

My NHBC Portal.

Portal administrators



Portal administration

NHBC My NHBC Portal Organisation: Fabulous Properties Ltd - 888921

Home | Upload Organisation Documents | View Organisation Documents | My Tasks

Sites | View All Sites | Add New Site

Status	Count
Not yet submitted	2
Waiting for NHBC	0
Active	5
Completed	0

Reports

- Site Reports**: In this section you can run reports for companies and sites that you have permission to view.
- My Reports**: A reporting suite for home builders showing your latest inspection and claims information.

System Messages

Additional Services

- Land Quality Service**: De-risking and adding value to land for residential development. [more information](#)
- Construction Quality Services**: Helping you improve quality and consistency. [more information](#)
- Training Services and Qualifications**: Market-leading training developed by industry experts, including NVQs, apprenticeships, courses and webinars for the construction sector. [more information](#)

[Terms and Conditions](#) | [Privacy Policy](#) | [NHBC Website](#) | [NHBC Technical Standards](#)

NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

To use My NHBC Portal, your company must have at least one portal administrator (we recommend you have more than one, if possible, to provide cover when others are on holiday etc).

Portal administrators are responsible for managing a company's Portal accounts, including creating new administrators, approving new account requests, managing users' access and permissions, and removing users who should no longer have access.

This is carried out within the Manage Account and My Tasks modules, accessed by clicking the links at the top of the page.

Manage account

Organisation: Fabulous Properties Ltd - 888021

Home portaluser01

+ Add User + Request Organisation Access

People with Access Export

Search by first name, last name or username

You are an Administrator for this organisation.

- Portal User** (Fabulous Properties Ltd) Admin
- Phil Hurst** (Fabulous Properties Ltd) Admin
- Pete Peters** (Fabulous Properties Ltd)
- Nikki Haines** (Fabulous Properties Ltd)
- Phil Portal** (Fabulous Properties Ltd)
- Simon Simons** (Fabulous Properties Ltd)

Sites Edit

Search by site, NHBC reference number or your reference Active Completed

Selected user has access to all sites for this organisation.

- East View, Milton Keynes, MK5 6** (Site Ref: 0006150137 | Your Ref:)
- New Site, Milton Keynes, MK5 6** (Site Ref: 0006150390 | Your Ref: New1)
- North View, Milton Keynes, MK5 6** (Site Ref: 0006150159 | Your Ref:)
- South View, Milton Keynes, MK5 6** (Site Ref: 0006150160 | Your Ref:)
- West View, Milton Keynes, MK5 6** (Site Ref: 0006150158 | Your Ref:)

Permissions Edit

Sites

- Enter purchaser details
- Enter site and plot details
- Register plots (including quotes and fees)
- View documents from NHBC
- View inspection details
- View technical conditions

Reporting

- Builder responsible items
- Plot progress
- Site reportable items
- Submitted documents
- Technical conditions

My Reports

- Overview
- Construction
- Claims & Resolutions
- Bonds

When you open Manage Account, by default your own details will be displayed (with  next to your name).

To view details of another user, click their name in the 'People with Access' section on the left.

You can search for a user using their name or username.

The icons indicate the current status of the user:

 has access  request awaiting approval  account awaiting activation

You can export the list of users to Excel using the 'Export' button.

Edit profile

The screenshot displays the 'Edit Profile' modal in the NHBC My NHBC Portal. The modal is titled 'Edit Profile' and contains the following fields:

- Title: - Select -
- Business Role: Administrative
- Forename: Phil
- Surname: Portal
- Primary Organisation: Fabulous Properties Ltd - 888921
- Contact Number: (empty)
- Preferred Organisation: (empty)
- Email: philportal@dev-nhbc.co.uk

At the bottom of the modal, there are three buttons: 'Close', 'Make Admin', and 'Change Email', and a red 'Save' button.

The background interface shows a list of users with access to the organisation. The 'Phil Portal' user is highlighted with a purple box around their edit icon. The list includes:

- Portal User (Fabulous Properties Ltd) - Admin
- Phil Hurst (Fabulous Properties Ltd) - Admin
- Pete Peters (Fabulous Properties Ltd)
- Phil Portal (Fabulous Properties Ltd) - Admin
- Simon Simons (Fabulous Properties Ltd)

The interface also includes sections for Permissions, Sites, Reporting, and My Reports.

Click the 'Edit Profile' button for any user to view and edit their details.

You can edit their personal and contact details, their Primary Organisation (the company they work for) and set a Preferred Organisation (the default organisation when they sign in).

You can make (or remove) them as an administrator for the organisation.

You can change your own password in this screen – but you cannot change the password for another user.

Add a user

The screenshot shows a web interface for adding a user. At the top, there is a search bar with the text 'Nikola' and a magnifying glass icon. Below the search bar, the results show 'Nikola Nicholls (NHAINESDEV)'. A red button labeled 'Grant Access' is highlighted with a purple circle containing the number '1'. Below this, there is a 'User Details' form with fields for Title, Forename, Surname, Contact Number, Job Title, Business Role, Email Address, and Confirm Email Address. A 'Cancel' button is on the left and a 'Confirm' button is on the right of the form. At the bottom of the interface, there are two buttons: 'Cancel' and 'Create User'. The 'Create User' button is highlighted with a purple circle containing the number '2'. A purple arrow points from the 'Create User' button to the 'User Details' form.

To add a user or link an existing user to the selected organisation, click the 'Add User' button on the Manage Account page.

Search to check whether the user already exists using their first name, last name or username.

If the user already exists then click 'Grant Access' to give them access to the organisation. You can then set their site access and permissions.

To create a new user, click 'Create User' and enter their User Details. The user will receive an email asking them to activate their account - once they have done this you will be able to set their site access and permissions.

Remove a user

The screenshot shows the NHBC My NHBC Portal interface. The top navigation bar includes the NHBC logo, 'My NHBC Portal', and the organisation name 'Fabulous Properties Ltd - 888921'. There are buttons for '+ Add User' and '+ Request Organisation Access'. The main content area is divided into three panels: 'People with Access', 'Sites', and 'Permissions'. The 'People with Access' panel lists five users: Portal User (Administrator), Phil Hurst (Admin), Pete Peters, Phil Portal, and Simon Simons. A purple box highlights the dustbin icon next to the 'Portal User' entry. The 'Sites' panel lists five sites: East View, New Site, North View, South View, and West View, all with 'Active' status. The 'Permissions' panel lists various permissions under 'Sites', 'Reporting', and 'My Reports'.

To remove a user's access to the selected organisation, click the dustbin icon.

This will remove their access and all permissions for the selected organisation (but will not affect any access they may have to any other organisations).

Site access

The screenshot displays the NHBC My NHBC Portal interface. At the top, the header includes the NHBC logo, 'My NHBC Portal', and the organization name 'Fabulous Properties Ltd - 888921'. A navigation bar contains 'Home', a user profile 'portaluser01', and a '+ Request Organisation Access' button.

The main content area is divided into three sections:

- People with Access:** A list of users with their roles and access status. Users include Portal User (Admin), Phil Hurst (Admin), Pete Peters, Nikki Haines, Phil Portal, and Simon Simons.
- Sites:** A section highlighted with a purple border, showing a search bar and toggle buttons for 'Active' and 'Completed'. It lists five sites in Milton Keynes, MK5 6, all with green checkmarks indicating access: East View, New Site, North View, South View, and West View. Each site entry includes its Site Ref. and Your Ref. An 'Edit' button is located at the top right of this section.
- Permissions:** A section with an 'Edit' button, listing various permissions such as 'Enter purchaser details', 'View documents from NHBC', and 'View technical conditions', all marked with green checkmarks.

At the bottom, there are links for 'Terms and Conditions', 'Privacy Policy', 'NHBC Website', and 'NHBC Technical Standards'. A footer note states: 'NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.'

The central 'Sites' section shows the sites that the selected user has been given access to (with ticks) and any sites they don't have access to (with crosses).

Switch between Active sites and Completed sites using the toggle buttons at the top.

To change the site access for a user, click the 'Edit' button at the top right corner of the Sites section.

Edit site access

My NHBC Portal Organisation: Fabulous Properties Ltd - 888921

People with Access

Search by first name, last name or username

- ★ **Portal User** (Fabulous Properties Ltd)
- ✓ **Phil Hurst** (Fabulous Properties Ltd) Admin
- ⚠ **Pete Peters** (Fabulous Properties Ltd)
- ✓ **Nikki Haines** (Fabulous Properties Ltd)
- ✓ **Phil Portal** (Fabulous Properties Ltd)
- 🗨 **Simon Simons** (Fabulous Properties Ltd)

Sites

Search by site, NHBC reference number or your reference

Selected user has access to all sites for this organisation.

- ✓ **East View, Milton Keynes, MK5 6** Site Ref.: 0006150137 | Your Ref.:
- ✓ **New Site, Milton Keynes, MK5 6** Site Ref.: 0006150390 | Your Ref.: New1
- ✓ **North View, Milton Keynes, MK5 6** Site Ref.: 0006150159 | Your Ref.:
- ✓ **South View, Milton Keynes, MK5 6** Site Ref.: 0006150160 | Your Ref.:
- ✓ **West View, Milton Keynes, MK5 6** Site Ref.: 0006150158 | Your Ref.:

Edit Site Access

Search by site, NHBC reference number or your reference

Active Completed

<input type="checkbox"/>	Site	Site Ref.	Your Ref.
<input checked="" type="checkbox"/>	East View, Milton Keynes, MK5 6	0006150137	
<input checked="" type="checkbox"/>	New Site, Milton Keynes, MK5 6	0006150390	New1
<input checked="" type="checkbox"/>	North View, Milton Keynes, MK5 6	0006150159	
<input checked="" type="checkbox"/>	South View, Milton Keynes, MK5 6	0006150160	
<input type="checkbox"/>	West View, Milton Keynes, MK5 6	0006150158	

row(s) 1 - 5 of 5

Cancel

Save

To give a user access to all active and completed sites for an organisation (including new sites as they become active):

- click 'Organisation'
- click 'Save'.

To give a user access to only specific sites:

- click 'Site Selection'
- tick the sites the user should have access to (you can toggle between Active and Completed sites)
- click 'Save'.

The user will receive an alert on their home page when they next log into the portal.

Permissions

The screenshot displays the NHBC My NHBC Portal interface. The top navigation bar includes the NHBC logo, 'My NHBC Portal', the organisation name 'Fabulous Properties Ltd - 888921', and a user profile dropdown for 'portaluser01'. A red button for '+ Request Organisation Access' is visible in the top right.

The main content area is divided into three panels:

- People with Access:** A list of users with search and management icons. Users include Portal User (Admin), Phil Hurst (Admin), Pete Peters, Nikki Haines, Phil Portal, and Simon Simons.
- Sites:** A list of sites with search and status filters (Active, Completed). The selected user has access to all sites for this organisation. Sites listed include East View, New Site, North View, South View, and West View, all in Milton Keynes, MK5 6.
- Permissions:** A list of permissions for the selected user, categorized into Sites, Reporting, and My Reports. The 'Permissions' section is highlighted with a purple border.

Category	Item	Status
Sites	Enter purchaser details	✓
	Enter site and plot details	✓
	Register plots (including quotes and fees)	✓
	View documents from NHBC	✓
	View inspection details	✗
View technical conditions	✗	
Reporting	Builder responsible items	✗
	Plot progress	✓
	Site reportable items	✓
My Reports	Submitted documents	✓
	Technical conditions	✗
	Overview	✓
Construction	✗	
Claims & Resolutions	✓	
Bonds	✓	

The 'Permissions' section on the right shows the portal permissions the selected user has for the sites they have access to for the selected organisation.

To change the permissions for a user, click the 'Edit' button at the top right corner of the Permissions section.

Edit permissions

The screenshot shows the 'Edit Permissions' modal in the NHBC My NHBC Portal. The modal is titled 'Edit Permissions' and is overlaid on a background showing a list of users and sites. The modal has three sections: 'Sites', 'Reporting', and 'My Reports', each with a list of permissions and checkboxes. At the bottom of the modal are 'Cancel' and 'Save' buttons.

People with Access

- Portal User (Fabulous Properties Ltd)
- Phil Hurst (Fabulous Properties Ltd) Admin
- Pete Peters (Fabulous Properties Ltd)
- Nikki Haines (Fabulous Properties Ltd)
- Phil Portal (Fabulous Properties Ltd)
- Simon Simons (Fabulous Properties Ltd)

Sites

Selected user has access to all sites for this organisation.

- East View, Milton Keynes, MK5 6 (Site Ref: 0006150137 | Your Ref:)
- New Site, Milton Keynes, MK5 6 (Site Ref: 0006150390 | Your Ref: New1)
- North View, Milton Keynes, MK5 6 (Site Ref: 0006150159 | Your Ref:)
- South View, Milton Keynes, MK5 6 (Site Ref: 0006150160 | Your Ref:)
- West View, Milton Keynes, MK5 6 (Site Ref: 0006150158 | Your Ref:)

Edit Permissions

Sites

- Enter purchaser details
- Enter site and plot details
- Register plots (including quotes and fees)
- View documents from NHBC
- View inspection details
- View technical conditions

Select All Deselect All

Reporting

- Builder responsible items
- Plot progress
- Site reportable items
- Submitted documents
- Technical conditions

Select All Deselect All

My Reports

- Overview
- Construction
- Claims & Resolutions
- Bonds

Select All Deselect All

Cancel Save

Select the permissions required for the selected user for this organisation:

- Sites – these give the user the ability to carry out actions and view information within the portal.
- Reporting – these give the user the ability to run specific site reports.
- My Reports – these give the user access to specific dashboards in My Reports.

Click 'Save' to apply the changes.

The user will receive an alert on their home page when they next log into the portal.

User requests – your tasks

The screenshot shows the NHBC My NHBC Portal interface. At the top, the NHBC logo and 'My NHBC Portal' are visible. The user's organisation is 'Fabulous Properties Ltd - 888921'. The user is logged in as 'portaluser01'. The 'Home' page features a navigation bar with 'Home', 'Upload Organisation Documents', 'View Organisation Document', and 'My Tasks' (highlighted with a red box). Below the navigation bar, there are four site status cards: '2 Not yet submitted', '0 Waiting for NHBC', '5 Active', and '0 Completed'. The 'Reports' section includes 'Site Reports' and 'My Reports'. The 'System Messages' section is empty. The 'Additional Services' section includes 'Land Quality Service', 'Construction Quality Services', and 'Training Services and Qualifications'. The footer contains links for 'Terms and Conditions', 'Privacy Policy', 'NHBC Website', and 'NHBC Technical Standards', along with regulatory information.

When a user requests access to your organisation, access to more sites, or additional permissions, all portal administrators for the organisation are notified by email.

To review and approve (or reject) requests, click the 'My Tasks' button on your home page.

This will open your Tasks list.

Task list

NHBC My NHBC Portal Manage Account portaluser01

Search...

↓ Create Date

<u>Nikola Nicholls site access request for Fabulous Properties Ltd</u> Site Access Request · Requested by nhainesdev · Due 23 hours from now	Unassigned
<u>Nikola Nicholls permissions request for Fabulous Properties Ltd</u> Permissions Request · Requested by nhainesdev · Due 23 hours from now	Unassigned
<u>Nikola Nicholls organisation access request for Fabulous Properties Ltd</u> Organisation Access Request · Requested by nhainesdev · Due 24 hours from now	Unassigned

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NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

All of your outstanding access and permissions requests are listed here.

If you are an administrator for more than one organisation, your tasks will all be here in one place.

You can search and sort the list if needed.

To claim and review the request, click on the pink text.

Task details

Task Details

Nikola Nicholls organisation access request for Fabulous Properties Ltd Unassigned

Requested	4 minutes ago
Requested By	nhainesdev
Owner	

Details

Requester Comments Please can I have access to this organisation

Comments

Comment

Cancel Claim Task

Details of the request and any comments entered by the requester are displayed.

To approve or reject the request, click the 'Claim Task' button (this prevents another administrator working on the same request at the same time).

Approve or reject task

Task Details

Nikola Nicholls organisation access request for Fabulous Properties Ltd

Requested	10 minutes ago
Requested By	nhainesdev
Owner	portaluser01

Details

Requester Comments: Please can I have access to this organisation

Comments

Comment

Cancel Release X Reject ✓ Approve

You can now approve or reject the task you have claimed.

If you reject, you will be asked to enter comments (you can also optionally enter comments if you approve).

The requester will receive an email confirming the approval or rejection, including any comments you entered. The task will be removed from your tasks list.

If you cancel the task it will remain in your tasks list but will not be available to other administrators.

If you release the task it will remain in your tasks list and will also become available to other administrators.

Need support?

For more information about My NHBC Portal, please contact NHBC's Portal Support team on 0344 633 1000 or email us at onlinesupport@nhbc.co.uk

