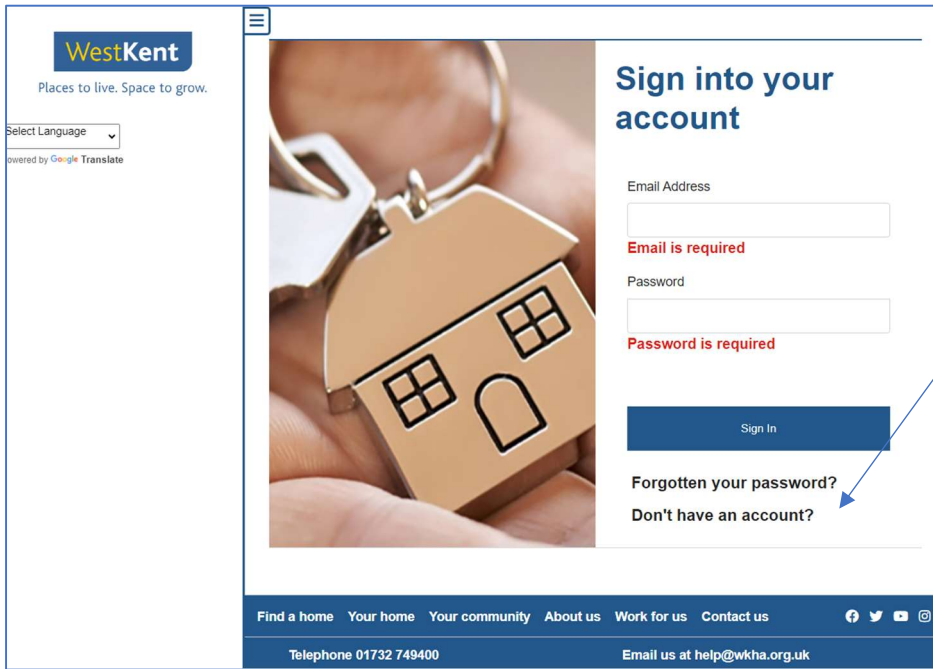


Exploring My West Kent, our new and updated tenant portal.

**Registration**

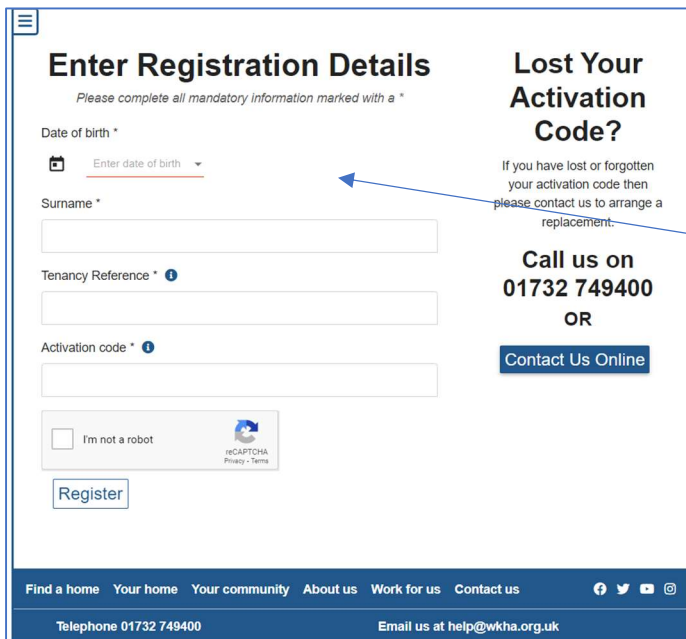
Copy and paste this link into your web browser: [www.westkent.org/mywestkent](http://www.westkent.org/mywestkent)

You'll see this page:



Click 'don't have an account'

You'll see this page:



Enter your date of birth, surname, tenancy reference and activation code (we will have sent you your activation code via email)

You will then see the portal home page:

The screenshot shows the WestKent portal home page. On the left is a navigation sidebar with icons for Home, My Profile, Forms, My Tenancies, My Payments, Make a Payment, Download a Statement, My Repairs, Log a Repair, and Apply for Housing. The main content area is titled 'Welcome' and includes an 'Important Information' box stating the account is in arrears with a current balance of £511.62. Below this is a 'Recent Activity' table with three entries: two charges of £144.08 and one payment of £25.00. At the bottom, there are six large blue buttons: 'My Payments' (£511.62 DR), 'Make a Payment' (£0.00), 'My Repairs' (0), 'Log a Repair', 'My Tenancies' (1), and 'Apply for Housing'. A 'Download a Statement' button is also present. The footer contains navigation links and social media icons.

Transaction	Date	Amount
Transaction	Jul 24, 2023	Charge 144.08
Transaction	Jul 17, 2023	Charge 144.08
Transaction	Jul 13, 2023	Payment -25.00

## Logging a repair

Click 'log a repair' on the left hand menu of the home page and carry out the steps to log a repair

The screenshot shows the 'Log a Repair' form within a user interface. At the top left, there is a navigation menu icon and the text 'Overview | Log Repair'. Below this, under the heading 'Address:', there is a button labeled 'My Repairs' with a wrench icon. The main form area is titled 'Log a Repair' and contains a button 'Use Graphical Tool' with a magnifying glass icon. Below this are three questions, each with a corresponding input field: 'Where is the problem? \*' with a dropdown menu labeled 'Select location here'; 'What does the problem relate to? \*' with a dropdown menu; and 'What specifically is the problem? \*' with a dropdown menu. A large text area labeled 'Problem details' is provided for additional information. At the bottom of the form is a blue 'Submit' button.

When you log the repair, use the drop-down menus. Add additional information in the 'problem details' box, then click submit.

## Logging a repair using our graphical tool

Click log a repair again, but instead of adding details using the drop-down menus, click the button that says 'Use graphical tools.'

This screenshot shows the 'Log a Repair' form with a sidebar on the left. The sidebar contains the WestKent logo, a user profile icon, and a list of navigation links: Home, My Profile, Forms, My Tenancies, My Payments, Make a Payment, Download a Statement, My Repairs, Log a Repair, Apply for Housing, Select Language, and Logout. The main form area is the same as in the previous screenshot, but the 'Use Graphical Tool' button is highlighted with a blue arrow pointing to it.

Click 'Use graphical tool' and follow the on-screen instructions to log the repair.

### Complete a 'Change of contact details form'

- Home
- My Profile
- Forms
- My Tenancies
- My Payments
- Make a Payment
- Download a Statement
- My Repairs

Click on the small round arrow button next to 'forms' on the left hand menu



- Home
- My Profile
- Forms
  - Change of Contact Details
- My Tenancies
- My Payments
- Make a Payment
- Download a Statement
- My Repairs
- Log a Repair
- Apply for Housing
- Select Language
- Powered by Google Translate
- Logout

Overview/Contact Form

### Change of Contact Details

Page 1

Contact

First name \*

Last name \*

Contact Communication Detail

Type \*

Email

New Contact Details

Contact Communication Detail

Type \*

Home Telephone Number

New Contact Details

Contact Communication Detail

Type \*

Mobile Number

New Contact Details

Save Progress

Submit

Choose some contact details to update, such as your phone number or email address. Then click submit.

### View your rent balance

Click on 'My payments' on the left hand menu to view your rent balance.

Overview/My Payments

Click [here](#) to view transactions for other accounts.

Showing transactions for account

Transaction Date	Type	Total Value	Balance	View Transactions
24/07/2023	Charge	£144.08 Dr	<b>£511.62 Debit</b>	...
17/07/2023	Charge	£144.08 Dr	<b>£367.54 Debit</b>	...
13/07/2023	Payment	£25.00 Cr	<b>£223.46 Debit</b>	...
10/07/2023	Payment	£25.00 Cr	<b>£248.46 Debit</b>	...
10/07/2023	Charge	£144.08 Dr	<b>£273.46 Debit</b>	...
03/07/2023	Charge	£144.08 Dr	<b>£129.38 Debit</b>	...
26/06/2023	Payment	£530.12 Cr	£14.70 Credit	...
26/06/2023	Charge	£144.08 Dr	<b>£515.42 Debit</b>	...
19/06/2023	Charge	£144.08 Dr	<b>£371.34 Debit</b>	...
12/06/2023	Charge	£144.08 Dr	<b>£227.26 Debit</b>	...

Showing 1 to 10 of 113 entries

Previous 1 2 3 4 5 ... 12 Next

Find a home Your home Your community About us Work for us Contact us

Telephone 01732 749400 Email us at [help@wka.org.uk](mailto:help@wka.org.uk)

Click on 'My payments' to view your rent balance.