



## Housing Online Registration – Existing Customers

This guide is intended for current Tenants or applicants who have already completed a housing 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 <http://online.cannockchasehousing.co.uk> and you will see the screen below. Click '**Create account for Existing Applicants and Tenants**'

**Login to your account**

Username/Email Address

Forgot username?

Password  
  Show

Forgot password?

[Log In](#)

[Create account for Existing Applicants and Tenants](#)

[Create an account for new customers](#)

[Access Choice Based Lettings Without Registration](#)

2. Enter your **preferred email address** and **password**. Please note that your password must have the following as a minimum: eight letters, one character in uppercase, one character in lower case, one number and one special character.

## 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
- One special character

Provide a Password \*

 Show

Strong



Next

Cancel

3. You will be sent an email with a link to continue registration. This link expires within 1 hour so you will need to click it as soon as possible.

## Register Check Email

✉ We have sent an email to holtest@mail.com with a link to continue registration

⌚ Check your email and activate the link before it expires in 1 hour.

🔄 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 01543 462621.

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 1 hours from the time it was sent.

[Verify me](#)

5. You will be taken to a page called 'Register Details' where you will need to provide either your application or rent reference number. Then enter your name, date of birth and you National Insurance Number.

## 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 our Housing Department

Select one of the following \*

Rent Reference Number

Reference Number \*

400100100

If you need help in retrieving these details, please call Housing on 01543 462621.

### Personal details - This needs to match your details on your tenancy account or application

First Name \*

Cannock

Last Name \*

Council

Date of Birth \*

01/01/1991




National Insurance Number

JC10010CC

- You will also need to provide a **memorable answer and date**. Please write these down as you may need them in the 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


Please Select 

Now enter your answer to this question

**Now select your memorable date below**

Enter your memorable date


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 have now successfully registered, click **'Continue to Login'**

## Successfully Registered

 You have successfully Registered. Please click button below to continue.

**Continue to Login**