3. The  button will securely send your completed form to WDH, where it will be confirmed against WDH's records. Your login details will be posted to you; this usually takes about three working days.

# Logging into WDHInteractive

1

Click on 'Login' from the WDH Website to bring you to the WDHInteractive login page

2

Enter your secure username and password here

3

When you have entered your details, click 'Login'

Please turn over for more information

## Logging into WDHInteractive

1. If you have registered for **WDHInteractive**, you gain access through the **WDH Website** by clicking on the 'Login' option in the top left-hand corner of the screen.
2. You will have been sent your secure login details through the post; these will need to be entered exactly. If you have forgotten or lost your login details, you will need to click on the 'Forgot Password?' option. This will ask you to re-register your details; this is to ensure that your data is protected.
3. Once you've clicked on the 'Login' button if your details have not been entered correctly a message stating '**Incorrect Username or Password**' will appear and you will be able to enter them again. You will get several attempts to enter your details correctly before it states;

'Your account has been locked due to too many incorrect logon attempts. Please email [OneCALL@wdh.co.uk](mailto:OneCALL@wdh.co.uk) to unlock your account'.

# Using WDHInteractive

Once you have logged in, select one of the options in the box highlighted, some of these are covered in greater detail on the other side of this page



The screenshot shows the WDHInteractive website interface. At the top, there are navigation tabs for accessibility, contact, about us, and performance. The main content area displays a welcome message: "Welcome to WDHInteractive" and "Welcome [name] to WDHInteractive. The last time you logged on was: 08 November 2010 10:21:45". Below this, a text box explains that WDHInteractive is a new service from WDH that gives tenants online access to services, 24 hours a day, seven days a week. A callout box highlights a list of services available to users:

- Logout
- Change Your Password
- Change Contact Details
- Tenancy Details
- Rent Statement
- Pay Your Rent
- Direct Debits
- Report a Repair
- Apply for Improvements
- Interactive Kitchen
- Feedback and Enquiries

The left sidebar contains various sections including "WDH Quick Links", "Living with WDH", "WDH in the Community", and "Working for WDH". The right sidebar features sections for "homesearch", "become a tenant", "pay your rent", "home Ownership", "log a repair", "debt advice", "ask:ted", "news", "feedback", and "vacancies".

**Please turn over for more information**

## Using WDHInteractive

**Tenancy Details** – Clicking on this option allows you to look at details of your property and / or garage tenancy. It tells you the main details such as tenancy reference, type of property and type of tenancy. It also gives you your rent information including the amount of your rent and your current balance.

**Direct Debits** – This option allows you to look at the details of any active direct debits you have with WDH. It tells you the dates of any direct debit transactions, the amount and the name and address of your bank or building society. Direct Debit is the easiest way to pay.

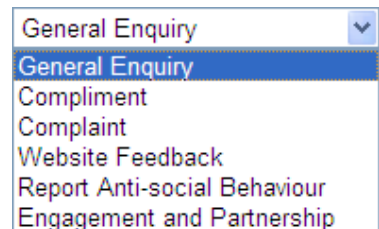
**Report a Repair** – If you click on this option it will bring up a form to fill in. The information asked for includes:

- **Phone number(s)** – To enable repair operative to call you.
- **Repair Details** – This should be filled in as fully as possible with details of the repair(s) required.

When you have followed the on-screen instructions and filled the form in, click on,  this will send your repair request to WDH and a repair operative will call you using the contact details supplied.

**Apply for Improvements** – If you would like to make any improvements to your home, click on this link and follow the on-screen instructions.

**Feedback and Enquiries** – Clicking on this option brings up a form similar to the repairs form. At the top there is a drop down box with the following options:



General Enquiry	▼
General Enquiry	
Compliment	
Complaint	
Website Feedback	
Report Anti-social Behaviour	
Engagement and Partnership	

After making your choice by clicking on the relevant option, fill out the form and click on