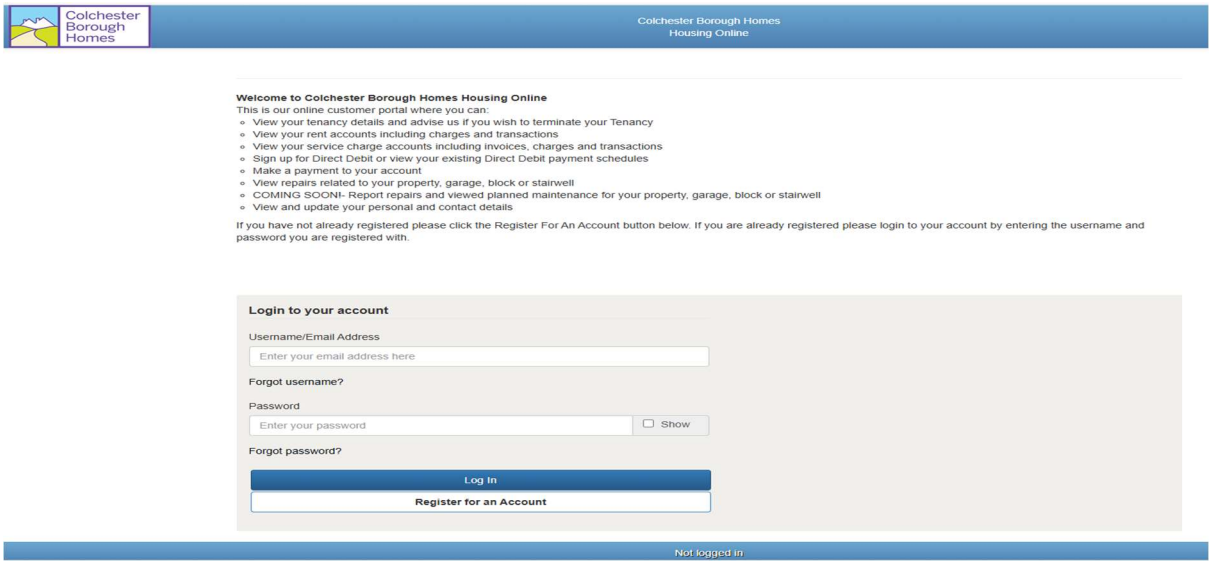
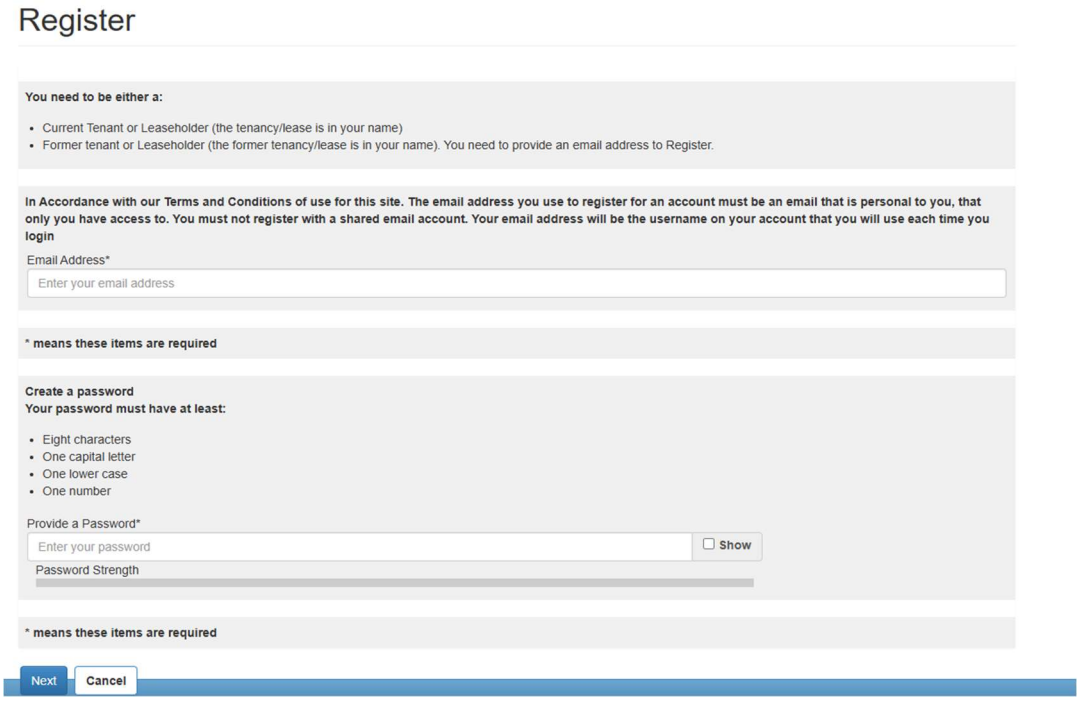
Colchester Borough Homes Housing Online Registration Guide

1. To register for Housing Online go to https://housingonline.colchester.gov.uk/ and you will see the screen below. Click the button **Register for an Account**



2. You will then be presented with the Register page below.



You will need to enter and email address and password and then Click Next.
IMPORTANT – it is a requirement under our terms and conditions of use that you register with an email address that is personal to you, you must not register with an email address that anyone else has access to or that belongs to anyone else.

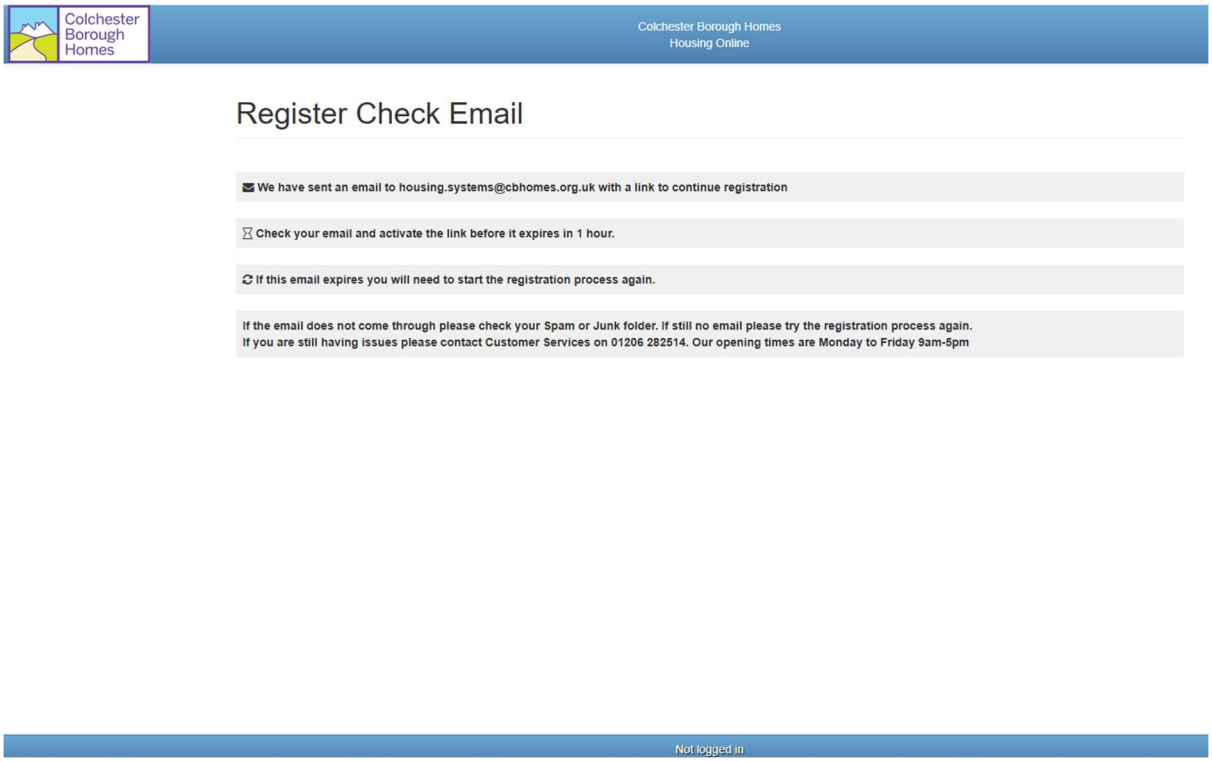
Don't have your own personal email account?

If you do not have a personal email account there are many companies that provide email addresses for free and you can usually sign up for one within a couple of minutes without the need to provide any identification and you do not need to provide any bank account or credit card details to sign up for most email accounts.

To find one that is suitable for you, ask family or friends which provider they use, or do an internet search for a free email address.

We are not permitted to recommend any email providers and are not responsible for third party websites or organisations.

3. You will be presented with the following screen advising that you will be sent an email with a link to continue Registration. This link Expires after 1 hour and can only be used once.



4. Go to your email account – you should have an email from no reply@colchester.gov.uk. Please check you junk or spam email folders if you do not receive the email.

   The content of the email will show as below.

Housing Online - 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. This link can only be used once. If you do not complete your registration you will need to start the register for an account process again.

Verify me

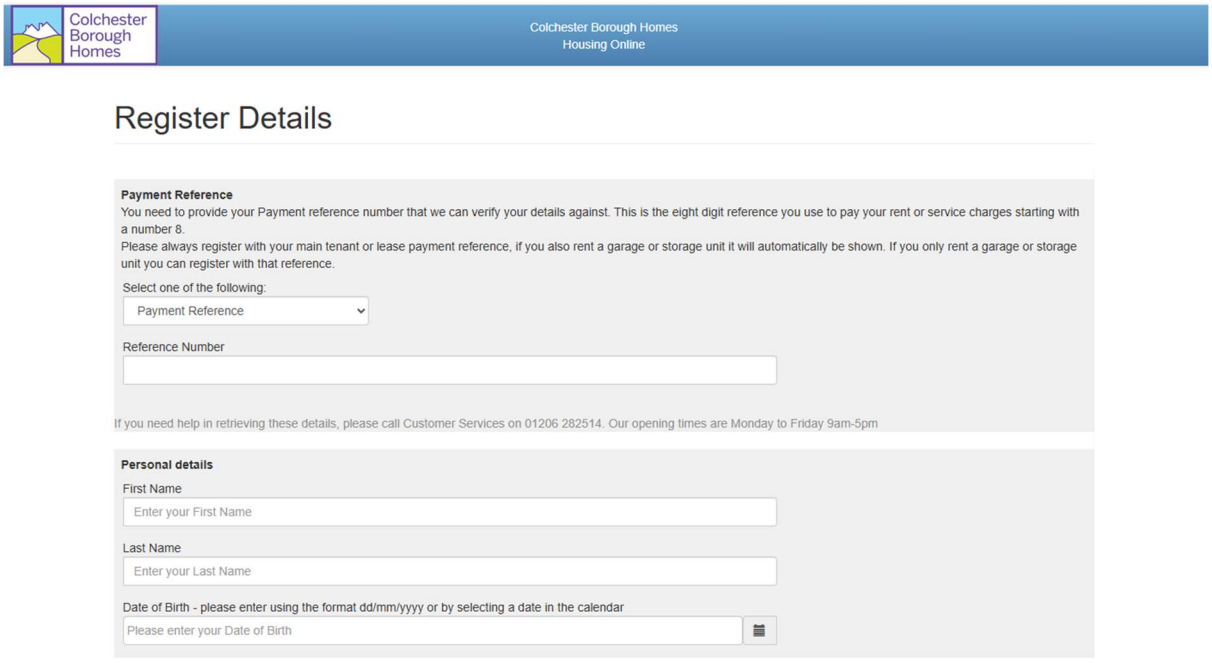
If the button doesn't work, please copy and paste this into your browser:

https://housingonline.colchester.gov.uk/ords/houlive_selfserv/f?p=13000:205:0:INITIALISE:NO:RP:CONF_ID:490150982428902879884959241315881872361O

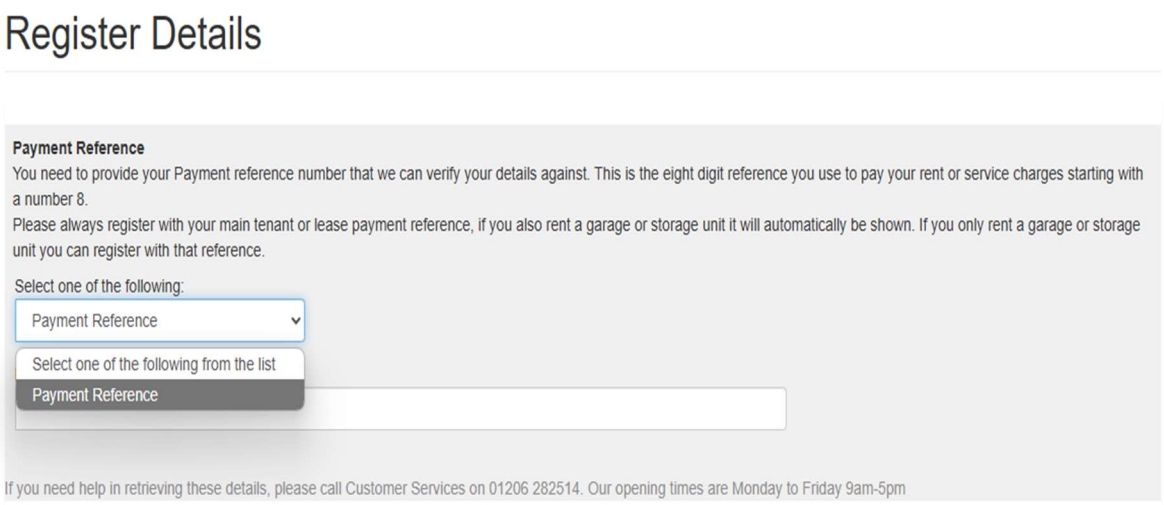
You've been sent this email because this address was registered for a housing Online Account with Colchester Borough Homes. If you did not request an account please ignore this message.

5. Please click the Verify Me button in the email to complete your registration.

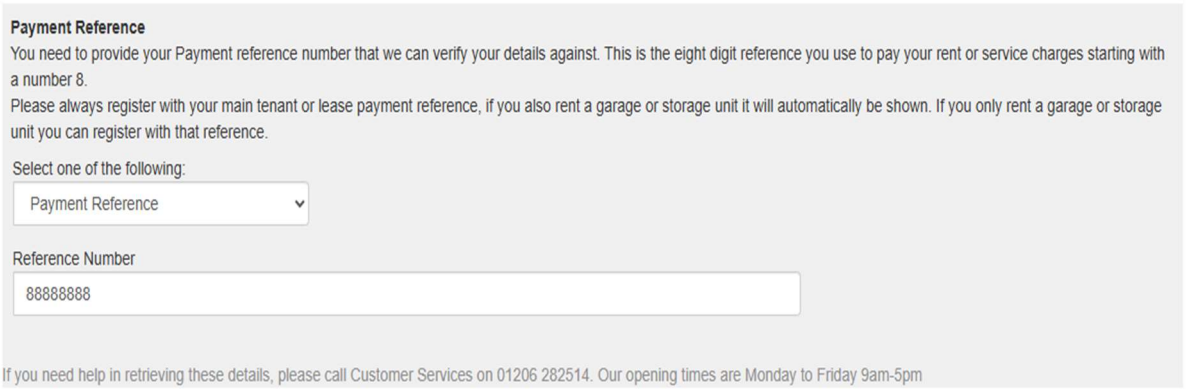
   You will then be taken to a page called Register Details:



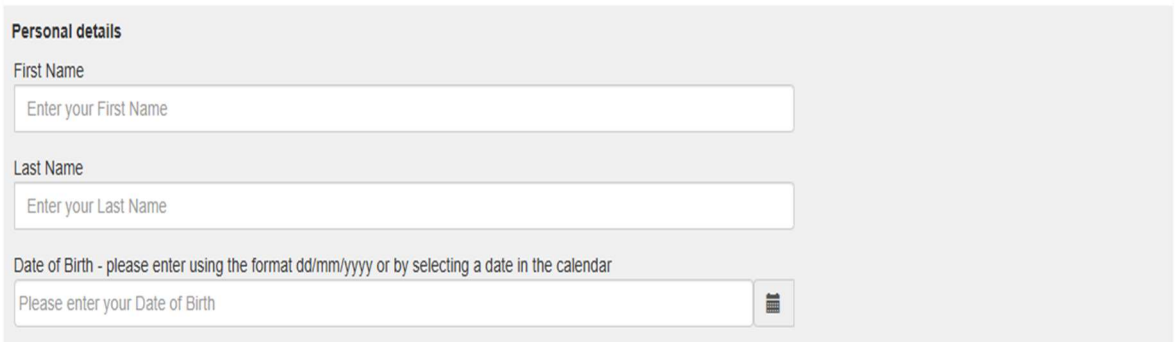
6. You will need to Select Payment Reference as shown below and then enter where you wil need to provide your payment reference this is the 8 digit reference you use to make payments to you account starting with the number 8.



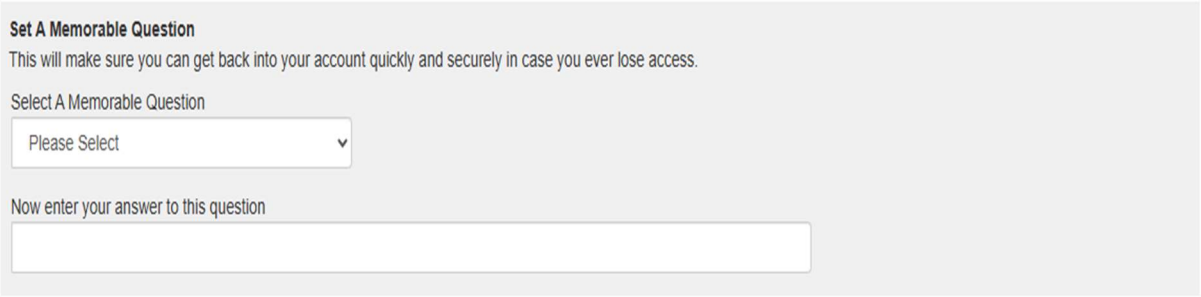
And then enter your Payment reference in the next box. See example below. Your Payment reference is the reference you use to make Payments to your rent or service charge account. It is an eight digit number starting with an 8. It can be found on your annual rent Notice or Service Charge Invoice.



7. You will also need to complete your surname, forename and date of birth.



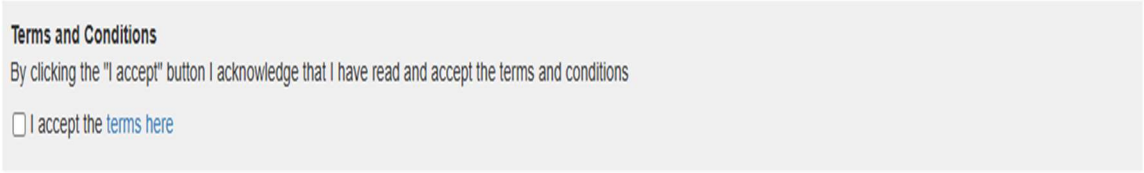
8. You will need to select a Memorable Question and provide and answer of your choice.



9. You will also need to enter a memorable date

Please ensure the answer you provide to your memorable question and the memorable date are ones that you will remember, as you may need them in the future if you forget your login details and need to reset them.

10. You also need to click on the terms here words as shown below, this will open the housing online Terms of Service Document in a separate tab on your web browser, please read this and then close that tab. Then click I accept the terms and conditions as shown below.



11. Then click the Finish button at the bottom of the screen. Housing online will then check that the data you have entered matches or records. If it matches your registration is successful you will see the following

Click on the continue to login button to login and access your account.

12. If your registration is unsuccessful – you will be alerted by an error message, please retry the registration process again, ensuring you check the data you are entering is correct. If you are still having problems. Please email housing.systems@colchester.gov.uk, detailing the issues you are encountering. Include details of any error messages you are seeing. Please include a contact number in case we need to speak to you to verify your identify.

    We will try to resolve any issues within 3 working days.