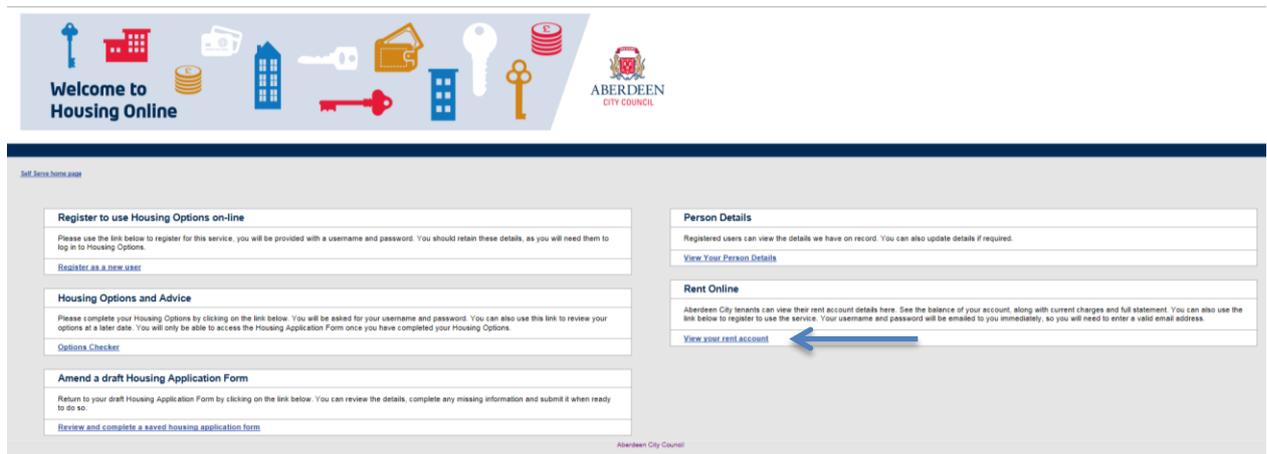


Registering process for current and former tenants

If you are current or former tenant with Aberdeen City Council please follow this section of the guide to register as a self-service user. If you have never been a tenant with Aberdeen City Council, your log in process can be found on page 7 of this guide.

NB: If you have previously accessed Aberdeen City Council's Housing Online Service for Housing Options then enter your existing username and password, do not re-register.

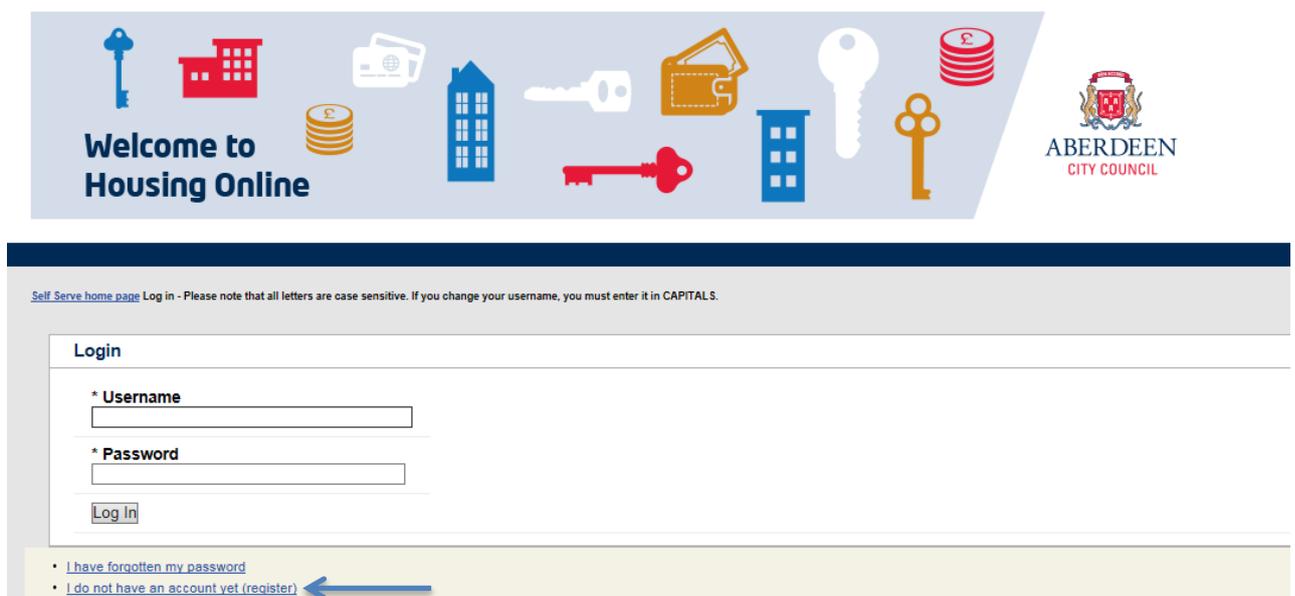
To register, click on 'View your rent account (Aberdeen City Council Tenants Only)' link under the 'Rent Online' description.



The screenshot shows the 'Self-Serve home page' for Aberdeen City Council's Housing Online service. The header features the text 'Welcome to Housing Online' and the Aberdeen City Council logo. The main content area is divided into several sections:

- Register to use Housing Options on-line:** Includes a link to 'Register as a new user'.
- Housing Options and Advice:** Includes a link to 'Options Checker'.
- Amend a draft Housing Application Form:** Includes a link to 'Review and complete a saved housing application form'.
- Person Details:** Includes a link to 'View Your Person Details'.
- Rent Online:** Includes a link to 'View your rent account', which is highlighted with a blue arrow.

This will launch the log in screen (as below). Click on the 'I do not have an account yet (register)' link



The screenshot shows the 'Login' screen for the Housing Online service. The header features the text 'Welcome to Housing Online' and the Aberdeen City Council logo. The main content area includes:

- A link to 'Self-Serve home page'.
- A warning: 'Log in - Please note that all letters are case sensitive. If you change your username, you must enter it in CAPITALS.'
- A 'Login' section with fields for '* Username' and '* Password', and a 'Log In' button.
- Two links at the bottom: 'I have forgotten my password' and 'I do not have an account yet (register)', with a blue arrow pointing to the latter.

Enter the details requested including your unique Payment Reference number (which is quoted on rent statements and letters which have been sent to you).

NB Please ensure that all details provided match the information that you have previously provided Aberdeen City Council with (i.e. if you have recently married but not informed the council of your new surname input your old surname which we would know you as) and ensure that your e-mail address is correct and accessible in order to receive your username and password.

Please note that the preferred contact method should be set to e-mail to ensure that you get your username and password immediately.

Then click 'Register'



[Self Serve home page](#) **N**

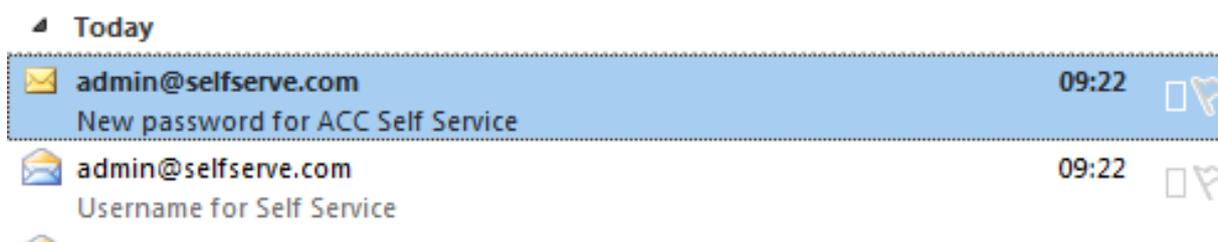
Register

* Your Surname	<input type="text" value="TENANT"/>
* Forename	<input type="text" value="EXAMPLE"/>
* Your Date of Birth	<input type="text" value="07-JAN-1953"/>
* Choose one of the following reference types	<input type="radio"/> Application Reference <input checked="" type="radio"/> Payment Reference <input type="radio"/> Person Reference <input type="radio"/> Tenancy Reference
* Enter the reference number	<input type="text" value="11191066"/>
Email Address	<input type="text" value="exampletenant@email.com"/>
Confirm Email Address	<input type="text" value="exampletenant@email.com"/>
* Preferred Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Letter

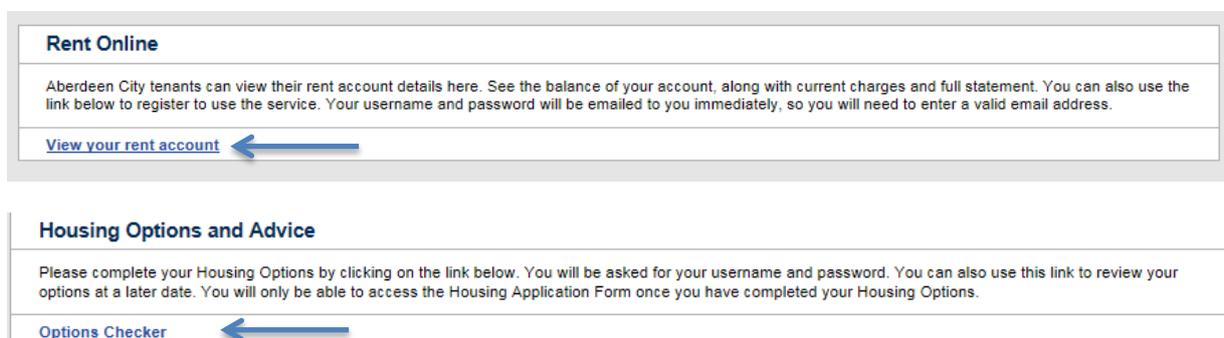
A blank page only offering you the option to return to the main Self Service Home page for all of the council's services will appear, use the underlined link 'Back to list of Services'. At this point you should receive 2 separate e-mails – one displaying your username and one displaying your password – please ensure you do not delete these until you have completed the entire logging in process.



As suggested above you should now receive 2 e-mails from admin@selfserve.com which does not receive e-mail replies.

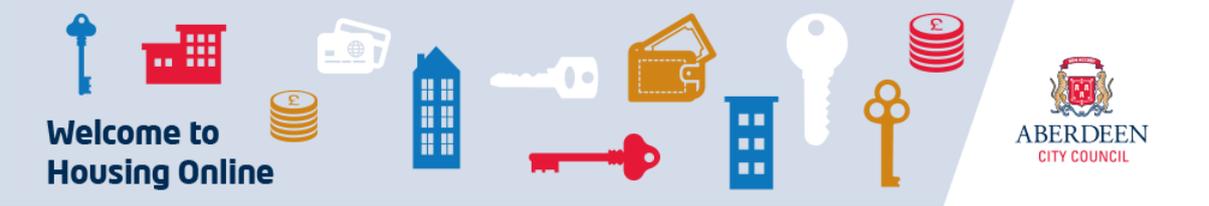


Now that you have registered and received your username / password you can access 'Rent Online' using the 'View your Rent Account (Aberdeen City Council Tenants Only)' link or Housing Options and Advice.



You will be taken to the login page. Where you should enter your username and password exactly like it is displayed within the e-mail's you have received. Then click login.

NB You are able to copy and paste the text from your e-mail directly into each field.



[elf Serve home page](#) Log in - Please note that all letters are case sensitive. If you change your username, you must enter it in CAPITALS.

Login

* Username

* Password

You will now be allowed to change the username and password to something more memorable, there will be no e-mail following this change of details therefore please make note of them somewhere where you will be able to access them at a later date.

In the field named 'Chose a new Username' you can delete out the already populated number and input a username of your choosing (Please be aware the username will be in all capital letters). Re-enter your current password (the one e-mailed to you previously) and select a new password following the guidance displayed on the screen and re-type the new password again exactly the same in the box below.



[erve home page N](#)

Login

* Default username	160483
* Choose a new username	<input type="text" value="160483"/>
* Re-enter current password	<input type="password"/>
* New password (minimum 8 characters including at least one capital letter and at least one number)	<input type="password"/>
* Re-type new password	<input type="password"/>

Once you have completed all the fields the page should look like the example below, then click log on.



[erve home page](#) **N**

Login

* Default username	160483
* Choose a new username	<input type="text" value="RENTONLINE"/>
* Re-enter current password	<input type="password" value="....."/>
* New password (minimum 8 characters including at least one capital letter and at least one number)	<input type="password" value="....."/>
* Re-type new password	<input type="password" value="....."/>

[Login](#)

Registering process for non-tenants

If you have previously never been a tenant with Aberdeen City Council then please use this registration process.

NB: if you have previously access Aberdeen City Council's Housing Online Service for Housing Options then enter your existing username and password, do not re-register.

To register, click on 'Register as a new user (for non Aberdeen City Council Tenants)' link under the 'Register to use Housing Options On-line' description.

self.servis.homes.gov

Register to use Housing Options on-line

Please use the link below to register for this service, you will be provided with a username and password. You should retain these details, as you will need them to log in to Housing Options

[Register as a new user \(for non Aberdeen City Council tenants\)](#)

Housing Options and Advice

Please complete your Housing Options by clicking on the link below. You will be asked for your username and password. You can also use this link to review your options at a later date. You will only be able to access the Housing Application Form once you have completed your Housing Options.

[Options Checker](#)

Amend a draft Housing Application Form

Return to your draft Housing Application Form by clicking on the link below. You can review the details, complete any missing information and submit it when ready to do so.

[Review and complete a saved housing application form](#)

Person Details

Registered users can view the details we have on record. You can also update details if required.

[View Your Person Details](#)

Rent Online

Aberdeen City tenants can view their rent account details here. See the balance of your account, along with current charges and full statement. Please use the link below to register to use this service. Your username and password will be emailed to you immediately, so you will need to enter a valid email address. This service is also available to former tenants.

[View your rent account \(Aberdeen City Council tenants only\)](#)

Aberdeen City Council

Enter your person details following the guidance at the top of the page, once you have populated all the fields on this page click 'Next'

self.servis.homes.gov Register to use Housing Options on-line (for non Aberdeen City Council tenants)

All details in *bold text are mandatory.

If you are an A&E National and have not yet been provided with a National Insurance Number, please enter the temporary number given to you by the Department of Work and Pensions.

For all others, if you do not have a record of your National Insurance Number, please enter a temporary number in the format of TN(date of birth)(male/female) so if your date of birth is 14/05/1968 and you are female, you should enter TN14051968F.

If you have already registered please do not re-register. You can contact a member of staff on 01224 623161 or email [Housing.Access.Team](#) for further assistance.

Person Details

*Title

*Forename

*Surname

*Date of Birth

*Gender

*Marital Status

*National Insurance Number

*Ethnic Origin

*Language

[Next](#) [Cancel](#)

You will be asked about your current address details, please follow the guidance at the top of the page when completing this section. Once you have populated all the fields which need to be completed click 'next'

Please enter your current address below.
If you are currently of no fixed abode, please enter a contact address. You will need to ensure that you are able to access mail from your contact address as correspondence may be sent there.

Address Details

You will need to enter your postcode, if you do not know it, you can find it here [Royal Mail postcodes](#)

Please enter your house name

*Please enter your house/flat number (if you do not have a house number please enter 00)

Please enter your street name

Please enter your area or district

Please enter your town or city

Please enter your postcode

Please enter the date that you moved into the property

[Previous](#) [Next](#) [Cancel](#)

Finally you will be asked to enter you current contact details. Please follow the guidance at the top of the page.

NB It is highly important that you provide an active and correct e-mail address to be able to fully utilise all of the functionality available within Aberdeen City Council's Self-Serve Site including the retrieve password function.

Once you have entered all relevant information click 'Next'

[Self-serve home page](#) Contact Details

Once you have completed the second part of this process (Options Checker) we will contact you to discuss the options you have been given.
For landline numbers please include the dialling code with no spaces. If you don't have a landline number, please enter 01224000000.
If you have a mobile telephone number, please add it to the correct field.

Please enter a valid email address, this will be used to send you a reminder should you forget your login details. If you do not have an email address, please enter temporary@email.com, but remember that we will not be able to send you a password reminder.

Contact Details

*Telephone number (landline only)

Mobile phone number

*Email address

[Previous](#) [Next](#) [Cancel](#)

A summary page will now display all the details which you have entered, please check these are correct prior clicking submit.

Self service home page Summary Details

Please check your information is correct and then press submit to continue.

Summary Details

If you have input any of your details incorrectly, please click on the "previous" button below and input the correct details before continuing.

Person Details	
Title	Mr
Forename	Selfservice
Surname	Example
Date of Birth	01-JUL-1992
Gender	Male
Marital Status	Single
National Insurance Number	TN010782M
Ethnic Origin	White Scottish
Language	English

Address Details		
Address	Start Date	End Date
001, Broad Street, Aberdeen, AB10 1AB	19-APR-1993	

Contact Details	
Telephone number (landline only)	0122400000
Mobile phone number	
Email address	TEMPORARY@EMAIL.COM

[Previous](#) [Submit](#) [Back to Start](#) [Cancel](#)

Aberdeen City Council

The registration process will complete, providing you with a username and password as shown below, please carefully copy these somewhere you can retrieve them until the entire logging in process is complete. Use the underlined 'Click here' to access the Options Checker login page.

Registration Complete

You have now created a Self-Serve account.

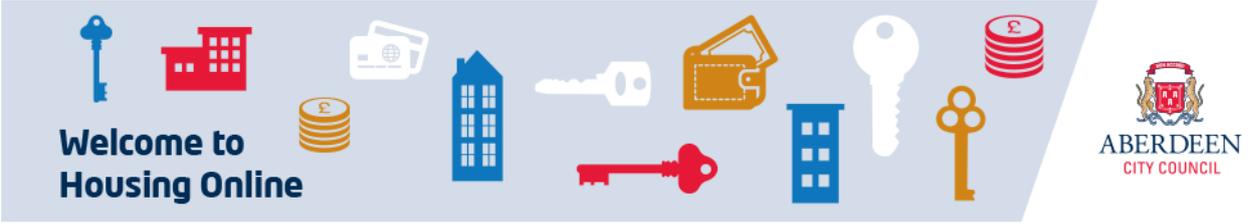
Your username for this account is **7314767** and your password is **Xw2i3gOH**

Please write this down or print this page for your records. If you copy and paste the password, please ensure you do not copy any white space.

Please [click here](#) to return to the main page in order to be able to access other services including: -

- Housing advice options checker – From this portal, you will be asked to submit information about your current housing circumstances. From there you can access the Options Checker.
- Change of Circumstances – Once you have assessed your housing options and have been deemed eligible to apply for housing with ACC, you can apply for a change of circumstances.
- Rent Account Details – If you are an existing tenant or looking to be housed by ACC in the future, your Self-Serve Account will give you access to your Rent Account Details.

At the login page enter the username and password provided on the previous screen and click 'Log In'.



Welcome to Housing Online

[Self Serve home page](#) Log in - Please note that all letters are case sensitive. If you change your username, you must enter it in CAPITALS.

Login

* Username

* Password

You will now be able to select your own username (the page will automatically populate the new username field with the current username this can be cleared out and changed, all username are saved in all capitals) and password following the guidance on the page.

NB You will not receive any e-mail following the choice of changing your username and password to something relevant to yourself, please ensure that you store this information somewhere, where it can be retrieved at a later date so you can continue to use the self-service website unhindered.



Welcome to Housing Online

[Self Serve home page](#) [N](#)

Login

* Default username 7314767

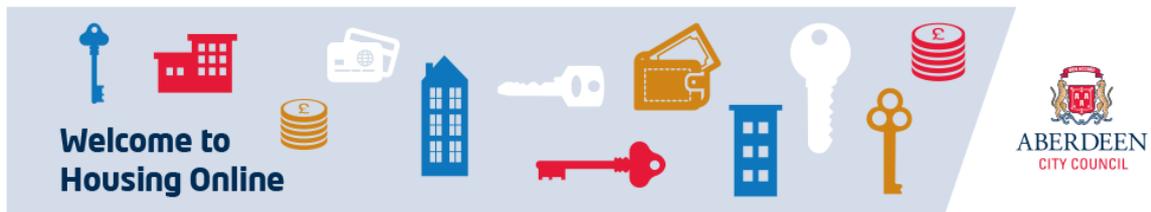
* Choose a new username

* Re-enter current password

* New password (minimum 8 characters including at least one capital letter and at least one number)

* Re-type new password

Once you have entered your new password and username click 'Login'



[Self Serve home page](#) **N**

Login

* Default username	7314767
* Choose a new username	<input type="text" value="SELF SERVE"/>
* Re-enter current password	<input type="password" value="....."/>
* New password (minimum 8 characters including at least one capital letter and at least one number)	<input type="password" value="....."/>
* Re-type new password	<input type="password" value="....."/>

←

Aberdeen City Council

You will now be taken to the Housing Options start page, completing the login process.

NB Please remember to store your username and password somewhere you can retrieve it at a later date, to ensure you can continue to use the Self-Service Website unhindered.

Housing Options and Advice

Client Name	Address
Mr Selfsservice Example	001 Broad Street, Aberdeen, AB10 1AB