



## Registering to use Cheltenham Borough Homes Tenant Self Service Portal

To create an account on the Tenant Self Service Portal you will need to follow this procedure. The first page of the Tenant Portal displays the Tenant Sign-In box as below, click on **New User** Please note: Only people who are tenants will be able to register.

Tenant Sign-in:	
Personal ID:	<input type="text"/>
Password:	<input type="password"/>
Memorable Word:	<input type="text"/>
<input type="button" value="Reset"/> <input type="button" value="Login"/>	
<a href="#">New User</a>   <a href="#">Forgotten Login Details?</a>	

To register complete the form that is presented (see below for details)

The screenshot shows the registration page for Cheltenham Borough Homes. At the top, there is a header with the logo and the text "Cheltenham Borough Homes Putting our customers at the heart of what we do" and "Your Home Your Account 24/7". Below the header, there are navigation links for "Login" and "Contact Us", and a "Register" button. The main content area contains a registration form with the following fields: "Current Tenancy Number", "Surname", "First Name(s)", "Memorable Word", "Password", "Confirm Password", "E-mail Address", and "Confirm E-mail Address". A "Register" button is located at the bottom right of the form. Below the form, there is a copyright notice: "© Cheltenham Borough Homes - Self Service Portal v5.0.0" and a "Go to top of page" link.

**Current Tenancy Number:**  - This number can be found on your rent card  
or by calling:  0800 408 0000  0300 555 0121

**Memorable Word:**  - Choose a word you will remember

**Password:**  - Choose a password which contains at least eight characters including one number and one capital letter

**E-mail Address:**  - Your email address

Then - you will be sent a user ID (which will be a number) by email. Use this with your memorable word and password to log in to the Portal from the **Tenant Sign - In** screen as above.