Help guide housing online logins and registration

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Creating an account

Using this link navigate to the Login page.

[Link to Housing Online](#)

On this page if this is your first time, follow the relevant link to create an account.

Create an account (unregistered clients)

Click on Create an account (unregistered clients)

Welcome to London Borough of Croydon's Housing Online.

Please sign in below, or if this is your first time, follow the relevant link to create an account.

Login to your account

Email address

Forgotten your email address?

Password

☐ Show

Forgotten your password?

Log In

Create an account (existing tenants/leaseholders/applicants)

Create an account (unregistered)

This will present the Register as a New Client page – on this page enter **Email address** and **Create a password** when done click **Next**

Register

You need to be either a:

- Current Tenant (the tenancy is in your name)
- Leaseholder (the lease is in your name)
- Applicant (the application is in your name)
- Former tenant (the former tenancy is in your name)

Email address

Enter your email address

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

Provide a Password

Enter your password   ☐ Show

Password Strength

Next   **Cancel**

This will send a verification link to the email provided – please make sure this is validated within the hour. The email will be sent from no-reply@croydon.gov.uk. Please remember to check your spam folder as sometimes emails might be sent to spam dependent of setting. If you don't receive an email please contact support at LBCHousingOnLinePortal@croydon.gov.uk

If this email expires or a wrong email was provided, you will need to start the registration process again.

Access the email account supplied as part of registration and click on the **Verify Me** link as highlighted below. If this does not work there is a link included in the email which can be copied and pasted manually into a browser.

Create an account (existing tenant/leaseholders/applicants)

On the login page click on **Create an account (existing tenant/leaseholders/applicants)**

Welcome to London Borough of Croydon's Housing Online.

Please sign in below, or if this is your first time, follow the relevant link to create an account.

Login to your account

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Forgotten your email address?

Password

☐ Show

Forgotten your password?

Log In

Create an account (existing tenants/leaseholders/applicants)

Create an account (unregistered)

This will present the Register page – on this page enter **Email address** and **Create a Password** when done click **Next**

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- Current Tenant (the tenancy is in your name)
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Enter your email address

Use your email address to create an account and also to sign in again

Create a password
Your password must have at least:

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- One capital letter
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Provide a Password

Enter your password   ☐ Show

Password Strength

Next **Cancel**

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If this email expires or a wrong email was provided, you will need to start the registration process again.

CROYDON
www.croydon.gov.uk

Register Check Email

✉ We have sent you an email 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 at LBCHousingOnLinePortal@croydon.gov.uk

Access the email account supplied as part of registration and click on the **Verify Me** link as highlighted below. If this does not work, there is a link included in the email which can be copied and pasted manually into a browser.

Clicking on Verify me will present the Register Details screen for completion as below. You must supply a Reference number – this may be found on a letter received from Housing Department. Update all the details, Accept the terms and then click on **Finish.**

Log in

To Login enter your **Email address** and **Password** and click on **Log In**

Welcome to London Borough of Croydon's Housing Online.

Please sign in below, or if this is your first time, follow the relevant link to create an account.

Login to your account

Email address

Forgotten your email address?

Password

☐ Show

Forgotten your password?

Log In

Create an account (existing tenants/leaseholders/applicants)

Create an account (unregistered)

Forgotten email address

Forgotten email address option is available as highlighted below to use in case a user needs to recover their forgotten username.

Welcome to London Borough of Croydon's Housing Online.

Please sign in below, or if this is your first time, follow the relevant link to create an account.

Login to your account

Email address

Forgotten your email address?

Password

☐ Show

Forgotten your password?

Clicking on this link will present this screen below. Please email please email us at LBCHousingOnLinePortal@croydon.gov.uk and we will get back to you.

CROYDON
www.croydon.gov.uk

Forgotten Username

Your username will be the email address that you supplied when registering for Housing Online. If you have forgotten it, please email us at LBCHousingOnLinePortal@croydon.gov.uk and we will get back to you

Back to Login Page

Forgotten password

Forgotten password option is available as highlighted below to use in case a user needs to recover their password.

Login to your account

Email address

Forgotten your email address?

Password

☐ Show

Forgotten your password?

Log In

Clicking on this link will present this screen below. Please enter your **email address** in the box provided and click on **Reset Password**.

Forgotten Password

That's okay, let's go and find your account so we can reset your password.

What is your email address?

Email address

Please ensure you have already been registered for LB Croydon Housing Online. If you are having trouble remembering your email, please email LBCHousingOnLinePortal@croydon.gov.uk

Reset Password   **Cancel**

This will now send a link to reset password to registered email.

Forgotten Password - Check Email

✉ Please check your email address. If this address is one that has been used to create a Housing Online account you will receive a link to reset your password.

⏳ Check your email and activate the link before it expires in 1 hours

⟳ If this email expires, you will need to start the reset password process again

Use the Reset Password link on the email and follow the instructions to recover your password. The email will be sent from no-reply@croydon.gov.uk. Use this link within the hour to progress with the password reset. If this does not work, there is a link included in the email which can be copied and pasted manually into a browser. Please remember to

check your spam folder before you contact support at
LBCHousingOnLinePortal@croydon.gov.uk

Forgotten password

CC no-reply@croydon.gov.uk
To ○ NECTRAINING

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

[×]

Step 2: Continue to reset your password

Press this link to reset your password. This link is active for 1 hours from the time it was sent.

Reset Password

If the button doesn't work, please copy and paste this into your browser:

https://housingonline-test.croydon.gov.uk/ords/houtest2_selfserv/f?p=13000:108:0:INITIALISE:NO:RP:CONF_ID:490582283855187414935237015065428875170

If you didnt request a password reset then please ignore this message.

Clicking on **Reset Password** will present the screen below – enter details as requested and click on **Continue**.

Enter Memorable Answer

Please provide the answer to your memorable question below. You will have created this when you registered.

Email support at LBCHousingOnLinePortal@croydon.gov.uk if you cannot remember your memorable word.

Answer the following question
What is your favourite colour?

Secret answer

[   ]

Continue **Cancel**

This will present a screen where a new password can be set. Enter the details and click on Next. This will present the login screen – use the new password to login.

Reset Password

Now you can reset your password by completing the fields below.

Enter your new password data in the following fields:

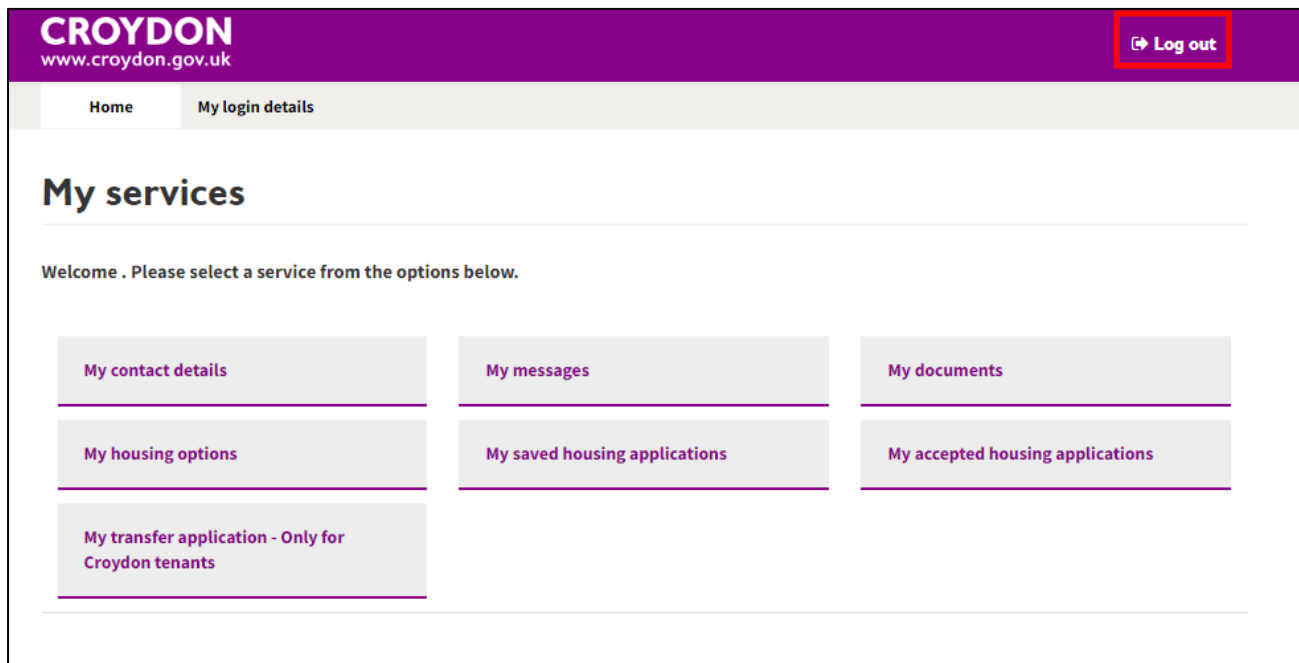Please enter your new password

[   ]   ☐ Show

Password strength

Please confirm your new password

[   ]

Next **Cancel**

How to logout

On the Home screen towards the top right of the page is the log out button click on this to **Log out**.

This will present the Log out screen