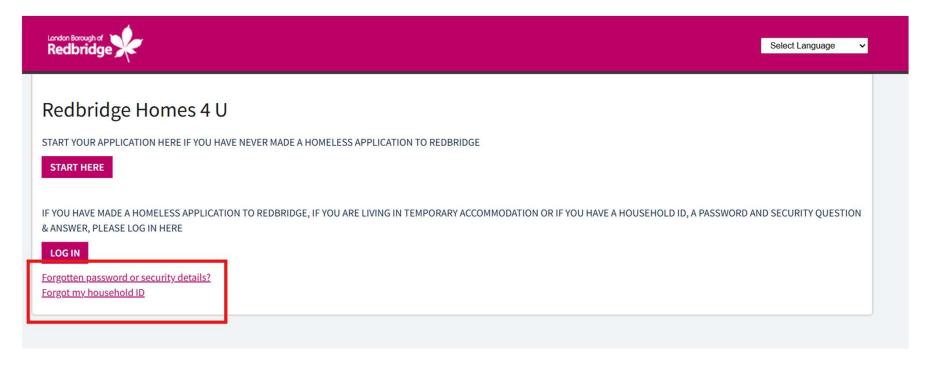


How to change your password and security details if you are in Temporary Accommodation

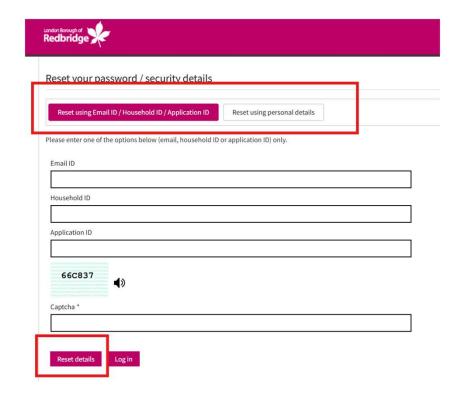


- If you don't know your password or security details, click on FORGOTTEN PASSWORD OR SECURITY DETAILS
- If you don't know your household ID, click on **FORGOTTEN MY HOUSEHOLD ID**





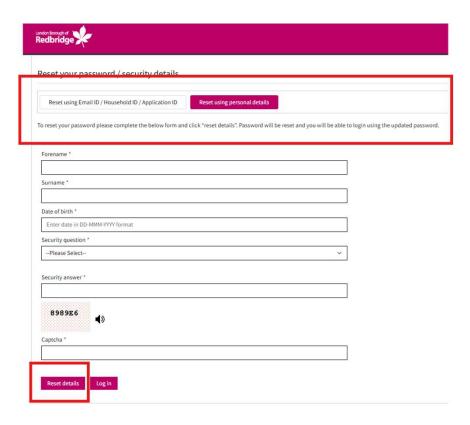
- Add your Household ID only (this is provided on the letter sent)
- Add in the CAPTCHA information
- Select RESET DETAILS





You can also reset using personal details. If you select this option, you will need to fill in all boxes.

- Add in the CAPTCHA information
- Select RESET DETAILS





When you select **RESET** you will get a message at the bottom of the screen

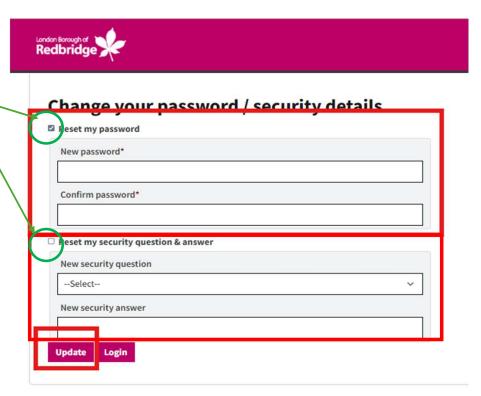
- The rest of the screen will stay the same. You do not have to press anything else. Now check your email.
- You will receive an email from <u>Redbridge@homeconnections.org.</u> <u>uk. PLEASE CHECK SPAM/JUNK</u> <u>FOLDERS too.</u> Click on the link.





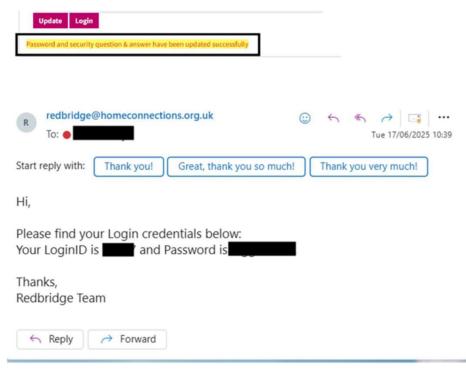


- You will be taken to the CHANGE YOUR PASSWORD page
- You must select which you want to change
- Update your password with a minimum of 12 characters, including lower case, upper case, numbers and a special character, such as !,\$,&
- OR
- Select the security question and update your answer
- Click on **UPDATE**
- KEEP YOUR DETAILS SAFE AND MAKE SURE
 IT IS SOMETHING YOU WILL REMEMBER



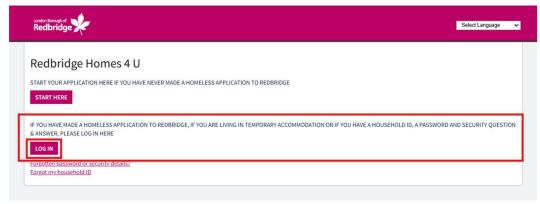


- You will receive a notification to confirm your details have been updated
- You will also receive an email to your registered email address with your password and household ID





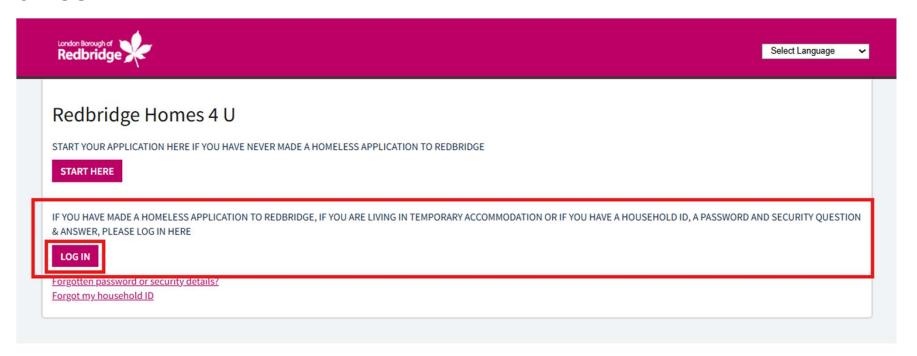
- Return to the Redbridge Homes application form here:
- https://unity.homeconnections.org.uk/Re dbridge/welcome.aspx?pid=110
- Select LOGIN
- From here you will be taken to the full application form





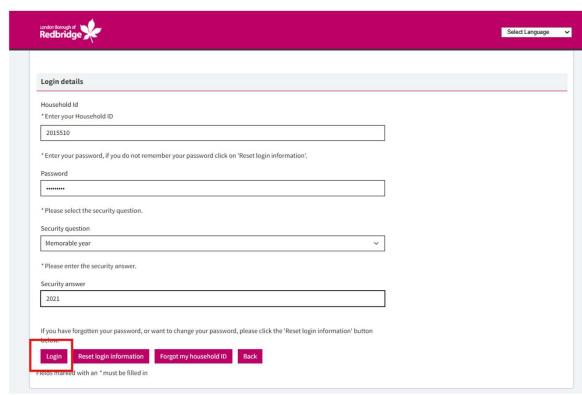


- Log in to the application form using
- Click on LOG IN



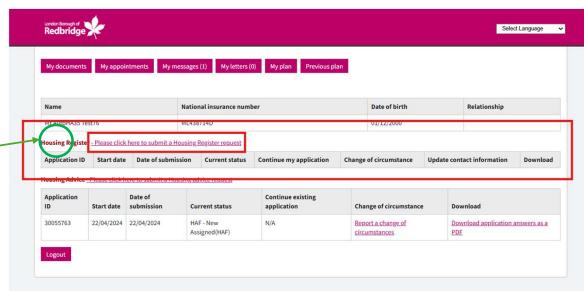


- You will see the LOGIN DETAILS page of the application form
- Add
 - HOUSEHOLD ID,
 - PASSWORD
 - SECURITY QUESTION and ANSWER
- Press LOGIN
- If you have forgotten your log in details, please select RESET LOGIN INFORMATION or FORGOT HOUSEHOLD ID





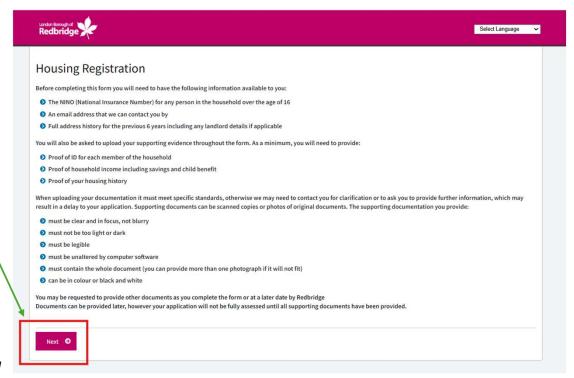
- You will see the PORTAL with information about any applications you have made for housing, including homeless applications
- Select Housing Register
- Please click here to submit a Housing Register request





- You will be taken to the Housing Application Form
- Read through the guidance
- press NEXT at the bottom of the screen

- This page tells you what you will need to do you fill in the application and what documents you need to provide
- Make sure you have these available before you start.





Press check the I AGREE box if you want to continue.

 Add your name,
 Click on NEXT

| Click on NEXT

| Continue | Click on NEXT

| Continue | Continue

 To select the date, click on the date box and calendar will be shown. It will only show the present date – you cannot change this date

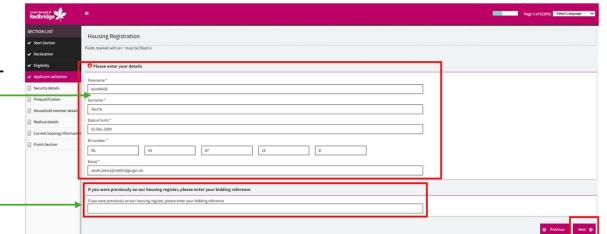


- Eligibility Page
- Read the question
- answer YES or NO.
- If NO, you will be given options.
- Select the status that applies to you.
- Select **NEXT**.





- Applicant Validation Page
- Check that the information that is prepopulated is correct.
- If you know your Choice Homes reference number, add this at the bottom of the page.
- Select **NEXT**.





Security Detail Page

- This information is already filled in for you.
- Click on NEXT





- You will be taken to the Housing Application Form – Pre-Qualification Page
- Answer the questions and be prepared to provide supporting information for your answers. Click on **NEXT**

This is the main part of the application and from this page onwards, you can select FINISH LATER and go back to your application later



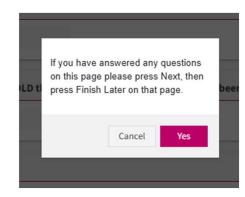


 If you want to finish your application later, click on FINISH LATER

Completing your application if you are in Temporary accommodation



 You will get a pop-up message telling you to save any questions you have answered on the page before clicking on YES





- You will get a message with your HOUSEHOLD ID and PASSWORD.
- PLEASE KEEP THIS SAFE! You will need this information to log in to your account again, using the same instructions

 YOU DO NOT NEED TO CONTACT US! We will be in touch with you if we need any more information for your application.





 You will also get an email with your HOUSEHOLD ID and PASSWORD from <u>Redbridge@homeconnections.org.uk</u>. PLEASE CHECK YOUR SPAM/JUNK FOLDER IF YOU HAVEN'T RECEIVED ANYTHING.

