



Welcome to Housing Online from Nottingham City Council Housing Services

Option 1

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 log in 'clicking the blue button' as below 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 1**

You can click on the links below 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 1 - I don't have a Housing Online Account and I am a Nottingham City Council / Nottingham City Homes Registered Provider Ltd tenant or leaseholder OR I don't have a Housing Online Account, but I do have a 'live' HomeLink application.

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 1 – For Tenants, Leaseholders or Applicants with a live application'

Login to your account

Username/Email Address

Enter your email address

Forgot username?

Password

Enter your 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 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

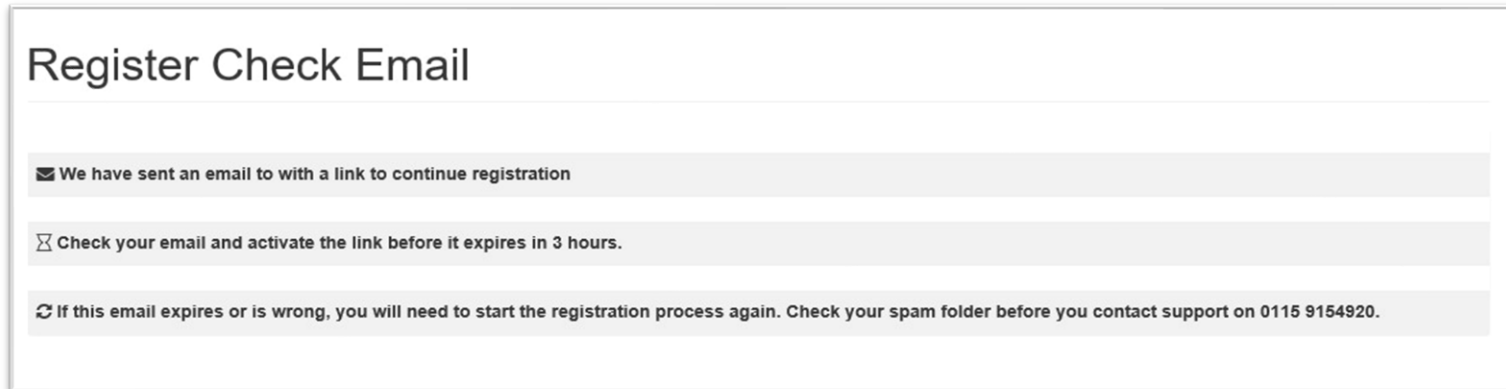
Provide a Password *

 Show

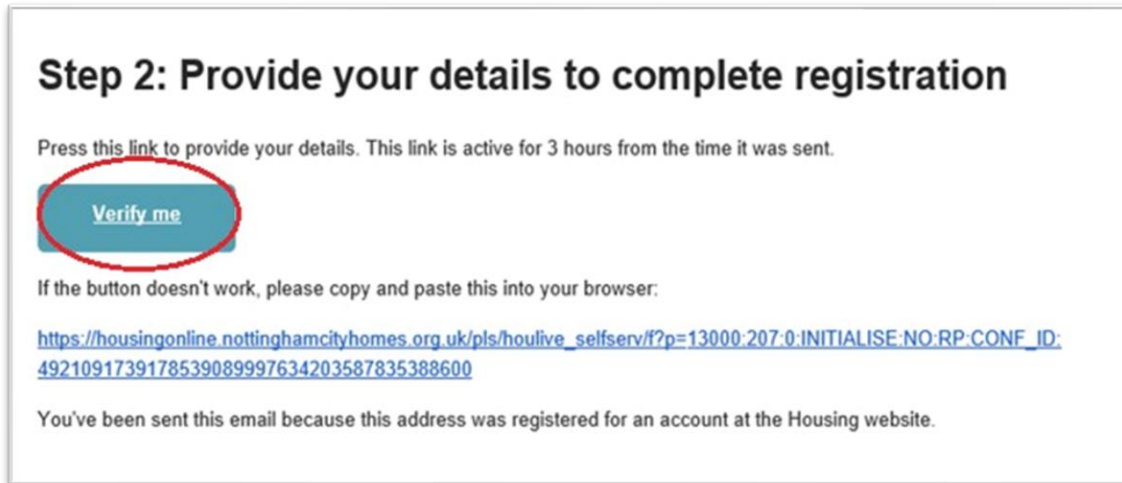
Medium

Next Cancel

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



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 'Register Details' where you will need to provide your application or payment reference, 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

Select one of the following from the list

Select one of the following from the list

Application Reference

Payment Reference

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

Personal details

First Name

Enter your First Name

Last Name

Enter your Last Name

Date of Birth

Please enter your Date of Birth

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 the 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 *

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](#)

7. 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

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](#)