



Housing Online Registration – Applicants who have not yet completed a housing application

This guide is intended for applicants who have not yet completed a housing 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 <http://online.cannockchasehousing.co.uk/> and you will see the screen below. Click '**Create an account for new customers**'

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 characters, one capital letter, one lower case, one number and one special character.

Register as a New Client

You need to provide the following information:

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

Strongest



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 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 'Person Details' where you will need to provide your **name**, **date of birth**, **answer to a memorable question** and provide a **memorable date**. Please write these answers down as you may need them in the future. You will also need to select 'yes' on the drop down menu to confirm you accept Terms and Conditions before clicking 'Next'

Person Details

 Person Details

 Your Contact Details

 Your Address Details

 My Summary

Title

Please Select 

First Name

Surname

Date of Birth



You now need to set up some memorable information.

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 *



Confirm you accept the Terms and Conditions

Please Select 

 Next

Cancel

7. You will need to provide your **email address and telephone number**, then select **'next'**.

Your Contact Details

Person Details **Your Contact Details** Your Address Details My Summary

EMAIL
youremailaddress@here.com

Home Telephone Number
01543462621

Mobile Telephone Number
07123456789 x

Back **Next** Cancel

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

Your Address Details

Person Details Your Contact Details **Your Address Details** My Summary

Add Address Back Next Cancel

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

Add Address Details

Building Name

House Number

Street Name

Area

Town

County

Post Code

Date you moved in




Date you moved out (if applicable)



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

Your Address Details


Person Details


Your Contact Details


Your Address Details


My Summary

Address Line	Start Date	End Date
Cannock Chase District Council Beecroft Road Cannock Staffordshire WS11 1BG	01/01/1991	

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 'Submit'.

My Summary

Person Details

Your Contact Details

Your Address Details

My Summary

Summary Details

Title	MISS
First Name	Cannock
Surname	Council
Date of Birth	01/01/1991

Contact Details

EMAIL	youremailaddress@here.com
Home Telephone Number	01543462621
Mobile Telephone Number	07123456789

Address Details

Address	Cannock Chase District Council Beecroft Road Cannock Staffordshire WS11 1BG
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12. You will now see a screen that confirms you have registered. Select '**Continue to Login**' and login using your email address and password that you chose earlier.

You have Successfully Registered

Please click button below to continue.

[Continue to Login](#)