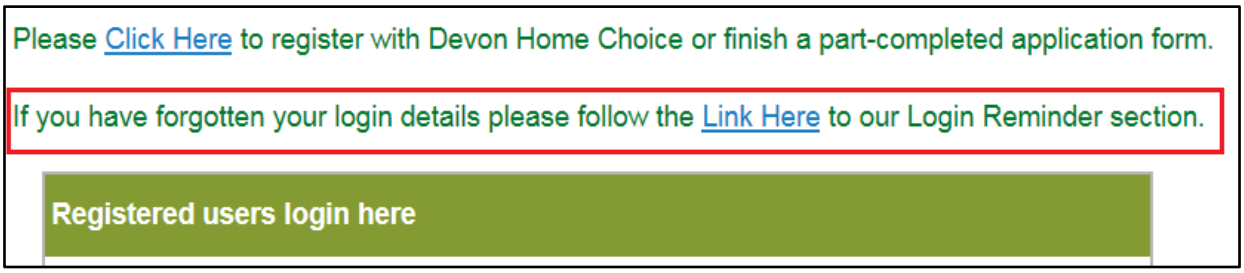
**Devon Home Choice**
**Forgotten login details**

If you have forgotten your login details to Devon Home Choice please follow these steps:

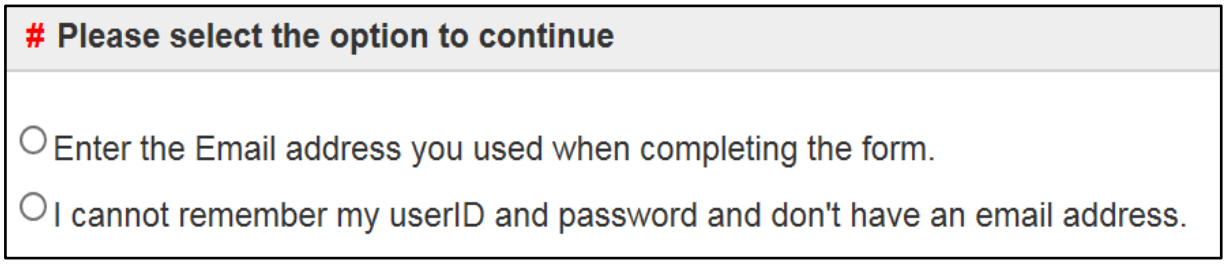
1. Click Login on the Devon Home Choice home page (www.devonhomechoice.com)

2. Click the link to retrieve your login details (see below)




3. The next screen explains that you have 2 options for retrieving your login details. This can be done by email, if you provided an email address on your Devon Home Choice application, or on screen

4. Click Next to select the option you want to use to retrieve your login details



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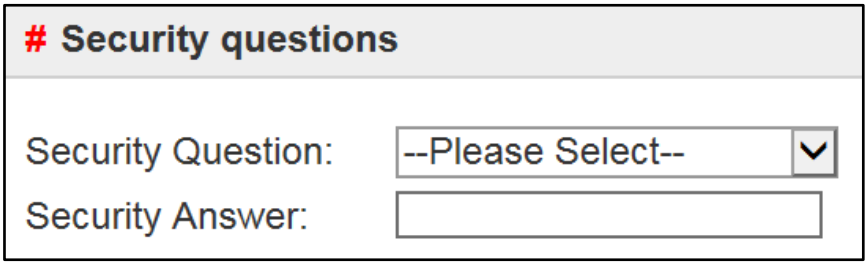
**Option 1: Email**

5. If you select the email option and click Next, you will then need to enter your email address and click Next

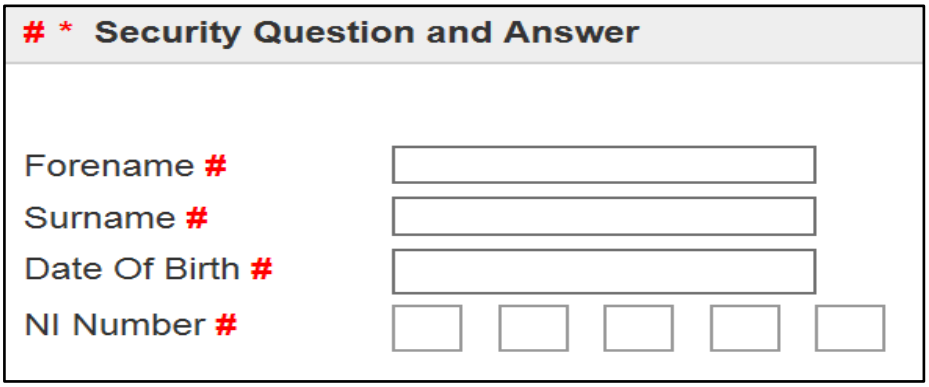
6. To ensure your data is secure you then need to confirm the security question and answer you selected when you completed your application (e.g. Mother's maiden name, Place of birth, Favourite food or Memorable year). If your details match our records, your login details will sent to your email address when you click Next.




**Option 2: On screen**

7. If you don't have an email address, or don't think your current email address is the one registered on your Devon Home Choice application, please select the second option ('I cannot remember my userID and password and don't have an email address') and click Next

8. To ensure your data is secure you then need to confirm your name, date of birth and National Insurance Number. Please note that these must match what you entered on your application




9. When you click Next you will need to confirm the security question and answer you selected when you completed your application (e.g. Mother's maiden name, Place of birth, Favourite food or Memorable year). If your details match our records, your login details will be displayed on screen when you click Next.

10. Please ensure that you close the tab/ window so that your login details cannot be seen by anyone else.