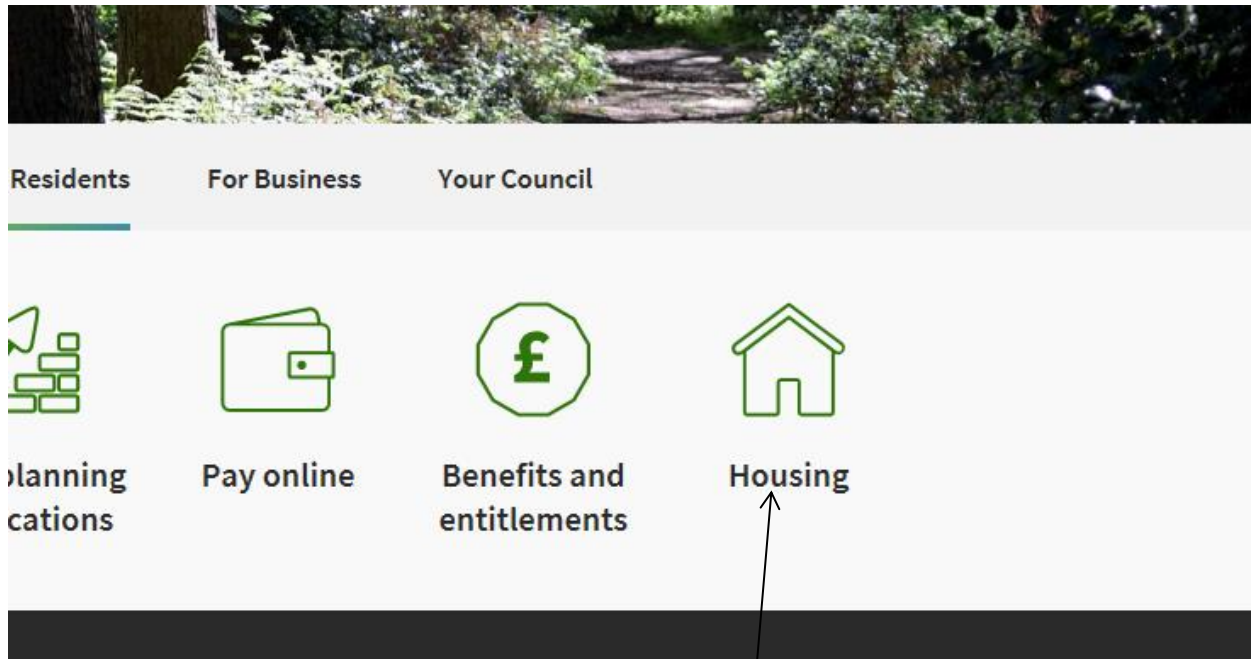
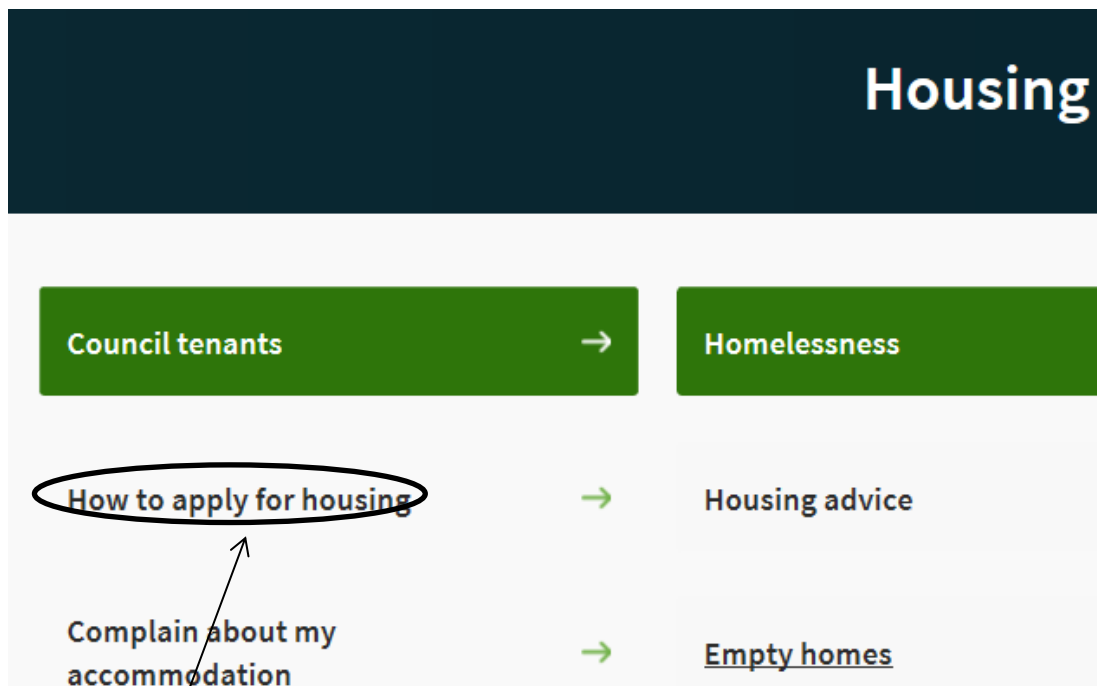


## How to re-set your password

Please follow this step by step guide in order in order to re-set your password. You will still need to know the security question you set when making the application and the answer you provided.



From the Charnwood Borough Council website, click on housing



Click How to apply for housing

ation by completing the online **Housing Register Application Form**. More information  
plication can be found in the Housing Register Applications Frequently Asked  
low:

**Applications Frequently Asked Questions** (PDF Document, 0.15 Mb)

supporting documents/proofs for your Housing Register application. More  
ding these proofs can be found in the Housing Register Applications Proofs Guidance

**Proofs Guidance June 2019** (PDF Document, 0.12 Mb)

- Housing advice
- Private tenants
- Complain about m accommodation
- Empty homes
- Private landlords
- Houses in Multiple (HMOs)

To log back into your application, click here. This takes you to our Choice Based lettings website. This is the website you will need every time you wish to log on to bid

Then click on Make or Update an Application



MAKE OR UPDATE AN APPLICATION



SEARCH FOR PROPERTIES



Charnwood

For new applications please select the 'Start here' button

START HERE

To finish an incomplete application or update your existing application please select the 'Log In' button Below

LOG IN

Forgotten Password?

Click on forgotten password.

## Reset your password

Reset using Email ID / User ID / Application ID  Reset using personal details

To reset your password please complete the below form and click "Reset Password". Password will be reset and notification mail will be sent to your email address.

Chose to rest your password using personal details. Fill in all the fields below:

Forename #	<input type="text" value="Test70"/>
Surname #	<input type="text" value="Charnwood62"/>
Date of birth #	<input type="text" value="24-Jun-1965"/>
Security question #	<input type="text" value="Memorable year"/>
Security answer #	<input type="text" value="2019"/>
New password #	<input type="password" value="....."/>
Re-enter password #	<input type="password" value="....."/>

Please ensure that the 'New Password' and 'Re-enter Password' fields match. Please make a note of your new password as this is what you will need to log in.

Click reset password and system will prompt you that this has been changed. You can then click 'log in' to be taken back to the log in page