

Housing Online: Trouble Registering?

If you're having trouble registering for your Housing Online account, please follow the below steps.

Step 1: Creating your account

On the Housing Online 'Welcome to Housing Online' page you will see two options to register:

- Existing South Ayrshire Council Tenant or Applicant
- New User - Not known to Housing Services

Select the one that best describes your circumstances.

You will then be directed to the registration page.

On the registration page you will need to:

- Type in your email address (If you don't have an email address, help is available at the top of this page)
- Create a password - only use letters and numbers, no special characters such as / ! \$ £
- Click on 'next'

To complete your registration, you will need to verify your email address. The email address you verify will be the email you will use to log in to your account, and where password reset information will be sent. You will need to do this straight away.

Step 2: Email verification

You should have received an email asking you to verify your email address to continue registering for your Housing Online account.

If you have not received this email, please check your junk and spam folders. The link in the email verification will expire after one hour. Check back over this hour to be sure you haven't received it.

If you have given us the wrong email address or the link expires, you will need to start the registration process again.

Click on the link to verify your email address.

After clicking on the link, you can continue registering and you will be directed back to the Housing Online portal.

Step 3 can be found on the next page

Step 3: Register your details

Existing Applicants and Tenants - Register

If you are a current South Ayrshire Council Tenant you will be required to provide either:

Your **rent payment reference** - 13-digit number which you can find in your rent statement or any other rent related correspondence sent to you by Housing Services

or

Your **application reference** - you can find this on any application related correspondence sent to you by the Housing Options Team

Or

Your **tenancy reference** - You can find this on any tenancy management related correspondence sent to you by Housing Services

Once you have entered your reference:

- Enter your full name as it appears on your tenancy agreement or housing application form
- Enter your other personal details.
- Create a memorable answer.
- Tick the box to accept the terms and conditions.
- Click 'Finish'.

New Customers - Register

If you are a new housing customer, please follow the below steps:

- Enter your personal details.
- Enter your contact details.
- Enter your address details pages.
- Check all the information is correct on the My Summary page.
- Tick the box to accept the terms and conditions.
- Click 'Submit'.

Step 4: Success

Congratulations! You have successfully registered for Housing Online.

If you require further assistance, please contact **Housing Options Team** on **0300 123 0900**.