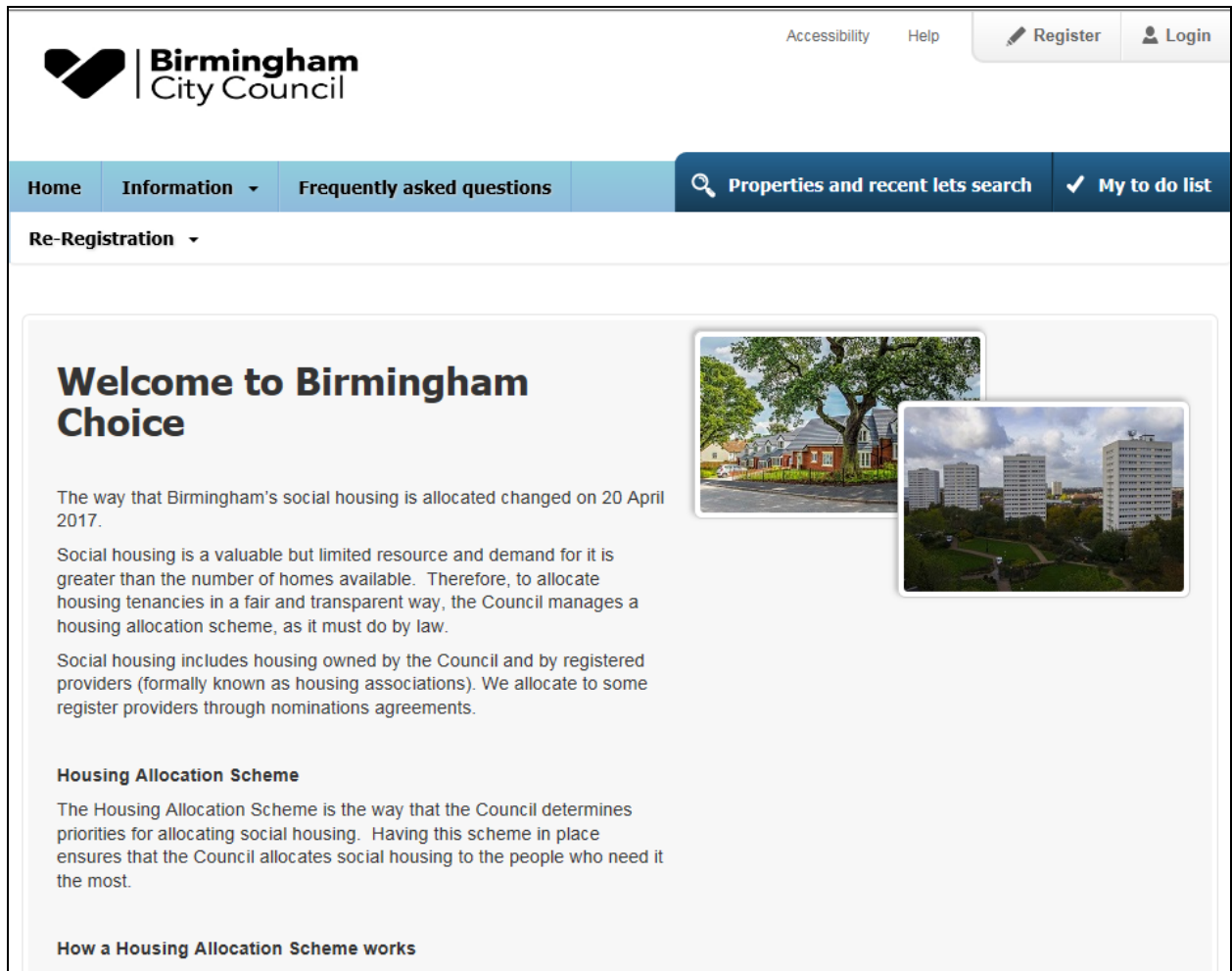


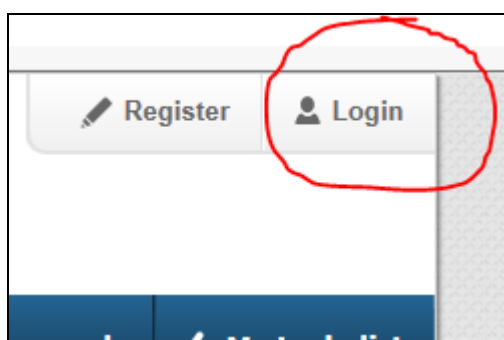
Guide – How a customer can change their Password and Memorable Date

Enter the Customer Housing Portal

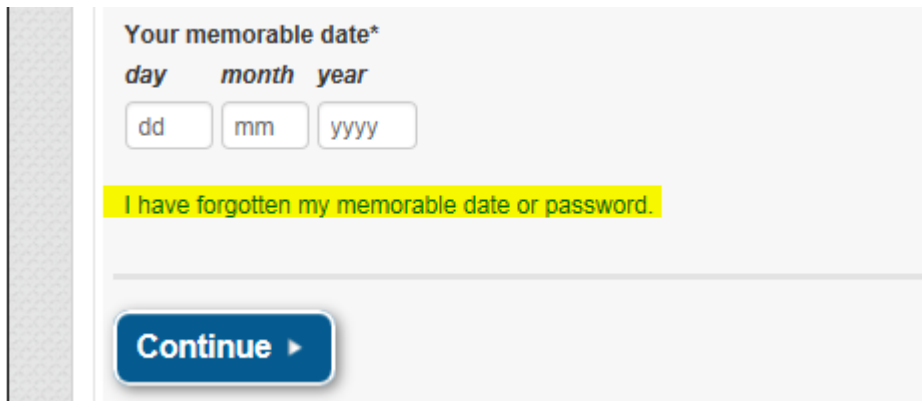


The screenshot shows the Birmingham City Council Customer Housing Portal. At the top left is the Birmingham City Council logo. To the right are links for 'Accessibility', 'Help', 'Register', and 'Login'. Below this is a navigation bar with 'Home', 'Information', 'Frequently asked questions', 'Properties and recent lets search', and 'My to do list'. A 'Re-Registration' dropdown menu is visible. The main content area features a 'Welcome to Birmingham Choice' section with text explaining the housing allocation scheme and a 'Housing Allocation Scheme' section. Two images of housing are shown on the right.

Customer Selects 'Login'

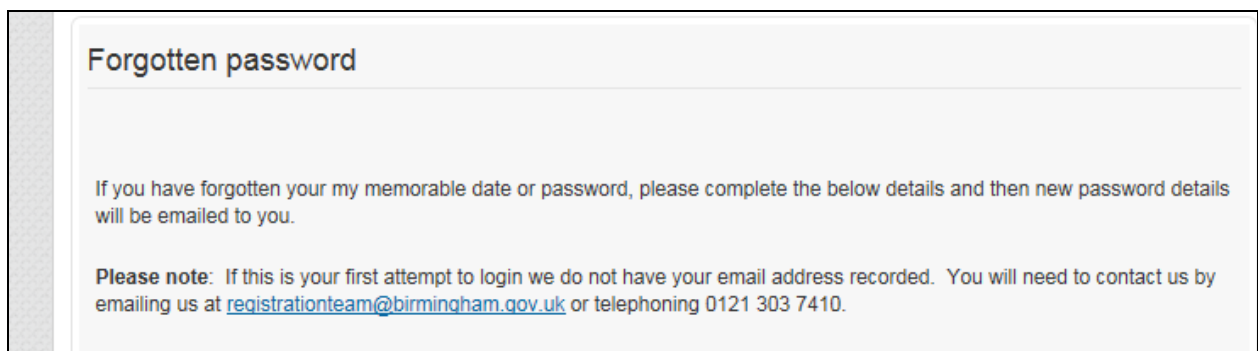


Select 'I have forgotten my memorable date or password'.



The screenshot shows a form titled "Your memorable date*" with three input fields labeled "day", "month", and "year". The "day" field contains "dd", "month" contains "mm", and "year" contains "yyyy". Below the fields is a yellow highlighted button that says "I have forgotten my memorable date or password.". At the bottom of the form is a blue "Continue" button with a right-pointing arrow.

I have forgotten my memorable date or password



The screenshot shows a form titled "Forgotten password". Below the title is a horizontal line. The main text reads: "If you have forgotten your my memorable date or password, please complete the below details and then new password details will be emailed to you." Below this is a "Please note:" section: "Please note: If this is your first attempt to login we do not have your email address recorded. You will need to contact us by emailing us at registrationteam@birmingham.gov.uk or telephoning 0121 303 7410."

To automatically get these reset via email, the customer must complete the fields with a * beside them, then press 'Reset'.

Your login reference *

103559

Email *

Applicationform@birmingham.gov.uk

Enter at least 2 of the following: *

Postcode

B44 0AY

Date of birth

 For example 01 01 2000

day month year

Family name

NI number

TN180278M

Reset 

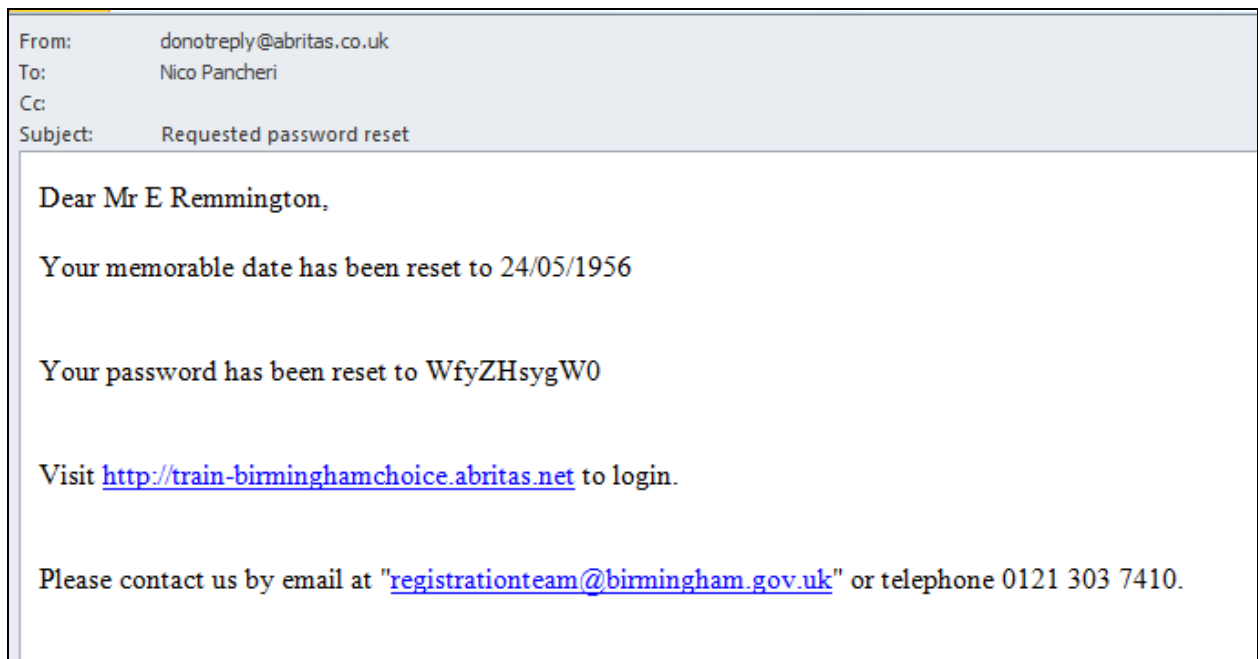
The customer will receive a message saying that the new password has been emailed

Forgotten password

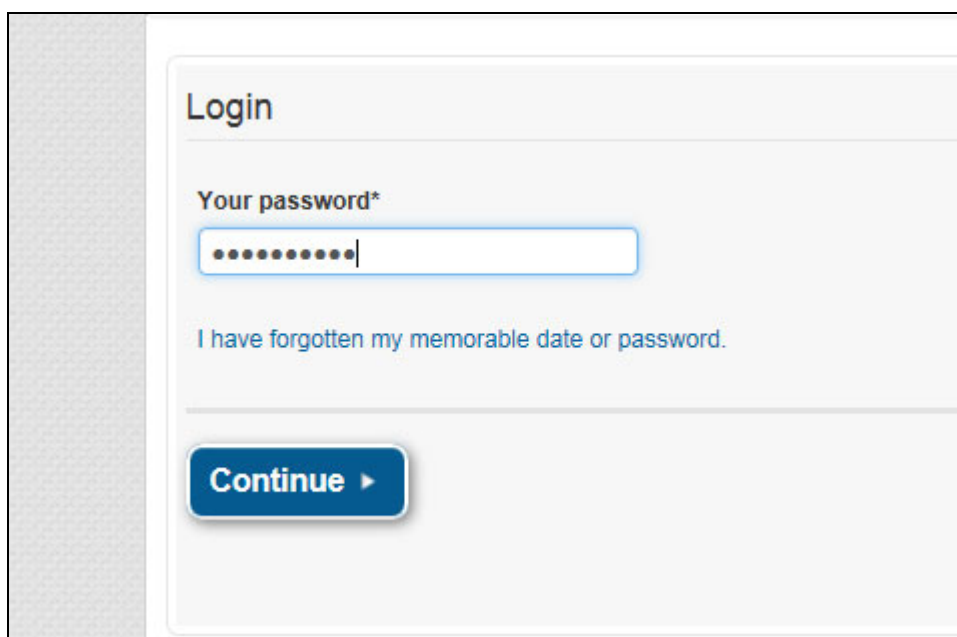
Password reset successfully.

Your password details have been reset and the details have been emailed to **Testingtesting@birmingham.gov.uk**

The customer will receive an email with a temporary password and memorable date on it. They should click on the link to login with these details.



Enter the memorable date manually (must be in the format as shown above eg. 24/05/1956), but it is easier to copy and paste the password



Customer enters a new password and/ or memorable date

Login

To ensure the security of your account, you must change your login details before you continue

Enter your new memorable date*

day month year

Enter your new memorable date again*

day month year

Enter your new password*

Enter your new password again*

[Update details >](#)

Customer is now logged in to account

The screenshot displays a user account interface. At the top, there is a navigation bar with links for 'Home', 'Information', 'Frequently asked questions', and 'Properties and recent let'. Below this is a 'Re-Registration' dropdown menu. The main section is titled 'My Account'. It contains a light grey box with a lightbulb icon and the text 'Not sure what to do? Use the links below to apply for housing - you will not be able to apply for properties without an application.' with a 'Not now' link. Below that is a 'Social housing' section with a 'Not yet completed' status and a link to 'Apply for Social Housing'. At the bottom, there is a help link: '? Click here for help on the My Account page'.