

Forgotten UserID or Password – Client Led

The screenshot shows the Devon Home Choice website's login interface. At the top left is the Devon Home Choice logo. To the right, there are links for 'Text Size' (A | A | A) and 'Text Only | Graphical'. A language selection dropdown is set to 'Select Language'. Below these are app availability buttons for 'iOS' and 'ANDROID'. A blue navigation bar contains links: 'Home', 'Search & bid for homes', 'Useful Information', 'News', 'How it works', 'Results', 'Fraud', 'Contact Us', 'Login', and 'Forgotten your login details?'. The 'Forgotten your login details?' link is highlighted with a red box. Below the navigation bar is a green banner with the text: 'Click Here If You Want To Update Your Application Or Finish A Part-Completed Application'. The main content area is split into two dark grey panels. The left panel, titled 'Registered users login here', contains input fields for 'User ID*' and 'Password', a 'Sign In' button, and a red-bordered link 'Can't Access my Account?'. The right panel contains instructions: 'If this is the first time you are logging into the Devon Home Choice website' followed by two bullet points: 'Please enter only your User ID (your reference number), and click 'Sign In'' and 'You will then need to create a new password'.

If you have forgotten your password, click on 'Forgotten your login details' or 'Can't Access my Account'. You will then have a choice of having your password emailed to you or to view your details on screen immediately (see Figures A and B).

If you have forgotten both your password and your UserID, or if you have do not have an email address you will need to choose the option to view your details on the screen as you will not able to obtain your UserID by email for security purposes.

The screenshot shows the 'Devon Home Choice Login Reminder Form'. At the top right, there is a 'Text size: Increase / Decrease' link. The Devon Home Choice logo is on the left. The title is 'Devon Home Choice Login Reminder Form'. Below the title is the heading 'FORGOTTEN PASSWORD' and the text: 'If you have forgotten your login details please follow the instructions on the following pages to retrieve them.' There are two bullet points: 'If you have provided an email address we will send your Login details to you once you confirm your Security Question/ Answer.' and 'OR' followed by 'You can confirm key details of your application and your Security Question/ Answer to see your Login details on screen.' At the bottom right is a 'NEXT >' button. The footer contains 'Copyright © 2020 Devon Home Choice. All rights reserved.', a language selection dropdown, and 'Powered by Home Connections'.

Figure A

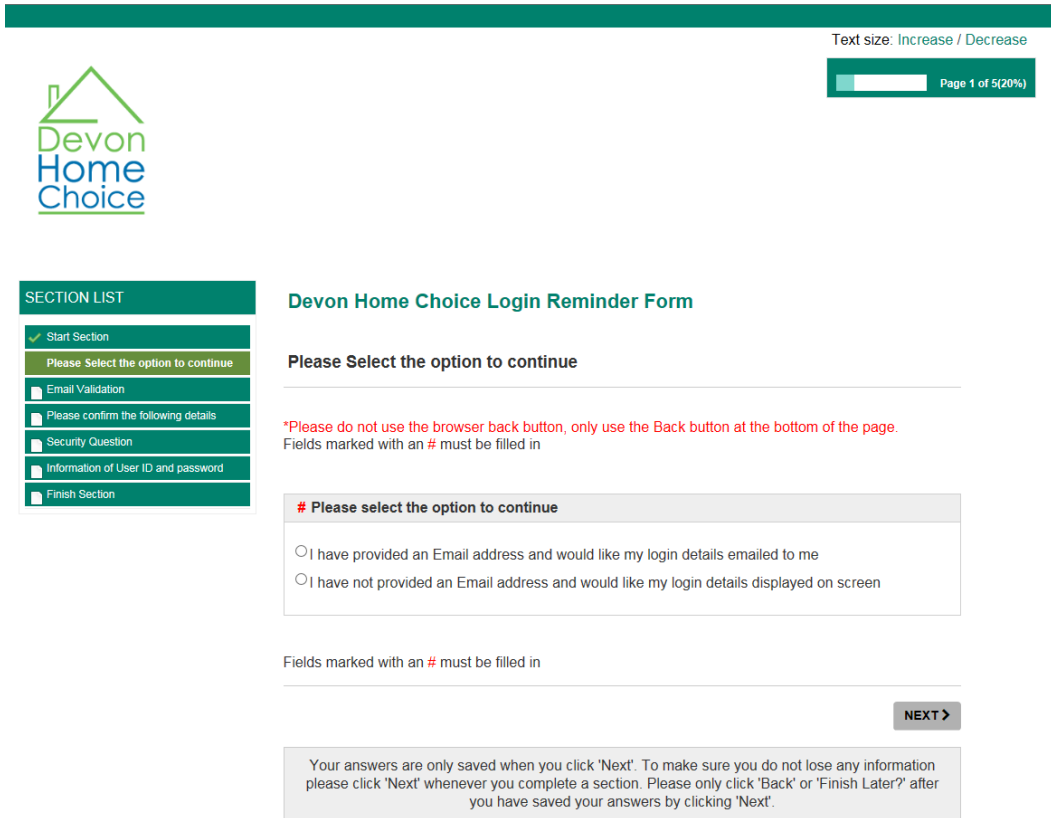


Figure B

If you choose your details to be sent by email, you will then have to enter your email address on the next screen. Please note that the password reminder will only be sent to the email address entered on the application for the main applicant.

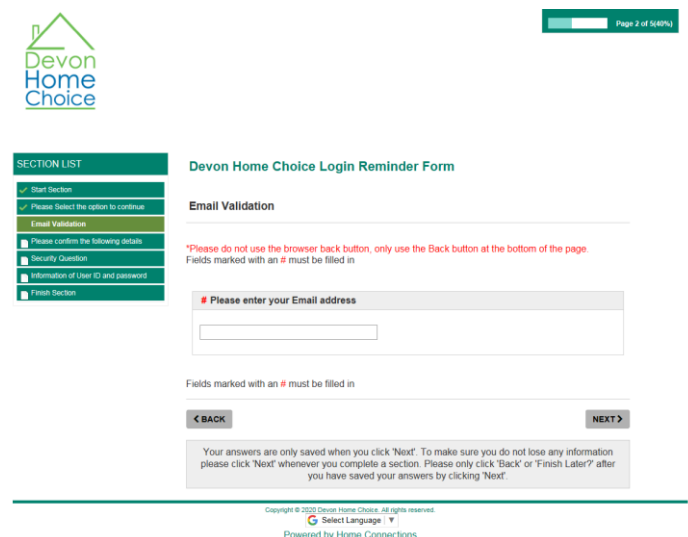


Figure C

Once you have clicked next, the screen as shown in Figure D below will ask you for your details. You MUST enter your details as shown on your application. Your name must be entered in the same format as it is on your application.

Text size: Increase / Decrease

Page 3 of 5(60%)

SECTION LIST

- Start Section
- Please Select the option to continue
- Email Validation
- Please confirm the following details**
- Security Question
- Information of User ID and password
- Finish Section

Devon Home Choice Login Reminder Form

Please confirm the following details

**Please do not use the browser back button, only use the Back button at the bottom of the page. Fields marked with an # must be filled in*

* Please confirm the following details

Forename #

Surname #

Date Of Birth #

NI Number #

Fields marked with an # must be filled in

< BACK **NEXT >**

Figure D

Page 4 of 5(80%)

SECTION LIST

- Start Section
- Please Select the option to continue
- Email Validation
- Please confirm the following details
- Security Question**
- Information of User ID and password
- Finish Section

Devon Home Choice Login Reminder Form

Security Question

**Please do not use the browser back button, only use the Back button at the bottom of the page. Fields marked with an # must be filled in*

Security Question

Security Question:

Security Answer:

Fields marked with an # must be filled in


< BACK **NEXT >**

Your answers are only saved when you click 'Next'. To make sure you do not lose any information please click 'Next' whenever you complete a section. Please only click 'Back' or 'Finish Later?' after you have saved your answers by clicking 'Next'.

Lastly, you will have to answer your security question as shown in Figure E, after which you will be informed that an email has been sent to you. Please refer to Figure F.

Figure E

Text size: Increase / Decrease
Page 5 of 5(100%)



SECTION LIST

- ✓ Start Section
- ✓ Please Select the option to continue
- ✓ Email Validation
- ☐ Please confirm the following details
- ☐ Security Question
- Information of User ID and password
- ☐ Finish Section

Devon Home Choice Login Reminder Form

Information of User ID and password

*Please do not use the browser back button, only use the Back button at the bottom of the page.

Details of UserID and Password for Devon Login

An email containing your login details has been sent to the e-mail address you have provided.

Your answers are only saved when you click 'Next'. To make sure you do not lose any information please click 'Next' whenever you complete a section. Please only click 'Back' or 'Finish Later?' after you have saved your answers by clicking 'Next'.

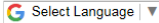

Copyright © 2020 Devon Home Choice. All rights reserved.

 Powered by Home Connections

Figure F

If you hadn't provided your email, your details will be provided as shown in Figure G below.

Text size: Increase / Decrease
Page 5 of 5(100%)



SECTION LIST

- ✓ Start Section
- ✓ Please Select the option to continue
- ☐ Email Validation
- ☐ Please confirm the following details
- ☐ Security Question
- Information of User ID and password
- ☐ Finish Section

Devon Home Choice Login Reminder Form

Information of User ID and password

*Please do not use the browser back button, only use the Back button at the bottom of the page.

Details of UserID and Password for Devon Login

Your LoginID is '3528682' and Password is '200606437'
 Please close this page once you're done to ensure no one else sees your password.

Your answers are only saved when you click 'Next'. To make sure you do not lose any information please click 'Next' whenever you complete a section. Please only click 'Back' or 'Finish Later?' after you have saved your answers by clicking 'Next'.


Copyright © 2020 Devon Home Choice. All rights reserved.

 Powered by Home Connections

Figure G