

My Reports

A reporting suite for home builders showing your latest inspection and claims information

Questions

Access and account management

1. How do I sign up to My Reports?

If you require access or additional users to be added (or removed) to My Reports, please provide the details listed on the My Reports access panel of the sign-in screen and email them to **onlinesupport@nhbc.co.uk**.

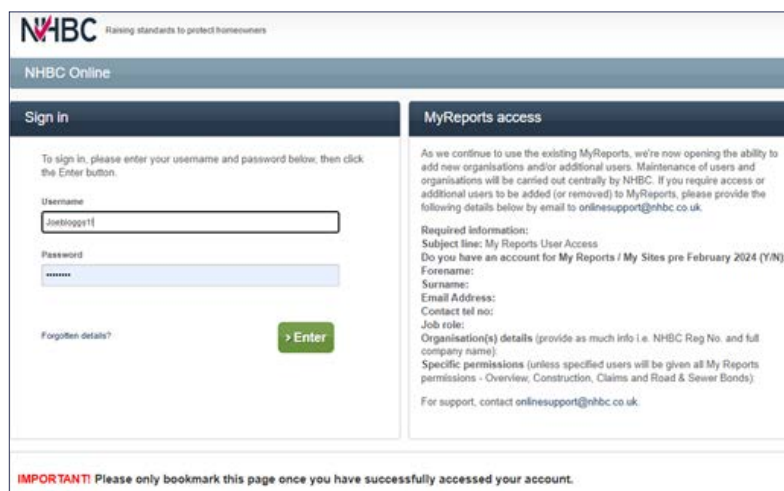
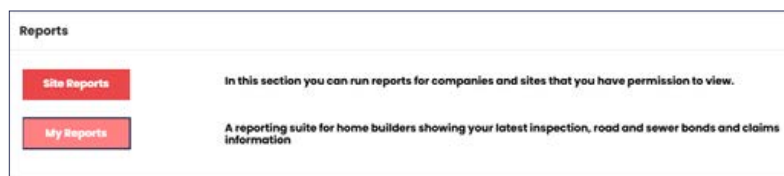
Any access or change requests should have authority from a My NHBC Portal administrator or company director for the applicable organisation. Please check you meet these criteria before making a request.

Please note My Reports and My NHBC portal are separate accounts and therefore separate access requests will be required.

2. How can I log in to My Reports?

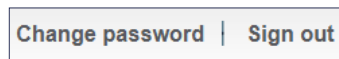
Go to **online.nhbc.co.uk/ReportingPortal** or log in to My NHBC Portal and click on the My Reports link on the left of the page. Enter your username and password.

If you require any help, please contact My Reports support at **onlinesupport@nhbc.co.uk** or by calling our Portal support team on **01908 746128**.



3. How can I change my password?

Once you have logged into your account, select the Change password link at the top right of the screen. A new window will then appear where you can change your password.



4. How can I update my username?

Username can only be updated by NHBC. If you require a username change, please email **onlinesupport@nhbc.co.uk**.



My Reports

Data

5	How frequently is the information refreshed?	New data is loaded every evening and is typically available from 07:00 each day, including weekends. Last included date ie, the last date for which data is included in the report is displayed at the top of each report windows.
6	How far back does the information go?	A rolling three years of data is available. To filter the date range, select the dates located on the top right of the screen titled 'Period'.
7	Is it possible to review value capture at a plot level?	No. This is an indicative figure for the overall performance of a builder company; it is not detailed enough to work at site level.
8	Why is there a difference between the inspections/ RIs included in the reports in My NHBC Portal and the reports in My Reports?	My NHBC Site Reports includes intermediate inspections, while My Reports does not. You should use the My NHBC Portal site report for intermediate inspections and RIs.

Organisations and groups

9	Why does my company's hierarchy look different to how we're set up?	My Reports defaults to using a hierarchy based on the company structure that you currently have registered with NHBC for purchasing Buildmark. If this needs to be updated, or if My Reports needs to use a different hierarchy, please contact us.
10	What are NHBC reporting Benchmark Groups?	Please see an explanation of this in the appendix below.
11	Why is the organisation list in My Reports different to the one in My NHBC Portal?	Organisation access in My Reports is not linked to My NHBC Portal organisation access. Access to organisations in My Reports should be requested separately to access for organisations in My NHBC Portal.
12	How do I get access to a NHBC group of organisations?	If a user is given access to a group parent company, they will have access to all child parties in the group.



My Reports

Display and functionality

13	I think there may be a display issue. How can I force the data to refresh or reset?	Option 1: Click on reload to refresh the page. Option 2: You may need to clear the cache or historic browsing data of your chosen web browser, eg Chrome/Microsoft Edge as below: Chrome: Click on the three lines at the top right of the screen (customise and control Google Chrome). Click on 'Settings'. Type 'cache' into the 'Search settings' box. Click on 'Delete browsing data' and choose 'All time'. Close all instances of Chrome and then re-open Chrome. Log in to My Reports and try again. Microsoft Edge: Click on the three dots at the top right-hand side of the screen. Click on the 'History tab'. In the 'All' and 'Recently closed' tabs delete all links. When asked if you are sure, click 'Yes'. Re-open and log in to My Reports.
14	Can I choose the default date range?	The date range that My Reports defaults to when first opened is the current calendar month and the preceding 12 calendar months. You can change this, but you can't permanently set this to a different time period.
15	On the Resolutions tab, why is the number of Rule 27s shown in the initial table different from the number further down the screen?	The Resolutions Investigated chart shows the number started within the date range selected. The Current Resolutions chart shows the number currently active – this could vary as some may have begun the resolution process prior to the date ranges selected.
16	Why is print functionality not working?	Check that your browser settings are allowing pop-ups. Wait a few seconds for the system to generate the requested report. Check downloads within your document to retrieve recently downloaded documents.
17	Why is my 'last included date' in the American date format?	Click on the clock and date in the bottom right-hand of your screen and scroll to the regional format to ensure the current format is in English United Kingdom. If the issue persists, ensure that you update the language settings associated to the browser you are using: Chrome: Click on the three lines in the top right of the screen (customise and control Google Chrome). Click on 'Settings'. Type 'languages' into the 'Search settings' box. Check that English (United Kingdom) is top of the list; if not, click on the three dots to move up. Microsoft Edge: Go to 'Settings' and find Languages. Ensure English (United Kingdom) is top of the list; if not, click on the three dots to move to the top.
18	How can I make the export function work and display all the data?	Option 1: Ensure the down arrow is being used to download – as this will display all the necessary data. Option 2: Check that your browser settings are allowing pop-ups. Chrome: Click on the three lines in the top right of the screen (customise and control Google Chrome). Click on 'Settings'. Type 'pop' in 'Search settings' box. Scroll down to Pop-ups and redirects. Select 'Allow all sites to show pop-ups'. Microsoft Edge: Click the three dots in top right-hand side of the screen. Click 'Settings'. Type 'pop-up' in the 'Search settings' box. Scroll down to pop-ups and redirects. Click 'Add' under 'Allow' section. Add the link to My Reports to the site bar and click 'Add'.
19	Can I place a graph from My Reports into another document?	Yes, by taking a screenshot. Shortcut keys to do this vary by device (eg Alt + Print Screen or Fn F4). Then open your destination file (eg Word, Excel, PowerPoint) and select paste (shortcut key = Ctrl V).



My Reports

What are NHBC reporting Benchmark Groups?

Benchmark Groups available for comparison purposes in My Reports are defined using the number of plots registered by an NHBC-registered builder (or builder group where one exists) during the most recent full calendar year. The same Benchmark Groups are used in My NHBC Portal, My Reports, and the Customer Satisfaction Surveys portal.

(We may vary upper/lower limits of the Benchmark Groups year on year to facilitate meaningful benchmarking).

For further benchmarking information, please contact onlinesupport@nhbc.co.uk.

Regional Benchmark Groups

Regional Benchmark Groups are also available in My Reports. These are defined using the geographical location of the registered builder's office (for builder groups, the location of each subsidiary/regional/divisional office is used). The Regional Benchmark Groups are shown below.

A regional group exists for most Benchmark Group levels. However, a Regional Benchmark Group can't exist where there are insufficient builders of that size in that geographic area to enable anonymity to be retained.

NHBC reporting Regional Benchmark Groups

County/Area		Region	Sub-Region
Bedfordshire		Southern	North
Buckinghamshire			
Oxfordshire			
Berkshire			South
Surrey			
West Sussex			
Hertfordshire			
Cheshire		North-west	
Cumbria			
Greater Manchester			
Lancashire			
Merseyside			
Northumberland		North-east	North
Tyne & Wear			
Durham			
Yorkshire			South



My Reports

Cambridgeshire		East	
Derbyshire			
Leicestershire			
Lincolnshire			
Norfolk			
Northamptonshire			
Nottinghamshire			
Rutland			
Suffolk			
Bristol		South-west	
Cornwall			
Devon			
Isle of Wight			
Hampshire			
Dorset			
Gloucestershire			
Somerset			
Wiltshire			
Channel Islands		Channel Islands	
East Sussex		South-east	
Essex			
Kent			
Hereford		West & Wales	West
Shropshire			
Staffordshire			
Warwickshire			
West Midlands			
Worcestershire			
Wales			Wales
London			London
Scotland		Scotland	
Northern Ireland		Northern Ireland	
Isle of Man			



NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP
0344 633 1000 nhbc.co.uk

National House-Building Council (NHBC) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in respect of carrying on its insurance business and its insurance distribution activities. NHBC is registered in England and Wales under company number 00320784. NHBC's registered address is NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks, MK5 8FP.

Note that only certain parts of NHBC's products and services are within the scope of UK financial services regulation. For more information on our products and services, please see our website nhbc.co.uk or your NHBC product documentation.