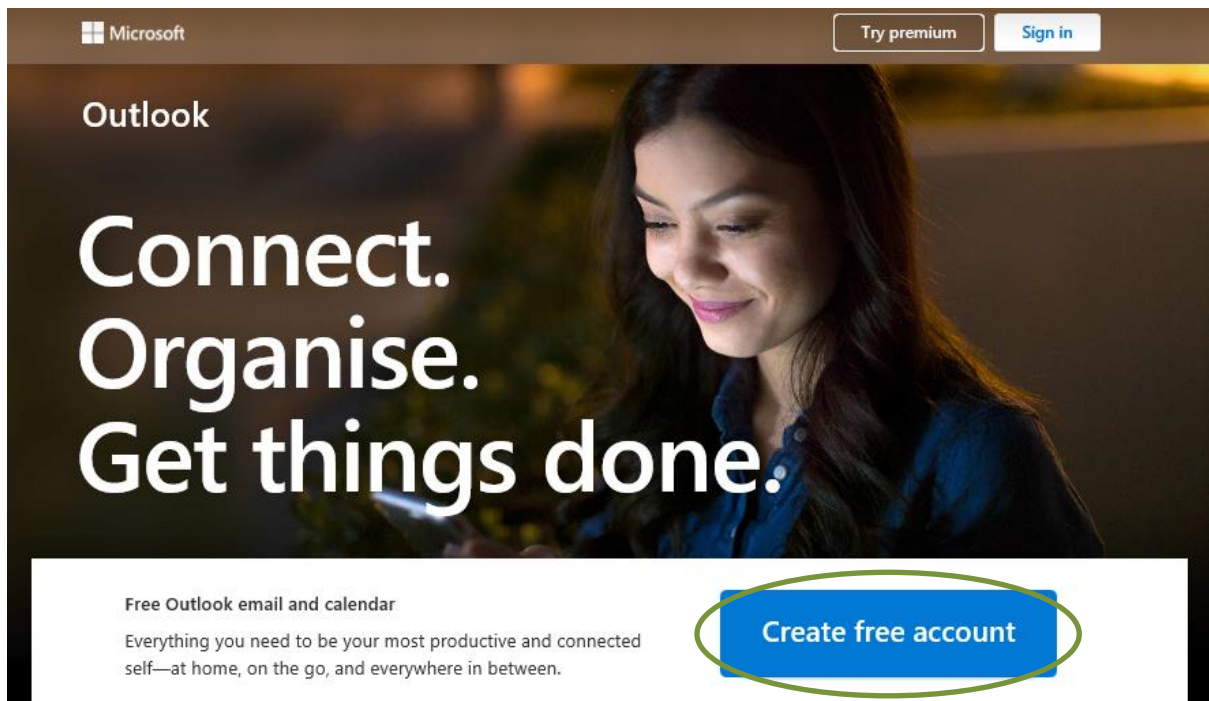
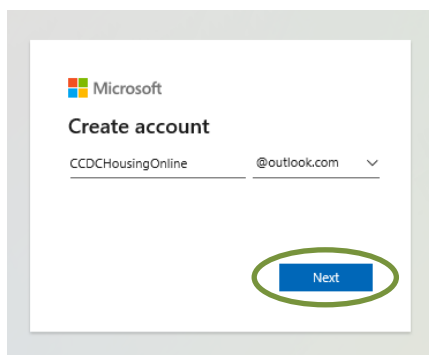


Guide to create an Outlook email account.

1. Type <https://outlook.live.com/> into your Internet browser and select '**create free account.**'



2. Type in your desired email address, and select '**next**'.



3. Type in your preferred **password** and select '**next**'.

The screenshot shows the Microsoft account creation interface. At the top, it displays the Microsoft logo and the email address 'CCDCHousingOnline@outlook.com'. The main heading is 'Create a password'. Below this, it says 'Enter the password you would like to use with your account.' followed by a password input field with a masked password '.....'. There is a checkbox for 'I would like information, tips and offers about Microsoft products and services.' which is currently unchecked. At the bottom, there is a link for 'Microsoft Services Agreement and privacy and cookies statement'. A blue 'Next' button is highlighted with a green oval.

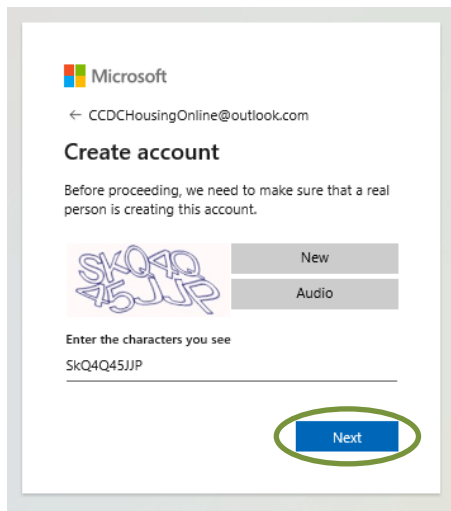
4. Type in your **first name** and **surname**, and then select '**next**'.

The screenshot shows the Microsoft account creation interface. At the top, it displays the Microsoft logo and the email address 'CCDCHousingOnline@outlook.com'. The main heading is 'What's your name?'. Below this, it says 'We need just a little more info to set up your account.' followed by two input fields: 'First name' and 'Surname'. A blue 'Next' button is highlighted with a green oval.

5. Type in your **date of birth** and select '**next**'.

The screenshot shows the Microsoft account creation interface. At the top, it displays the Microsoft logo and the email address 'CCDCHousingOnline@outlook.com'. The main heading is 'What's your date of birth?'. Below this, it says 'We need just a little more info to set up your account.' followed by a 'Country/region' dropdown menu with 'United Kingdom' selected. Below that is a 'Date of birth' section with three dropdown menus for 'Day', 'Month', and 'Year'. A blue 'Next' button is highlighted with a green oval.

6. Type in the **characters that you see** and select '**next**' to create your account.



The account will now be created and you will be forwarded to your inbox.

Frequently asked questions

The email service won't let me pick the name I want why?

This is usually because another member of the website already has that address. Most email services will offer you alternative name suggestions or you can try a different user name yourself or add numbers or letters to the name you want.

I've got my email address now what?

Check the Inbox of your email for a Welcome email from the provider. This will give you information on how to use the new service and tips for getting the most from your email provider. You can now use your new email address to claim Universal Credit online or register on Housing Online.