

## Housing Online Registration – Existing Customers

This guide is intended for applicants who have **already completed** a HomeLink application but need a Housing Online account to bid.

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 '1 – Create account – Existing Tenants and Applicants.'

**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

**You need to be either a:**

- Current Tenant (the tenancy is in your name)
- Applicant (the application is in your name)
- Former tenant (the former tenancy is in your name)

Email Address \*

\* required

Use your email address to create an account and also to sign in again

**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 'Register Details' where you will need to provide your application number, name and date of birth.

## Register Details

### Reference Number

You need to provide a reference number that we can verify your details against. These may be found on a letter you have received from Nottingham City Homes or on the back of your Citycard.

Select one of the following \*

Application Reference

Reference Number \*

841104

If you need help in retrieving these details, please call Housing on 0115 9154920.

### Personal details

First Name \*

Testing

Last Name \*

Online

Date of Birth \*

29

DD

/ 08

MM

/ 1993

YYYY

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 tick to confirm you accept Terms and Conditions, then select '**Finish**'.

**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



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

I accept the [terms here](#)

Finish

Cancel

You will now be able to log in and viewing the weekly advert to place bids.