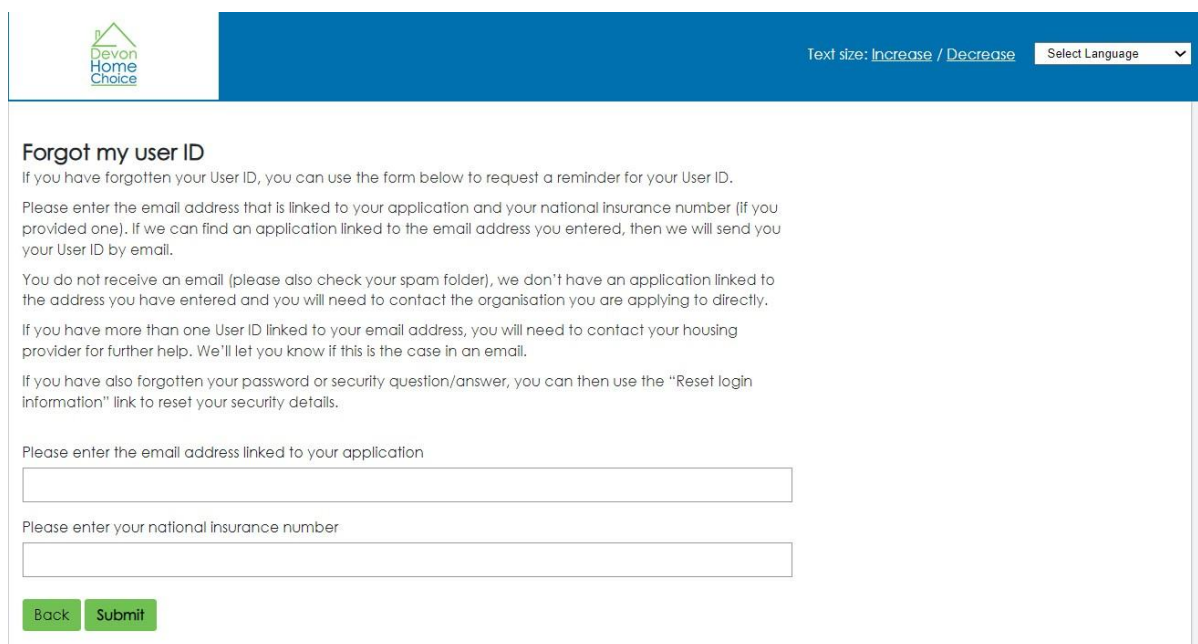


Forgotten UserID or Password – Client Led

Forgotten UserID

If you have forgotten your UserID, you will need to click on [Update/finish/renew your application](#) from the main page on the website, then click on the Forgotten User ID link and input your email address linked to your application and National Insurance Number in order for your UserID to be emailed to you. If you do not receive an email (please check your spam folder), it would mean that the system has not identified an email address that you have entered previously and you will need to contact the relevant DHC Local Authority team using the contact details on our website. You will also need to do this if you do not have an email address and do not know your UserID.



The screenshot shows the 'Forgot my user ID' page on the Devon Home Choice website. The page has a blue header with the Devon Home Choice logo on the left and text size controls and a language dropdown on the right. The main content area is white and contains the following text:

Forgot my user ID
If you have forgotten your User ID, you can use the form below to request a reminder for your User ID.

Please enter the email address that is linked to your application and your national insurance number (if you provided one). If we can find an application linked to the email address you entered, then we will send you your User ID by email.

You do not receive an email (please also check your spam folder), we don't have an application linked to the address you have entered and you will need to contact the organisation you are applying to directly.

If you have more than one User ID linked to your email address, you will need to contact your housing provider for further help. We'll let you know if this is the case in an email.

If you have also forgotten your password or security question/answer, you can then use the "Reset login information" link to reset your security details.

Please enter the email address linked to your application

Please enter your national insurance number

Back Submit

Forgotten Password



If you have forgotten your password, click on 'Forgotten your login details'. You will then have a choice of having your password emailed to you or to reset your password on screen immediately by clicking on I have not provided an email address (see Fig A).

Figure A

I have provided an email address

If you choose your details to be sent by email, you will have to enter either your email address, User ID or Application ID and the Captcha and click on [Reset details](#) . If the details entered match the details on the database, an email will be sent to you to reset your password. The link in your email will lead you to the form shown in Figure B. You will need to set a password that must be at least 8 characters long containing at least 1 uppercase, 1 lower case, 1 number and 1 special character.

You will then see confirmation that if the details match that as on the system an email will be sent to you to reset your password (see Figure C below – highlighted in yellow). You should then be able to log in as per normal if your account is active by going through the ‘Log in to bid for homes’ link on the main page or the ‘Update/finish/renew your application’ link to complete a COC or access your part completed application page or submit a new housing register request if you have previously had a previous application where you were housed or if the application has been cancelled.

Figure C

Please fill in only one of the fields below

Recover using Email ID

Recover using User ID

Recover using Application ID

User ID

44127091

Step 2: Enter the text shown below into the text field labelled 'Captcha'.

883A73

Captcha *

F4BBA

Step 3: Press the 'Reset details' button.

If those details match the details in our database we will send you an email to reset your password!

Reset details Log in

I have not provided an email address

If you do not have an email address or your new application session had terminated unexpectedly before you entered your email address, you can choose the **I have not provided an email address** option to reset the password provided you know your Security Question (please see Figure D). Enter your details and the Captcha and click on **Reset details**. You should then see that the Password has been reset successfully (please see Figure E – highlighted in yellow). *You should then be able to log in as per normal if your account is active by going through the 'Log in to bid for homes' link on the main page or the 'Update/finish/renew your application' link to complete a COC or access your part completed application page or submit a new housing register request if you have previously had a previous application where you were housed or if the application has been cancelled.*

Figure D

You can confirm key details of your application and your Security Question/Answer and reset your password on screen.

I have provided an email address

I have not provided an email address

To reset your password please complete the below form and click "reset details". Password will be reset and you will be able to login using the updated password.

Forename *

Surname *

Date of birth *

Enter date in DD-MM-YYYY format

Security question *

Please Select

Security answer *

New password *

Re-enter password *

Step 2: Enter the text shown below into the text field labelled 'Captcha'.

Figure E

Password reset successfully

Reset details

Log in

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