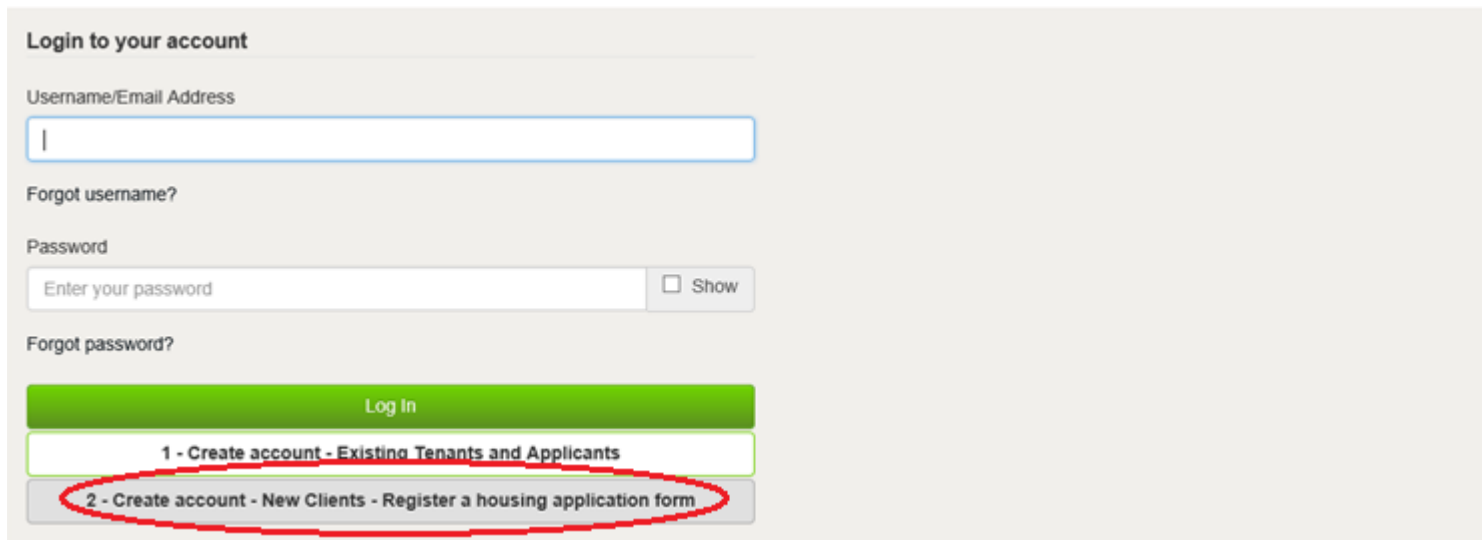


## Housing Online Registration – New Customers

This guide is intended for applicants who have not yet completed a HomeLink application, and need to register for a Housing Online account to do so.

Before you register, you will need an email address. If you don't have one, you will need to set one up. You can sign up for a free email account from a number of providers, such as: <http://gmail.com>, <http://mail.yahoo.com> and <http://live.com>. If you are unsure of how to set up an account, we have online guides available on the website.

1. Go to [housingonline.nottinghamcityhomes.org.uk](http://housingonline.nottinghamcityhomes.org.uk) and you will see the screen below. Click '[2 – Create account – New Clients – Register a housing application form.](#)'



**Login to your account**

Username/Email Address

Forgot username?

Password  
  Show

Forgot password?

**Log In**

**1 - Create account - Existing Tenants and Applicants**

**2 - Create account - New Clients - Register a housing application form**

2. Enter your [preferred email address](#) and [password](#). Please note that your password must have the following as a minimum: eight letter, one character in uppercase, one character in lower case, one number and no special symbols such as : , \ or /

## Register as a New Client

To register you will need your own email address

Email Address \*

testingemailhousing@gmail.com

\* required

Use your email address to create an account - this will then be your username when signing in.

Create a password

Your password must have at least:

Eight characters;One capital letter;One lower case;One number. Please be aware that special symbols such as : , \ or / will not work in passwords

Provide a Password \*

●●●●●●●●

Show

Medium

Next

Cancel

3. You will be sent an email with a link to continue registration. This link expires within 3 hours so you will need to click it as soon as possible.

## Register Check Email

✉ We have sent an email to with a link to continue registration

⌚ Check your email and activate the link before it expires in 3 hours.

🔄 If this email expires or is wrong, you will need to start the registration process again. Check your spam folder before you contact support on 0115 9154920.

4. Go to your email account. You will see the following email, please click 'verify me'.

## Step 2: Provide your details to complete registration

Press this link to provide your details. This link is active for 3 hours from the time it was sent.

[Verify me](#)

If the button doesn't work, please copy and paste this into your browser:

[https://housingonline.nottinghamcityhomes.org.uk/pls/houlive\\_selfserv/f?p=13000:207:0:INITIALISE:NO:RP:CONF\\_ID:4921091739178539089997634203587835388600](https://housingonline.nottinghamcityhomes.org.uk/pls/houlive_selfserv/f?p=13000:207:0:INITIALISE:NO:RP:CONF_ID:4921091739178539089997634203587835388600)


You've been sent this email because this address was registered for an account at the Housing website.

5. You will be taken to a page called 'Person Details' where you will need to provide your name, date of birth, national insurance number and ethnicity.

# Person Details

  
**Person Details**

  
Your Contact Details

  
Your Address Details - Please add your  
address as we are unable to process  
your registration without an address

  
My Summary

Please enter your details below, as we need these to match you in our system

**Title**

Mrs



**First Name**

Testing

**Last Name**

Online Guide

**Date of Birth**

20/12/1950



**Gender**

Female



**NI Number**

JABCDE36X

**Ethnic Origin**

Question Refused



6. You will also need to provide a [memorable answer and date](#). Please write these down as you may need these in future. You will also need to select 'yes' on the drop down menu to confirm you accept Terms and Conditions, then select '[Next to Contact Details](#)'.

**Add your memorable answer**

This will make sure you can get back into your account quickly and securely in case you ever lose access. First, choose your secret or memorable question

Select your memorable question \*

Favourite colour?

Now enter your answer to this question \*

Green

Now select your memorable date below

Enter your memorable date \*

20/12/2019



"I accept" button I acknowledge that I have read and accept the terms of the above agreement

You must accept Terms and Conditions to progress

Yes



Next to Contact Details

Cancel

7. You will need to provide your [email address](#) and [telephone number](#), then select **'next'**.

## Your Contact Details

Progress indicator: Person Details (unselected), **Your Contact Details** (selected), Your Address Details - Please add your address as we are unable to process your registration without an address (unselected), My Summary (unselected).

**Email**

**Telephone number**

[Back](#) [Next](#) [Cancel](#)

8. Select **'Add Address.'**


## Your Address Details - Please add your address as we are unable to process your registration without an address

Progress indicator: Person Details (unselected), Your Contact Details (unselected), **Your Address Details - Please add your address as we are unable to process your registration without an address** (selected), My Summary (unselected).

[Add Address](#) [Back](#) [Next](#) [Cancel](#)

9. A new box will open, please add your full address and then select 'Finish'.

## Add Address Details

<b>Flat number</b>	<input type="text"/>
<b>Building name</b>	<input type="text"/>
<b>House/Street Number</b>	<input type="text" value="123"/>
<b>Street *</b>	<input type="text" value="Test Street"/>
<b>Area</b>	<input type="text" value="Test Area"/>
<b>Town *</b>	<input type="text" value="Nottingham"/>
<b>Postcode *</b>	<input type="text" value="NG1 1AB"/>
<b>Start date *</b>	<input type="text" value="20/12/2019"/> 

10. You will then be directed back to the previous page where it will display your address. Please confirm this is correct and click 'next'.

## Your Address Details - Please add your address as we are unable to process your registration without an address

  
Person Details

  
Your Contact Details

  
**Your Address Details - Please add your address as we are unable to process your registration without an address**

  
My Summary

Flat number	Building Name	Street Number	Street Name	Area	Town	Full address
123	Test Street	Test Area	Nottingham	123 Test Street Test Area Nottingham NG1 1AB	20/12/2019	

[Add Address](#) [Back](#) [Next](#) [Cancel](#)



11. This will take you to the summary page where you can review all your information. If this information is correct, please select 'finish'.

Title	MRS
Select your memorable question	COLOUR
Now enter your answer to this question	Green
Enter your memorable date	20/12/2019
First Name	Testing
Last Name	Online Guide
Date of Birth	20/12/1950
Gender	F
NI Number	JABCDE36X
Ethnic Origin	REFUSED

#### Contact Details

Email	testingemailonline@gmail.com
Telephone number	01159152222

#### Address Details

Address	Start Date	End Date
Test Street Test Area Nottingham	20/12/2019	-

[Back](#) [Finish](#) [Cancel](#)

12. You will see a screen that confirms you have registered. Please then go back to [housingonline.nottinghamcityhomes.org.uk](http://housingonline.nottinghamcityhomes.org.uk) and log in using your email address and password that you chose earlier.

**Login to your account**

Username/Email Address

Forgot username?

Password  
  Show

Forgot password?

**Log In**

1 - Create account - Existing Tenants and Applicants

2 - Create account - New Clients - Register a housing application form

13. You will be taken to your dashboard. To submit an application, please select '[Create New Housing Application](#)'. Please see the next guide for help.

The dashboard consists of six green tiles arranged in a 2x3 grid. The top row contains: 'Update My Contact Details' with a phone icon and a link to 'My Contact Details'; 'Create New Housing Application' with a document icon and a link to 'Create New Housing Application' (this tile is circled in red); and 'My Saved Housing Applications' with a checkmark icon and a link to 'My saved and submitted housing applications'. The bottom row contains: 'Choice Based Lettings Bidding' with a house icon and a link to 'Choice Based Lettings Bidding'; 'Budgeting Calculator' with a calculator icon and a link to 'Budgeting Calculator'; and 'Contact NCH' with a phone icon and a link to 'Contact NCH'.