

Housing Online user guide - Registration and updating details

Housing Online is a quick and convenient way for council tenants or residents who are on the housing register to bid for a home, manage your contact details, receive messages, and report problems to the council.

Council tenants and households on the housing register can search and bid for council and housing association properties via Housing Online. There is a separate guide for this at: www.lbhf.gov.uk/hol-guides.

Purpose of this guide

This guide is intended to provide a step-by-step guide on how to create a Housing Online account, including first creating a My Account log-in if you have not already done this. This document also contains instruction for how to add and edit your personal details, update your contact details, and update your password.

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How to create a Housing Online account

To access Housing Online, you will need to sign up to My Account if you have not already done so.

My Account is another part of the Council's website, through which you can access Housing Online.

If you are an existing tenant, you may already have a My Account log in, in which case you can skip to step 8 on page 12.

1. Visit the hammersmith and Fulham website:
www.lbhf.gov.uk, and click **the My Account** option, at the top-right of the H&F website's homepage.



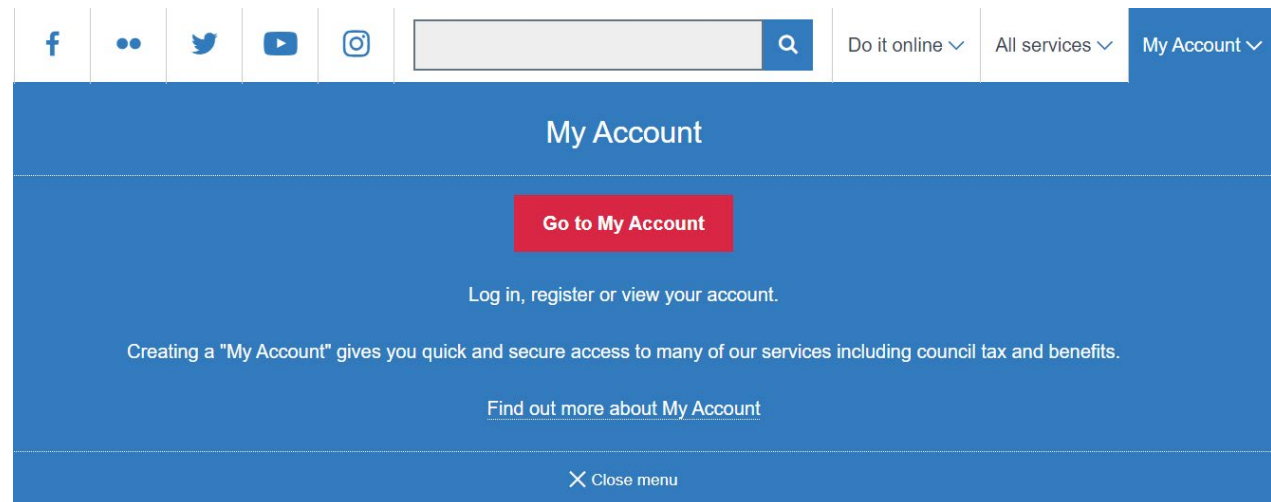
Do it online ▼

All services ▼

My Account ▼

Language ▼

2. A blue box will open: click **Go to My Account**



Hammersmith & Fulham - My Account

Home

Other services

3. Click **Register**.

My Account

My Account provides secure and quick access to council services, including many online forms. [Find out more about My Account.](#)

Register

Log in

4. Enter your email address and create a password.

You will need to read and agree to the declaration, then click **Submit**.

Hammersmith & Fulham - My Account

[Register](#)

[Login](#)

Registration

Please enter your email and a password to register for My Account

Email *

Password *

Confirm password *

Declaration

I consent to the council capturing and storing my personal details for transactions completed via My Account. I understand that I can request for my details to be removed from your records.

All information collected will be processed and held securely under the principles of the current data protection legislation. For further information on data protection and the council's use of information sharing please see our [privacy policy](#).

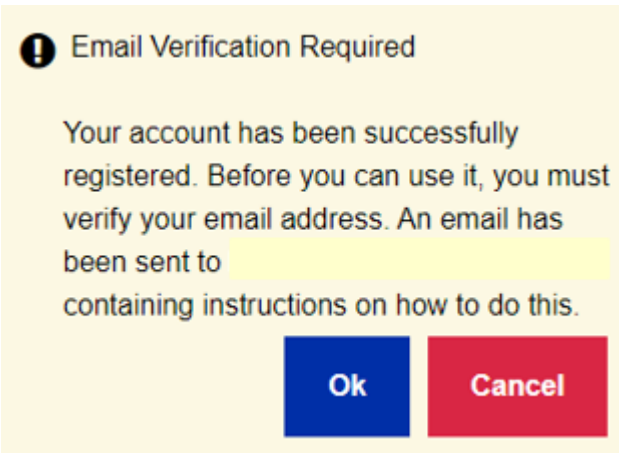
Ticking this box deems this form to be signed and carries the same legal obligation as a written signature.

☐ I agree to the above

✕ Cancel

✓ Submit

5. You will see this message, directing you to your inbox.



6. Open your email account, and click the link in the verification email.

If you cannot find the email, check your junk or spam folders.

Thank you for signing up to self service

Your account has been created, you can login after you have activated your account.

Please click [here](#) to activate your account.

--

The lbhf-self.achieveservice.com/en team

7. After following the link in step 6, you will reach this page. Click **login**.

Hammersmith & Fulham - My Account

[Register](#)

[Login](#)

[Home](#)

[Other services](#)

Your account has been activated, you can now [login](#).

8. Your log-in details should automatically appear in this screen.

If they haven't, input your email address and password.

Click **Log in**.

Hammersmith & Fulham - My Account

Log in

Registered
email address

Password

Log in

Register

Cancel

[Forgotten your password?](#)

Update my profile

Basic details ⓘ

Address details

Contact details

Overview

Title

Select... ▾

First name *

Last name *

✕ Cancel

Next >

9a. You will be asked to input some more information to complete your My Account profile.

Firstly, enter your name and click **Next**.

Home

My requests

My accounts

Other services

Update my profile

Basic details

Address details ⓘ

Contact details

Overview

Please enter your postal address

Flat number

House number or name

Street *

Town

Postcode *

< Previous

✕ Cancel

Next >

9b. Input your address and click
Next.

Hammersmith & Fulham - My Account

[Home](#)[My requests](#)[My accounts](#)[Other services](#)

Update my profile

[Basic details](#)[Address details](#)[Contact details](#)[Overview](#)

Home phone

Mobile phone

Please do not include spaces in your mobile number

Email address

Preferred contact method

☐ Home phone ☐ Mobile phone ☐ Email ☐ Post

[← Previous](#)[× Cancel](#)

9c. Add you contact details and select your preferred contact method, then click **Next**.

Update my profile

Basic details Address details Contact details **Overview**

Before saving your profile, please take a moment to check that everything is correct

Title

Full Name

Preferred Contact Method

Phone number

Mobile number

Email Address

◀ Previous

✕ Cancel

✓ Submit

9d. The overview page will feature all the information you have submitted.

Check that it is all correct, and click **Submit**.

10. You will be redirected back to the My Account landing page.

From there, click **Go to the Housing Online portal**.

My Account

You are logged in to your online account and can access our services without having to pick up the phone, write to or visit us.

Council tax, benefits and rent accounts

If you already pay council tax or rent or receive council tax support or housing benefits you can link your accounts in My Account to view and manage them online.

[Manage your accounts](#)

Find out more about [linking your accounts](#).

Housing Online

Housing Online is a quick and convenient way for council tenants or residents who are on the housing register to bid for a home, manage their contact details, receive messages and report problems to the council.

[Go to the Housing Online portal](#)

11. To create a Housing Online account, screen will now be displayed, click into the **Register for a Housing Online account** button.

Log in

Welcome to Hammersmith & Fulham's Housing Online portal.

Housing Online allows you to update your personal and contact details, receive and send messages to us, view your tenancy information, submit documents, complete surveys and access the Bid for a property service.

If you have already registered for a Housing Online account, please log in below.

If you have not registered for a Housing Online account, please register by clicking the 'Register for a Housing Online account' link below.

If you wish to access the Bid for a property service without registering for an account, please click the 'Access bid for a property without an account.'

Log in to your account

Email address

[Forgot email?](#)

Password

☐ Show

[Forgot password?](#)

Log in to Housing Online

Register for a Housing Online account

Access Bid for a home without an account

12. Enter your email address and create a password.

Please ensure the password you create fulfils all the criteria, listed in bullet points about 'Provide a password'.

You can then click **Next**.

Register for H&F Housing Online

You need to be either a:

- Current tenant (the tenancy is in your name)
 - Housing applicant (the application is in your name)
 - Former tenant (the former tenancy is in your name)
 - Garage tenant (the garage tenancy is in your name)
- Use your email address to create an account and also to sign in again.

Email address

Create a password

Your password must have at least:

- Nine characters
- One capital letter
- One lower case
- One number
- the following special characters are allowed !, @, \$, ^, _ , *, ~

Provide a password

[Show](#)

Your password is not strong enough and should contain the following: Nine characters; One capital letter; One lower case; One number; the following special characters are allowed! @ \$ ^ _ * ~

[Next](#)[Cancel](#)

13. A verification email will be sent to your registered email address.

Open the email and click **Verify me**.

If you cannot find the email, please check your spam and junk folders.



Step 2: 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.

Verify me

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

https://lbhswdtapp01/ords/houtrn2_selfserv/f?p=13000:205:0:INITIALISE:NO:RP:CONF_ID:8917540146550684735156473913983722819499

You've been sent this email because this address was registered for an account at the Housing website.

If you did not make this request, please contact us at: HousingOnlineSupport@lbhf.gov.uk, or call 0800 023 4499.

14. You will be taken to the following page, where you will be asked for further personal details.

Please note, you will need either your Council application reference, payment reference, tenancy reference or person reference.

Please check any letters you have received from the Council to find these reference numbers.

After reading the declaration, if you tick the **I agree to the above** box, you can then click **Finish**.

Register details

We need you to provide a housing reference number so that we can verify your details. These may be found on a letter you have received from our Housing Department. You can use a reference from a housing application, tenancy agreement, rent payment letter, annual rent statement, or your personal reference number.

Select one of the following

Select one of the following from the list

Reference number

If you need help finding these details, please double check any letters or documents the council have sent you. You can also email us on HousingOnlineSupport@lbhf.gov.uk, or call 0800 023 4499.

Personal details

First name

Enter your First Name

Last name

Enter your Last Name

Date of birth (Use the calendar tool or type in your date of birth in the format dd/mm/yyyy)

Please enter your Date of Birth



Please select a memorable security question and add your memorable answer.

This will help you to 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

Please Select

Enter memorable answer

Declaration

I consent to the council capturing and storing my personal details for transactions completed via Housing Online. I understand that I can request for my details to be removed from your records.

All information collected will be processed and held securely under the principles of the current data protection legislation. For further information on data protection and the council's use of information sharing please see our [privacy policy](#).

Ticking this box deems this form to be signed and carries the same legal obligation as a written signature.

☐ I agree to the above

Finish

Cancel

15. After inputting your details you will see the following message, confirming that you have successfully registered.

Click **Continue to Login**.

Successfully Registered

👍 You have successfully registered. Please follow the link to login.

[Continue to Login](#)

16. You will be re-direction to the Housing Online log in page.

You can then click **Log in to Housing Online**.

Log in

Welcome to Hammersmith & Fulham's Housing Online portal.

Housing Online allows you to update your personal and contact details, receive and send messages to us, view your tenancy information, submit documents, complete surveys and access the Bid for a property service.

If you have already registered for a Housing Online account, please log in below.

If you have not registered for a Housing Online account, please register by clicking the 'Register for a Housing Online account' link below.

If you wish to access the Bid for a property service without registering for an account, please click the 'Access bid for a property without an account.'

Log in to your account

Email address

[Forgot email?](#)

Password

☐ Show













[Forgot password?](#)

Log in to Housing Online

Register for a Housing Online account

Access Bid for a home without an account

Housing Online

 Personal details	 Update contact details	 Surveys
 Messages	 Contact housing services	 Documents
 Bid for a home	 Offers	 View my tenancy
 Complaint	 Report anti-social behaviour	 H&F Report It online

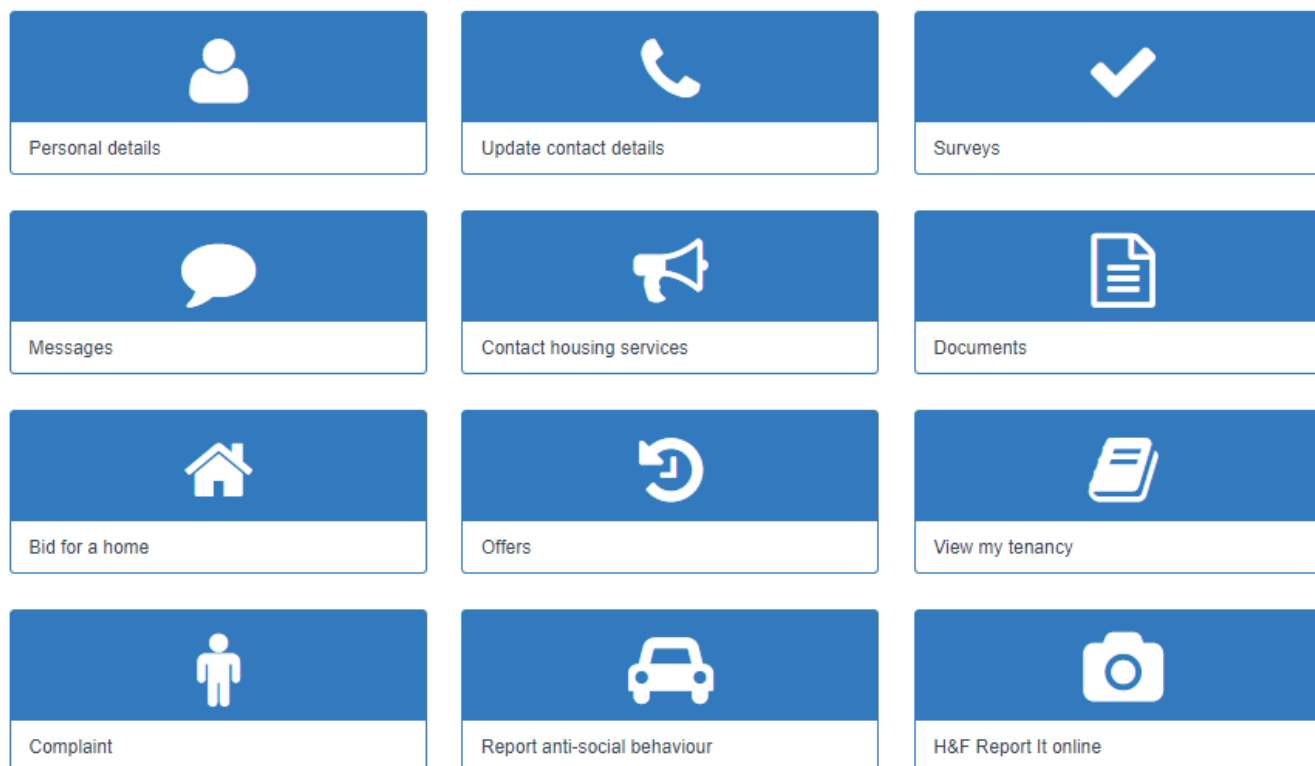
17. You will then be taken to the Housing Online homepage.

How to add or edit your personal details

Housing Online

1. Click on the **Personal Details** tile.

Please note: all personal details will be kept confidential. Further information is available in our Privacy policy.



2. You will see this heading, with your personal details listed underneath.

Click **Update personal details**.

[Home](#)[Profile](#)

Personal details

We would like to ask you some additional questions so we can get to know you better.

The information that you give us will help us to understand your local area and how best to offer services and resources to help different groups of people.

All personal details will be kept confidential. Further information is available in our privacy policy.

Update personal details

3. A pop-up box will open where you can add or update your personal details.

When you have made any additions or changes, click **Save**.

Update personal details

You are much more than a statistic to us. We would like to better understand the ethnicity of those we serve and work with. These categories are not about nationality, place of birth or citizenship. They relate to ethnic group categories based on the census.

Please tell us your ethnic group

Prefer not to say



Preferred title:

Please select



How would you describe your faith or belief?

Please select



Please tell us the reason for wanting to change your title?

Please select



Please tell us your gender

Please select



How would you describe your sexual orientation?

Please select



Do you consider yourself to be a disabled person?

Please select

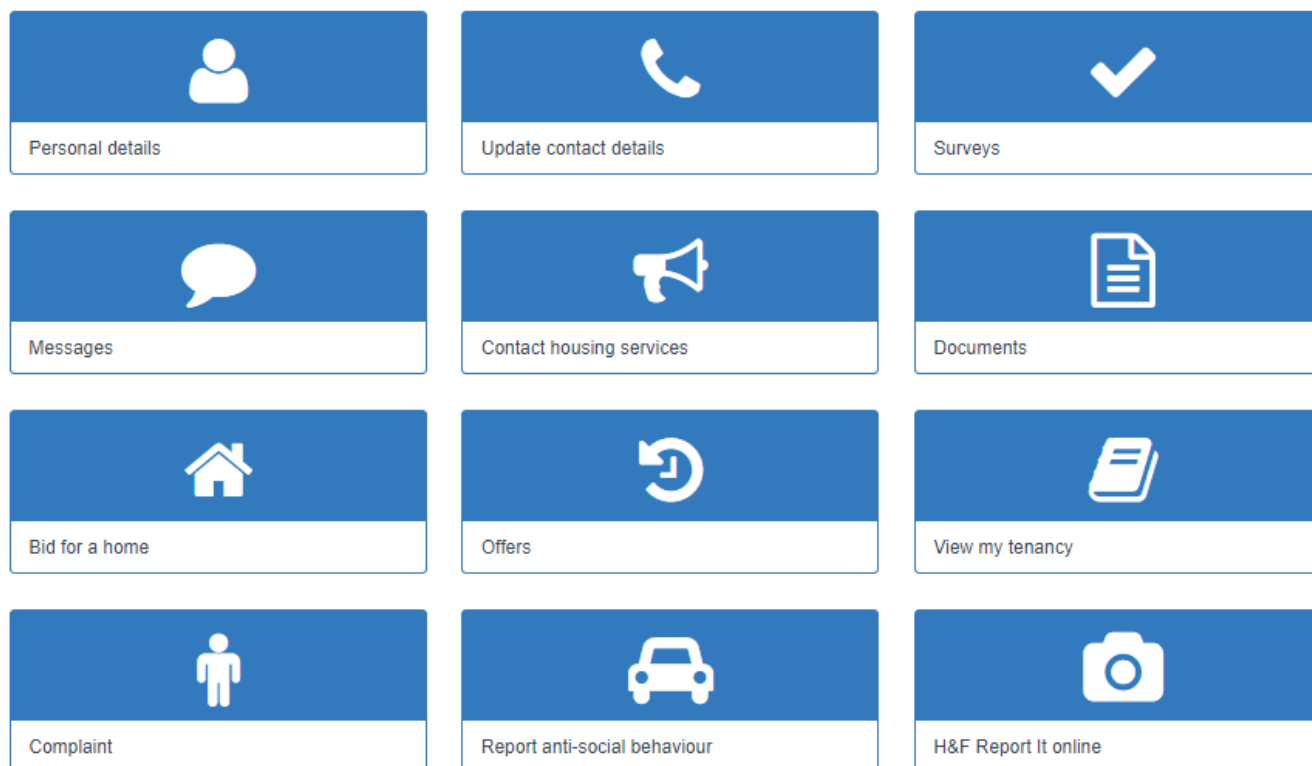


Cancel

Save

How to update your contact details

Housing Online



1. Click the **Update contact details** tile.

2. This page will be filled with the contact details we hold on file for you.

Make the necessary changes or updates, and click **Update**.

Home	Profile
------	---------

Update contact details

Below are the contact details for:

You can update your email address, phone numbers, and contact preferences on this page.

Your contact details

Contact mobile number

Are you happy to receive SMS messages from Hammersmith & Fulham?

Please Select ▼

Email

Landline

Name of other contact telephone number (For example, relative, carer or social worker)

Other contact telephone number

Emergency Contact Details

Emergency contact name

Emergency contact telephone number

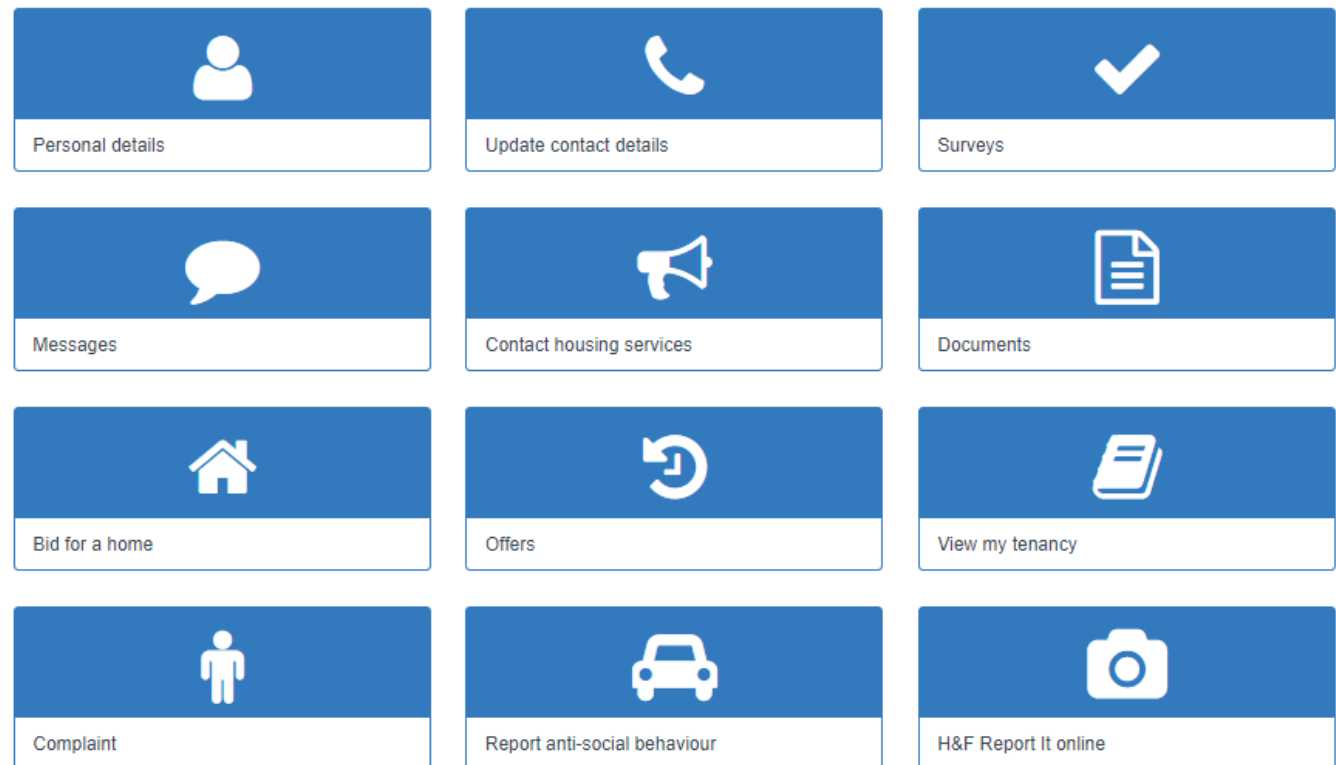
Update

Cancel

How to change your password



Housing Online



1. Click on **Profile**, next to the **Home** button in the red banner at the top.


2. Update your details as necessary and click **Update**.

[Home](#) [Profile](#)

My profile

Email address


Memorable question

Please Select 

Memorable answer

Current password

[Show](#)

New password 

[Show](#)

Password Strength

[Update](#) [Cancel](#)

