

MyQualis

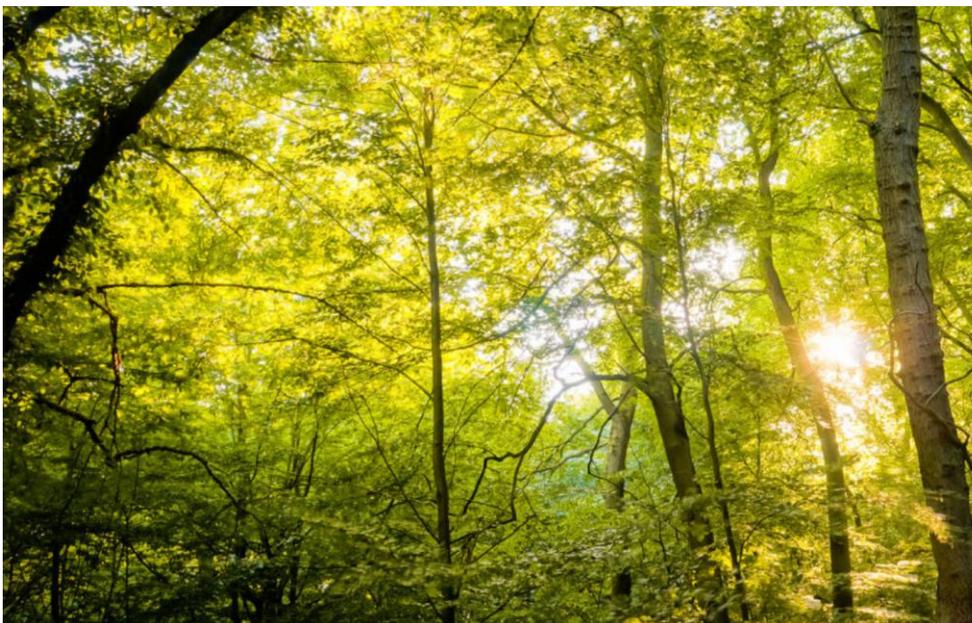
How to create a My Qualis account

My Qualis is Qualis Property Solutions new online portal, where you can book non-emergency routine repairs for your home.

This guide takes you through the steps on how to create an account.

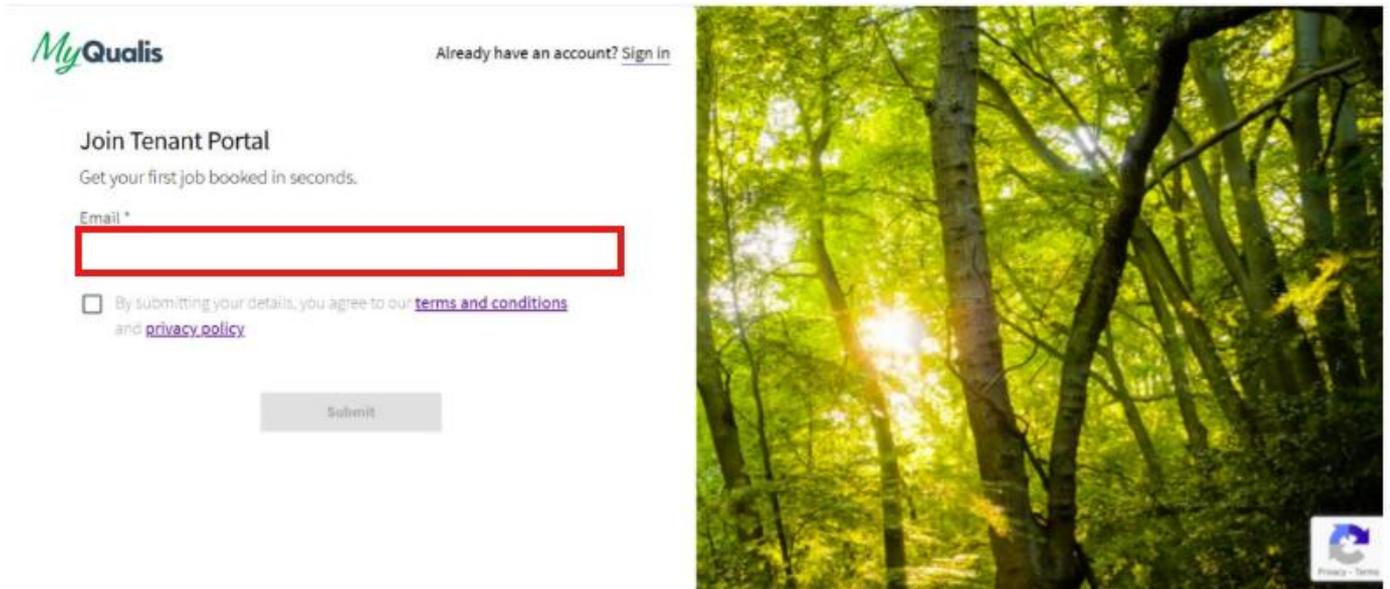
Click on this link <https://qualisgroup.com/report-a-repair/> which will take you to the Report a Repair page within Qualis' website. Here you will find the link to take you into the My Qualis portal to either create an account, or if you already have an account, to sign in.

Click on the 'Personal Signup' button.



This will take you to the next page where you can create an account or if you already have an account you can go back to the sign in page.

MyQualis



MyQualis Already have an account? [Sign in](#)

Join Tenant Portal

Get your first job booked in seconds.

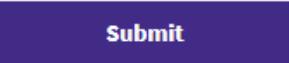
Email *

By submitting your details, you agree to our [terms and conditions](#) and [privacy policy](#).

Any field marked with an * must be completed.

Enter the email address which you have registered with EFDC.

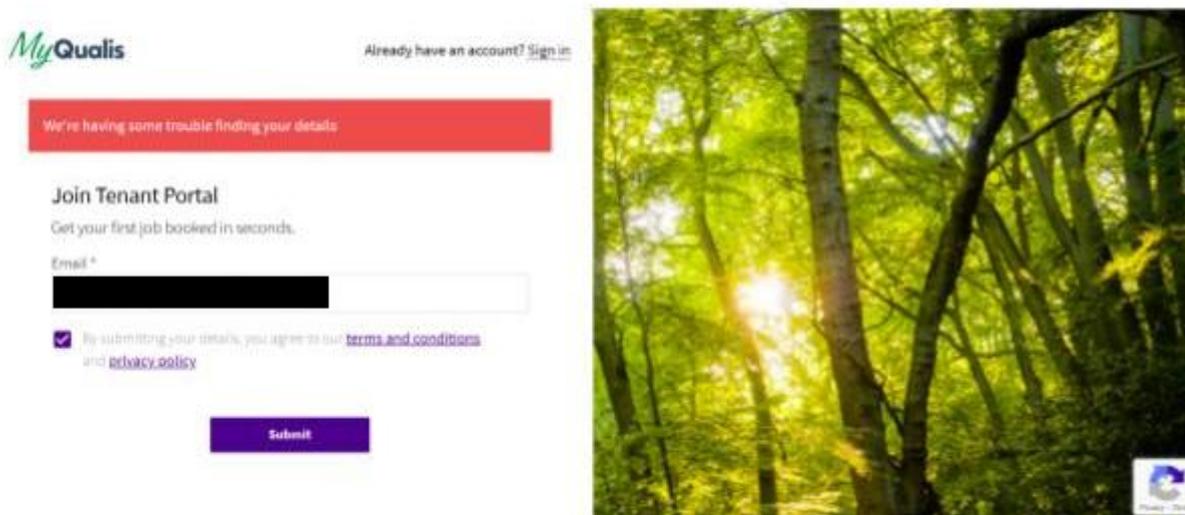
Tick the small box to agree to the terms and conditions and privacy policy. *You can view both policies by clicking on the links provided.*

Once ticked, click the  button.

MyQualis

If you don't have an email address registered or it needs to be updated you will see the message below advising 'We're having trouble finding your details'.

Please call our Customer Service Team on 0333 230 0464 and they will be able to update your email on the system. This can take up to 48 hours to refresh and allow you to register.



If you have supplied the email address which is linked to your account, you will go onto the next stage and will receive a confirmation that your sign up was successful and a welcome message which confirms your email address is your Username. The portal will also supply a temporary password so you can sign in the first time you use the portal.

Please see image on next page which shows the message you will receive providing detail on how to sign into your new account.

MyQualis

MyQualis



Welcome to Tenant Portal

Your user account for Tenant Portal is ready for you to use. Please sign in with the following username and temporary password. This temporary password is only valid for 28 days so we recommend you sign in and set your own password now.

We will never ask you to reveal or share your password. If you think your password may have been compromised you must contact your Tenant Portal administrators immediately.

Username: [REDACTED].co.uk

Temporary password: [REDACTED]

[Sign in to Tenant Portal](#)

[Sign in to Tenant Portal](#)

Note down your Username and temporary password. The click on the

You will be directed back to the initial sign in page. To sign into your account.