**Your step-by-step guide to ThinkChange, our tenant online social network**

We want you to have your say on how your housing service is delivered and to influence how decisions, which affect you and your home, are made.

ThinkChange is our new tenant online social network. Not only does it allow you to put forward ideas on how to make improvements, it also allows you to comment on current initiatives or ideas put forward by other tenants.

These ideas could then be put before the council, via the tenants forum, and could help shape the way things are done in the future.

Your Forum may also use the system to get your opinion on certain matters, with your views being taken direct to the council for further discussion.

All you need to do is contact Julie Turner in the Residents Involvement Team on (01670) 623493, julie.turner@northumberland.gov.uk with an active email address.

Then use our easy-to-follow guide below and start having your say today!

**Getting Started**

- You will receive an email with your username and password. Follow the link in this email and sign up to your account.
- Once you're signed-in you will be asked to change your password to one that is more memorable.
- You can then manage your account, change your profile picture, let us know what you want to be kept up to date on (although we recommend you tick all three boxes, so you are informed when a new idea is posted)
- REMEMBER: You must save the changes by clicking the "update user" button

**Creating a new idea**

- Click on the ideas menu icon, then on Submit Your Idea

There are 4 easy steps to post your idea

**1). Basic Details**
Give your idea a title - something short and simple.
Leave the date generated by the system, unless there is a reason to shorten or lengthen the discussion. If so, click on the calendar and change the date.
Explain your idea - you don't need to write a lot just enough to give a good description.

**2). Benefits and People**
Explain the benefits of your idea - who it will benefit and how. Keep it simple.

**3). Documents**

Add any documents to support your idea. Select add a document and download and attach the document. Max size limit 1GB, per document.

**4). Review & Create**

Make sure you're happy and then click on save. To make changes simply go back and amend.


You can also like an idea, follow an idea or comment on another idea.


**Challenges**


The Forum may ask for your opinions and views on certain ideas or "challenges". To view current ones click on the Challenges menu icon.
You can comment and like on any challenge.