



## My Gentoo Customer User Guide

### Logging in and creating an account

To register you can visit [www.gentoogroup.com/mygentoo](http://www.gentoogroup.com/mygentoo) To start, you will need a valid email address that you have access to and a password to use that you can easily remember.

### MyGentoo

#### Log in to MyGentoo

If you already have an account with us please login below.

**Email Address**

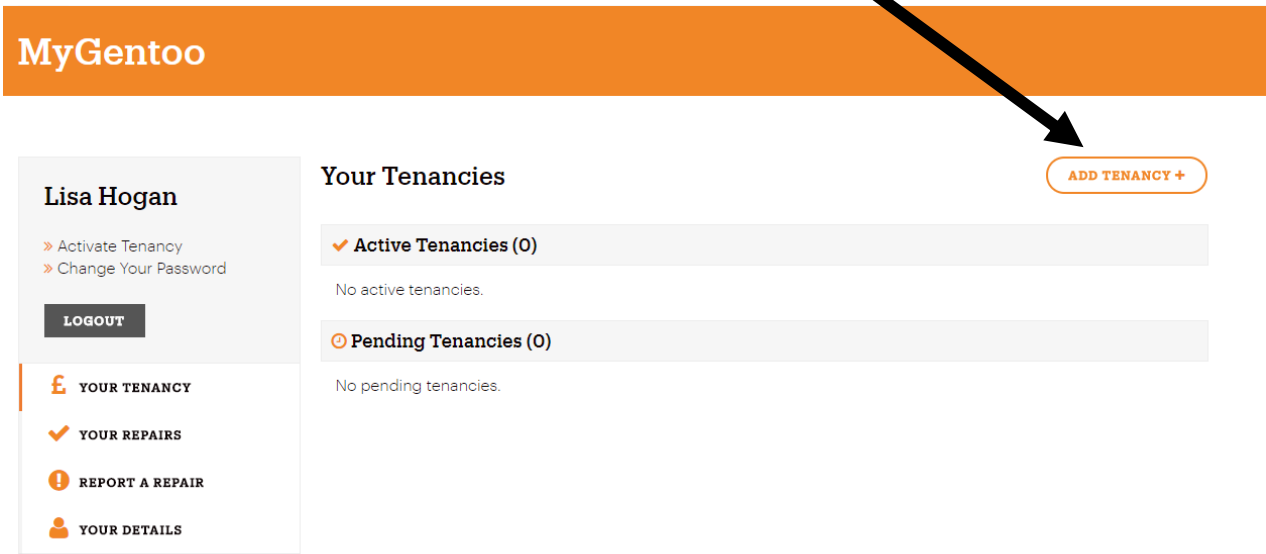
**Password**

Don't have an account? [Click here to register](#)

**LOG IN**

# Linking a tenancy

To link your tenancy, you can go to the side bar and select 'your tenancy'. Then click this button to add your tenancy details.



Please only enter the first seven digits of your tenancy number into the box.

The screenshot shows the 'Add New Tenancy' form. It includes a '< BACK' button and a sidebar for Lisa Hogan. The form fields are: 'Title' (Miss), 'Forename' (Lisa), 'Surname' (Hogan), 'Email Address' (lisa.hogan@gentoogroup.com), 'Your Tenancy Number' (with a warning icon and text 'Please only enter the first 7 digits.'), 'House Name / Number', and 'Postcode'. A red circle highlights the 'Your Tenancy Number' input field. A black arrow points from the text above to this field. A link 'Where can I find my tenancy number?' is visible below the 'Your Tenancy Number' field. An orange 'ADD TENANCY' button is at the bottom right.

Once this is complete, you will receive an email, if it matches what we have on file, or you will receive a pin letter posted to your address in our system.

# MyGentoo

**Lisa Hogan**

- » Activate Tenancy
- » Change Your Password

LOGOUT

- £ YOUR TENANCY**
- ✓ YOUR REPAIRS
- ! REPORT A REPAIR
- 👤 YOUR DETAILS

← BACK

### We need to confirm your Tenancy

Good news we have found a match for your account within our system but we need to confirm your address.

WHAT HAPPENS NEXT?

- ✉
 We have sent out a 8 digit PIN to the email address you have provided.
- 👤
 You can go to 'Your Tenancies' and activate your tenancy using the PIN.
- ✓
 If the PIN is correct the system will link your account.

## Viewing your account history

Once your tenancy has been linked, you can now view your account information. Use the side bar to select what you would like to view.

# MyGentoo

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**£ Rent Statements** HOUSE N [REDACTED] JMBEL [REDACTED] TCOD [REDACTED]

2017 (27) PRINT ADD TENANCY

Week Commencing	Rent	Payments	Benefits	Adjustments	Balance
27/02/2017	£0.00	£0.00	£73.69	£0.00	£221.07
27/02/2017	£80.07	£0.00	£-73.69	£0.00	£-0.51
27/02/2017	£0.00	£0.00	£0.00	£0.00	£0.00
20/02/2017	£0.00	£0.00	£73.69	£0.00	£147.38
20/02/2017	£0.00	£0.00	£0.00	£0.00	£0.00
20/02/2017	£80.07	£0.00	£-73.69	£0.00	£-6.89
13/02/2017	£0.00	£0.00	£-221.07	£0.00	£73.69
13/02/2017	£0.00	£0.00	£0.00	£0.00	£0.00
13/02/2017	£80.07	£0.00	£-73.69	£0.00	£-13.27
06/02/2017	£0.00	£0.00	£0.00	£0.00	£0.00
06/02/2017	£0.00	£0.00	£73.69	£0.00	£294.76
06/02/2017	£80.07	£-25.52	£-73.69	£0.00	£-19.65
30/01/2017	£80.07	£0.00	£-73.69	£0.00	£-0.51
30/01/2017	£0.00	£0.00	£73.69	£0.00	£221.07
30/01/2017	£0.00	£0.00	£0.00	£0.00	£0.00
23/01/2017	£0.00	£0.00	£0.00	£0.00	£0.00

# View your repairs history

Your repairs history is shown direct from our repairs system.

## MyGentoo

**Lisa Hogan**

- > Activate Tenancy
- > Change Your Password

**LOGOUT**

**YOUR TENANCY**

**YOUR REPAIRS**

**REPORT A REPAIR**

**YOUR DETAILS**

### Repairs

HOUSE NAME: [REDACTED] NUMBER: [REDACTED] FCODE: [REDACTED]

2013 (1) PRINT

Reported	Status	Job Number	Description	Contractor
10/09/2013	Repair Complete 13/11/2013	2295869	blocked sink KT	Gentoo

# Reporting a repair

You can also report a repair via the My Gentoo system by using the online diagnostics tool.

## MyGentoo

**Lisa Hogan**

- >> Activate Tenancy
- >> Change Your Password

**LOGOUT**

**YOUR TENANCY**






**YOUR REPAIRS**

**REPORT A REPAIR**

**YOUR DETAILS**

### Gentoo Repair Reporting

Lookup:

Main Menu	Start Here:
Plumbing	 Plumbing
Doors and Windows	 Doors and Windows
Kitchens and Sinks	 Kitchens and Sinks
Heating and Electrics	 Heating and Electrics
Garages and External	 Garages and External
Roofs, Chimneys and Drains	 Roofs, Chimneys and Drains
Communal Facilities	 Communal Facilities
Walls, Floors and Stairs	 Walls, Floors and Stairs
Dr Damp	 Dr Damp

## Viewing your account details

You can also amend your contact details in the system; this will update our internal systems so we have the most up to date information to contact you.

**MyGentoo**

**Lisa Hogan**

- » Activate Tenancy
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**LOGOUT**

£ YOUR TENANCY

✓ YOUR REPAIRS

! REPORT A REPAIR

**YOUR DETAILS**

**Title**  
Miss

**Forename**  
Lisa

**Surname**  
Hogan

**Email Address**  
[REDACTED]@tisc[REDACTED]

**DOB**  
09/02/1987

**SAVE CHANGES**

## Changing your password

You can change your password by clicking this link.

**MyGentoo**

**Lisa Hogan**

- » Activate Tenancy
- » Change Your Password

**LOGOUT**

£ YOUR TENANCY

✓ YOUR REPAIRS

! REPORT A REPAIR

**YOUR DETAILS**

**Title**  
Miss


**Forename**  
Lisa

**Surname**  
Hogan

**Email Address**  
[REDACTED]@tisc[REDACTED]

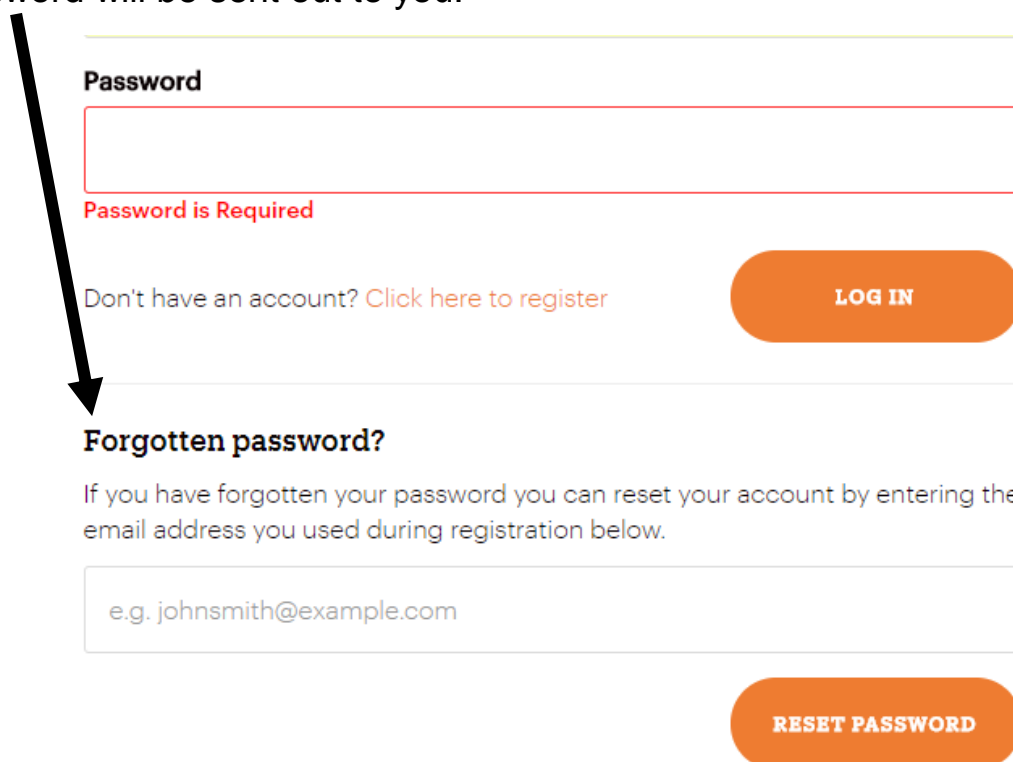
**DOB**  
09/02/1987

**SAVE CHANGES**



## Forgotten password

If you have forgotten your password, you can use the forgotten password link on the [www.gentoogroup.com/mygentoo](http://www.gentoogroup.com/mygentoo) login page and a new password will be sent out to you.



The image shows a login form with a 'Password' field that is empty and has a red border. Below the field is the text 'Password is Required'. To the right of the field is a 'LOG IN' button. Below the login form is a 'Forgotten password?' link, which is highlighted by a black arrow. Below this link is a text input field with the placeholder text 'e.g. johnsmith@example.com' and a 'RESET PASSWORD' button.

**Password**

Password is Required

Don't have an account? [Click here to register](#)

**LOG IN**

**Forgotten password?**

If you have forgotten your password you can reset your account by entering the email address you used during registration below.

e.g. johnsmith@example.com

**RESET PASSWORD**

## Please remember

If you have any questions or need some help in using the My Gentoo system, you can always email [mygentoo@gentoogroup.com](mailto:mygentoo@gentoogroup.com) and a member of the team will be in touch.

**September 2017**