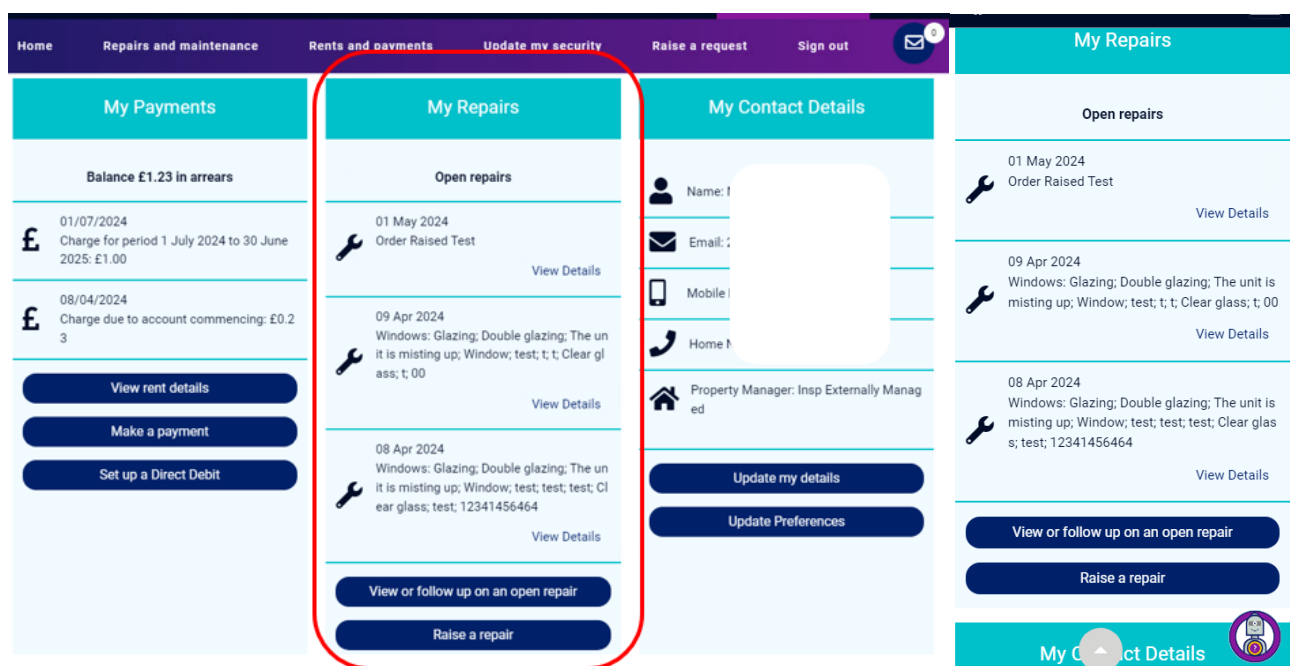


# How to follow up on a repair

Following up on a repair is easy and convenient with the myAccount portal. If you would like to give us more information about a repair request you've raised, want to cancel a repair, or need more information about an open repair, you can use the dedicated form to contact our repairs team.

## How to follow up on a repair:

1. Log into myAccount here using your email address/username and password - <https://tipslive.orbit.org.uk/>.  
If you have forgotten your password, you can request a password reset here: <https://tipslive.orbit.org.uk/passwordreminder.aspx>
2. If you do not yet have an account, you can register here: <https://tipslive.orbit.org.uk/SelfRegistration.aspx>.  
If you need further support on how to register for myAccount, visit our explainer guides at <https://orbitcustomerhub.org.uk/myaccount/myaccount-guidance/>
3. Once you have logged into myAccount, you will land on the 'home' page. Here you will see a column called 'My Repairs'.



4. From the 'My Repairs' column, select the 'View or follow up on an open repair' button to view your open repairs.

# How to follow up on a repair

View or follow up on an open repair

Raise a repair

5. The repairs page will display your ‘recent repairs history’, showing all open repairs. Any ‘closed’ or completed repairs will not be visible on this page.

My Repairs

Recent repairs history

Show 10 entries

Search:

Repair Ref	Description	Date	Appointment Date	Target Completion
<a href="#">4503214</a>	Order Raised Test	01 May 2024		29 May 2024
<a href="#">4503117</a>	Windows: Glazing; Double glazing; The unit is misting up; Window; test; t; t; Clear glass; t; 00	09 Apr 2024		07 May 2024
<a href="#">4503113</a>	Windows: Glazing; Double glazing; The unit is misting up; Window; test; test; test; Clear glass; test; 12341456464	08 Apr 2024		06 May 2024

Showing 1 to 3 of 3 entries

FirstPreviousNextLast

6. Using the ‘Repair ref’ column, select the reference number of the repair you would like to follow up on.

Repair Ref

[4503214](#)

[4503117](#)

[4503113](#)

7. You will then be taken to a page showing information about the repair request. To follow up on the repair, select ‘Contact us about this repair’.

# How to follow up on a repair

Repair Detail

Repairs reference: 4503117

Property:

Description:

Date first reported:

Assigned contractor:

Description	Status	Completion Date
Double Glazed Unit: Reglaze unit ne 1.00sm hermetically sealed 4mm clear float low emissivity (Low E) glass flush edge unit hack out glass glaze new unit to any frames touch up decoration.	Outstanding	07 May 2024 (Estimated)

Contact us about this repair

8. A form will be shown with your repair reference, full name, and address already completed. Select the drop-down arrow below the question 'What would you like to tell us about this repair?'. Select the most appropriate option from the list.

What do you want to tell us about this repair?

I would like an update on this repair

9. Once you have selected the best option for your request, enter as much information as possible into the text box below 'Please provide further details below'. This information will be passed directly to the relevant team, so please tell them everything you would like them to know.

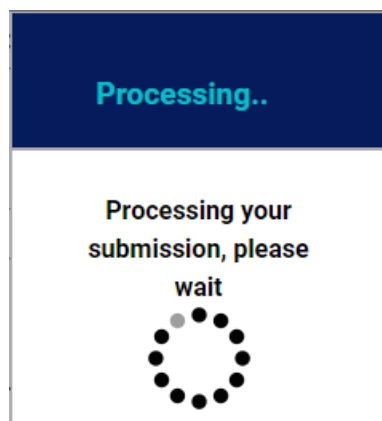
Please provide further details below

10. When you have completed the form, select the 'submit' button.

Submit

11. You will see a 'processing' message whilst your form is being sent to the correct team. Please remain on this page whilst the form is being submitted.

# How to follow up on a repair



12. Once the form has been submitted, you will see the following success message:

## **Form Submitted Successfully**

Thank you for providing us with more information about this repair. If required you will be contacted within 48 hours for any further details.

Your request will be reviewed once received. If we need more information to handle your request, you will be contacted within 48 hours.

**We hope this guide has answered any questions you may have. If you would like to view more explainer guides, which provide guidance on how to use the various features within myAccount please visit the myAccount homepage at:**  
<https://orbitcustomerhub.org.uk/myaccount/>

