Agency guide to making a referral using Housing Jigsaw ALERT
How to make a referral using Housing Jigsaw ALERT

Go to https://live.housingjigsaw.co.uk/alert/duty-to-refer to register for your free ALERT account as a specified public body or wider agency.

To start the registration process, click ‘register’.
You will be taken to this page and asked to fill the details in on screen.

Once you have completed this form you will receive an activation link in an email asking you to set your password.

You must do this within 24 hours or the link will expire. If that happens, please follow the ‘forgotten password’ link in that email to get a new activation link.
When you first log in, you will see a page asking for more details about who you are, it will look like this:

![Registration Form](image)

You must complete this registration page before you can make referrals.
When logging into Housing Jigsaw ALERT you’ll be taken to the dashboard screen which gives you a high level overview of the referrals you have made:

To make a new referral click ‘new referral’:
Select the type of referral you wish to make:

Next, enter the customer’s details:
Once complete, click ‘NEXT’:

Read and agree to the declaration:
Complete the referral form providing as much information as possible about the customer you are referring:

![Referral Form](image)

Once complete, click:

Submit referral

Confirmation that your referral has been received will be shown:
Thank you! the customer’s referral has been sent successfully. Their unique referral code is 62. Please provide this to the customer for future reference.

And your referral will now show as pending in your user dashboard:

<table>
<thead>
<tr>
<th>Name</th>
<th>Reference no.</th>
<th>Referring party</th>
<th>Date received</th>
<th>Days remaining</th>
<th>Type</th>
<th>Status</th>
<th>Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dylan James</td>
<td>60</td>
<td>National Probation Service</td>
<td>07/08/2018</td>
<td>6 working days remaining</td>
<td>213B Specified public body</td>
<td>Pending</td>
<td>Download</td>
</tr>
<tr>
<td>John Smith</td>
<td>61</td>
<td>National Probation Service</td>
<td>08/08/2018</td>
<td>7 working days remaining</td>
<td>213B Specified public body</td>
<td>Accepted</td>
<td>Download</td>
</tr>
<tr>
<td>Louisa Rainbow</td>
<td>62</td>
<td>National Probation Service</td>
<td>11/08/2018</td>
<td>10 working days remaining</td>
<td>213B Specified public body</td>
<td>Pending</td>
<td>Download</td>
</tr>
</tbody>
</table>