

To register to use My Housing Online you need to create an account. Select the “Existing Tenants or Applicants – Create An Account” button.

**Login to your account**

Username/Email Address

[Forgot username?](#)

Password

 

[Forgot password?](#)

**LOGIN**

← **EXISTING TENANTS OR APPLICANTS - CREATE AN ACCOUNT**

← **VIEW CURRENT AVAILABLE PROPERTIES**

You will need to provide an active email address and create a password.

**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

Provide a Password \*

 

Password Strength

**NEXT**

A verification email will be sent to the email address you have registered with, it will contain a link, which must be used within one hour. Use the link to go back to the portal to finish your registration.

## Register Check Email

✉ We have sent an email to [REDACTED]@[REDACTED].com with a link to continue registration

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

noreply@hullcc.gov.uk

to me ▾



**Hull**  
City Council

### 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://hull-prd-vm-db01.hullcc.gov.uk/ords/houtest\\_selfserv/f?p=13000:205:0:INITIALISE:NO:RP:CONF\\_ID:4160111926856723417804492922033550801960](https://hull-prd-vm-db01.hullcc.gov.uk/ords/houtest_selfserv/f?p=13000:205:0:INITIALISE:NO:RP:CONF_ID:4160111926856723417804492922033550801960)

You can use either the “Verify me” button or copy and paste the link into a browser.

If you do not use the link in the email within one hour you will have to start the process again from the beginning.

In order to complete the registration you will need to provide the following information -

- a rent account reference number or housing application number
- surname
- date of birth
- a memorable question and answer

## 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 our Housing Department

Select one of the following \*

Select one of the following from the list ▾

Reference Number \*

  

**Personal details**

First Name

  

Last Name \*

  

Date of Birth DD/MM/YYYY \*

  

**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 \*

Please Select ▾

Now enter your answer to this question \*

  

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](#)

**FINISH**  
[← Cancel](#)

If the reference number, surname and date of birth match the information held by us on our system then you will see the following screen.

## Successfully Registered

✔ You have successfully Registered. Please follow the [link to login](#)

**CONTINUE TO LOGIN**

Then you will be able to login using the email address and password provided earlier.

If your details do not match you must email [info@hullcc.gov.uk](mailto:info@hullcc.gov.uk) telling us your name, address and contact telephone number and our housing system team will contact you about your account.