



Welcome to Housing Online from Nottingham City Council Housing Services

Option 2

Housing Online lets you manage your tenancy online, which means you do not have to call us to do things like check your rent balance. You can access it yourself with the minimum of fuss.

If you are already on Nottingham's Housing Register you can bid for available homes through Housing Online.

If you're not, this is also the place where you can find out if you're eligible to join the Housing Register. You will need to create a Housing Online account to do this.

If you already have an account, please click the 'Log In' blue button as shown on the next page with your Username/email address and password.

If this is your first time you will need to register to create a Housing Online account. To do this please make sure you have a valid email address and a password of your choosing. If not strong enough, it will not allow you to proceed, and you will be prompted to change it.

Please read the details below on how to register an account by selecting **Option 2**

You can click on the links circled on the next page to view the guides or video to help you. **It is very important you select the correct option when you register.**

This guide is for OPTION 2 - I don't have a Housing Online Account and I'm not a Nottingham City Council / Nottingham City Homes Registered Provider Ltd tenant or leaseholder or an existing Homelink applicant.

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, like [Gmail](#), [Yahoo](#) and [Live](#). If you're not sure of how to set up an account, we have online guides available on the website.

1. Go to <https://housingonline.ncchousing.org.uk> and you will see the screen below. Click **Option 2** – for new clients who are not Tenants or Leaseholders

Login to your account

Username/Email Address

Forgot username?

Password

 Show

Forgot password?

Log In

Option 1 - For Tenants, Leaseholders or Applicants with a live application

Option 2 - For new clients who are not Tenants or Leaseholders

[Guide to create an Outlook email account](#)
[Guide to create a Gmail account](#)
[Guide to create a Yahoo email account](#)

[New Applicants Guide](#)
[Existing Applicants Guide](#)

Links to guides are available here if needed

2. Enter your [email address](#) and [password](#) and then click 'Next'. 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 **no** special symbols like: , \ or /

Register as a New Client

To register you will need your own email address

Email Address *

* 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

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

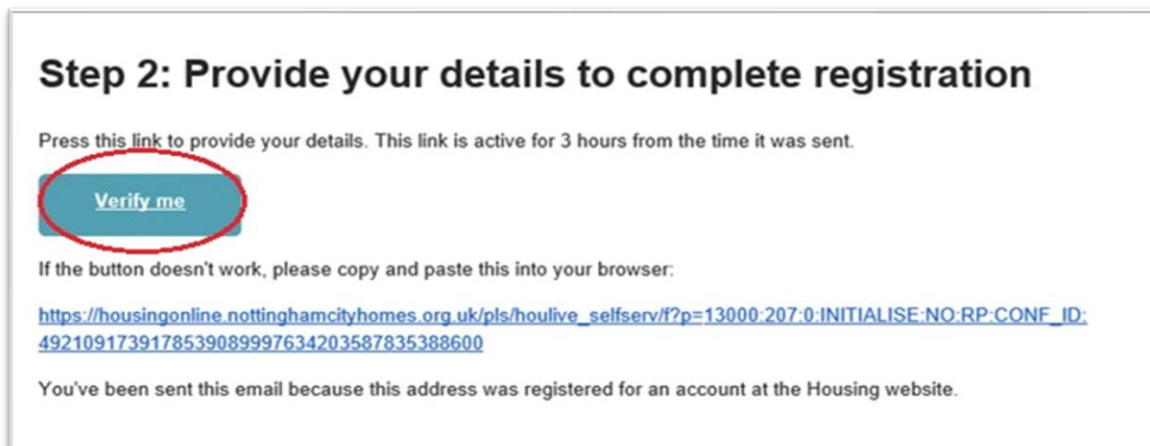
Register Check Email

✉ 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'.



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 memorable 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

I accept the [terms here](#)

You must accept Terms and Conditions to progress

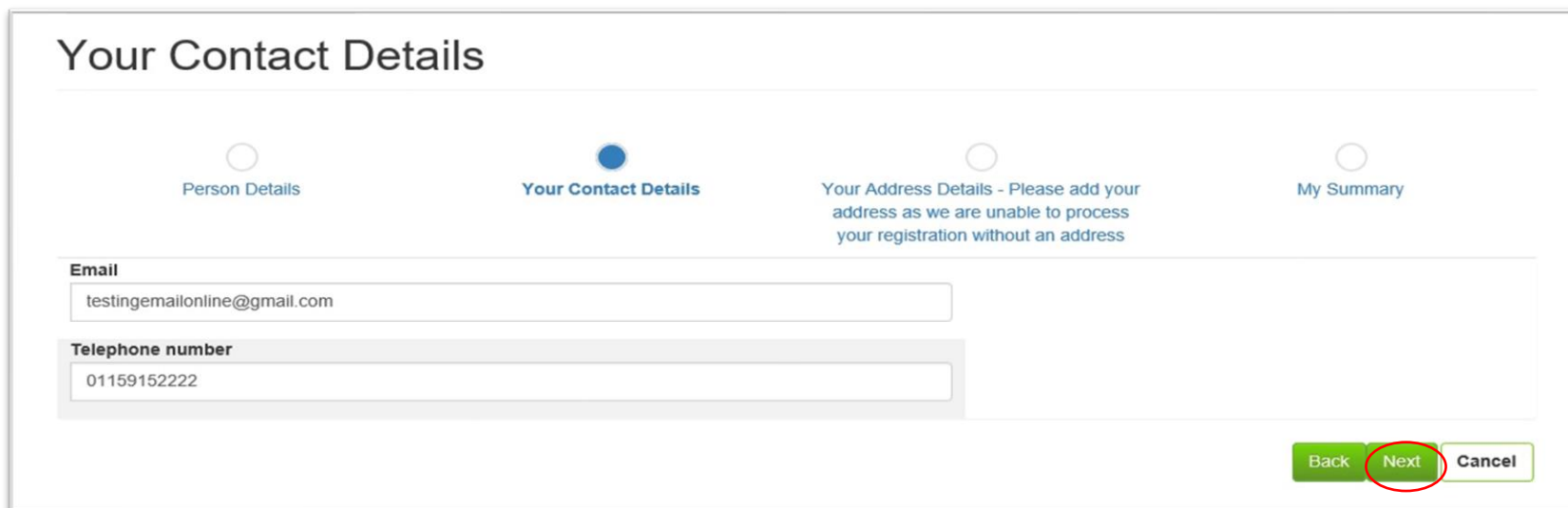
Yes ▾

[Next to Contact Details](#) [Cancel](#)

[Guide to create an Outlook email account](#)
[Guide to create a Gmail account](#)
[Guide to create a Yahoo email account](#)

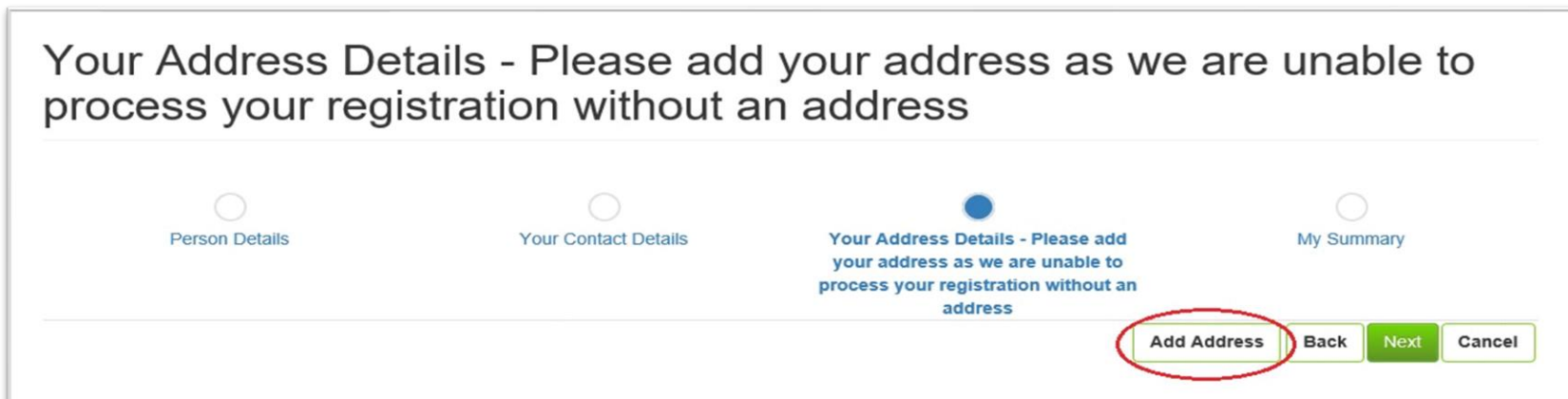
[New Applicants Guide](#)
[Existing Applicants Guide](#)

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



The screenshot shows a web form titled "Your Contact Details". At the top, there is a progress indicator with four steps: "Person Details", "Your Contact Details" (which is the current step and has a blue dot), "Your Address Details - Please add your address as we are unable to process your registration without an address", and "My Summary". Below the progress indicator, there are two input fields. The first is labeled "Email" and contains the text "testingemailonline@gmail.com". The second is labeled "Telephone number" and contains "01159152222". At the bottom right of the form, there are three buttons: "Back", "Next" (which is circled in red), and "Cancel".

8. Select 'Add Address.'



The screenshot shows a web form titled "Your Address Details - Please add your address as we are unable to process your registration without an address". At the top, there is a progress indicator with four steps: "Person Details", "Your Contact Details", "Your Address Details - Please add your address as we are unable to process your registration without an address" (which is the current step and has a blue dot), and "My Summary". Below the progress indicator, there are four buttons: "Add Address" (which is circled in red), "Back", "Next", and "Cancel".

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

Add Address Details

Flat number

Building name

House/Street Number


Street *

Area

Town *

Postcode *

Start date *

Finish **Cancel**

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

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

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

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	

Buttons: 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'.

Tip: you may want to take a screenshot of this information to keep a record of your memorable question & date.

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	-

12. You will see a screen that confirms you have registered. Please then go back to <https://housingonline.ncchousing.org.uk> and 'Log In' using your email address and password that you chose earlier. **You will now be able to log in to Housing Online.**

Login to your account

Username/Email Address
Enter your email address

Forgot username?

Password
Enter your password Show

Forgot password?

Log In

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