



How to access and update your Account

2 Factor Authentication has now been applied to the Your Choice Your Home website. This is a security feature, designed to keep your details safe and protect against unauthorised access to your account.

This change will come into effect on Monday 23rd September 2024. This means that each time you log in you will need to enter these three things:

1. Your email address
2. Your password
3. After you enter your username and password a unique one-time access PIN will be generated and sent to your email address .

Here's some guidance and tips to help explain the process following implementation of 2 Factor Authentication to Your Choice Your Home

Creating a password

Currently registered with Your Choice Your Home and need to create a password.

1. To create a password for the first time, sign in and login to your account by clicking on “Already registered without a password”

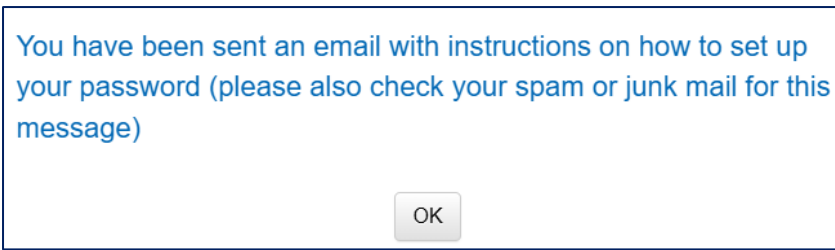
The screenshot shows the top navigation bar with 'Your Choice Your Home' and links for 'About', 'View Homes', 'Help', and 'Contact'. On the right, there are 'Sign In' and 'Register' buttons. Below this, there are two main sections: 'Login to your account' and 'Register with Your Choice Your Home'. The 'Login to your account' section has fields for 'Email address' and 'Password', a 'Login' button, and a yellow link that says 'Already registered without a password?'. Below the link are two smaller links: 'Forgotten your password?' and 'How do I get an email address?'. The 'Register with Your Choice Your Home' section has a 'Register Now' button and a 'Continue with my application' button.

2. Follow the steps below and enter your existing Your Choice Your Home number and your Date of Birth and enter your email address. (these should be your current details and be an email address that you can access and activate your password).

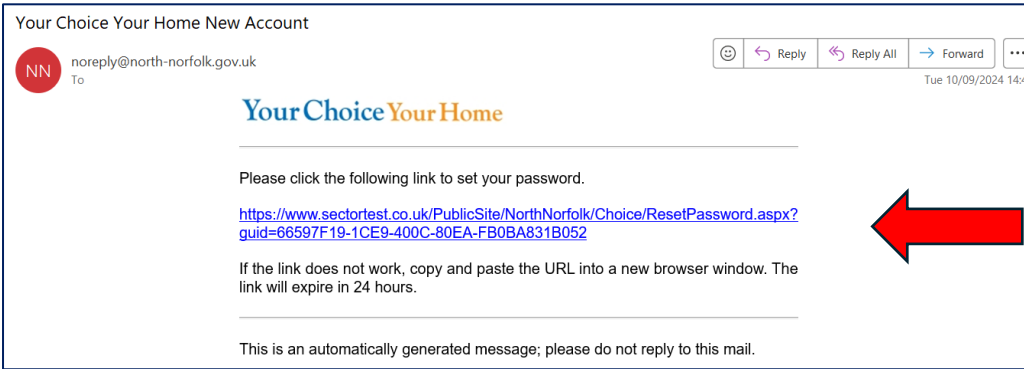
The 'Create your account' form has two main sections. The first section is for 'Your Choice Your Home number NNDC\'' with a dropdown menu set to 'NNDC' and a text input field containing '139200'. The second section is for 'Date of birth' with three input fields: a number field containing '11', a dropdown menu set to 'November', and a year field containing '1980'. A 'Continue' button is at the bottom right.

The 'Create your account' form has two main sections. The first section is for 'Enter your email address' with a text input field containing 'test@test.com'. The second section is for 'Retype your email address' with a text input field containing 'test@test.com'. A 'Continue' button is at the bottom right.

3. The following message will appear:

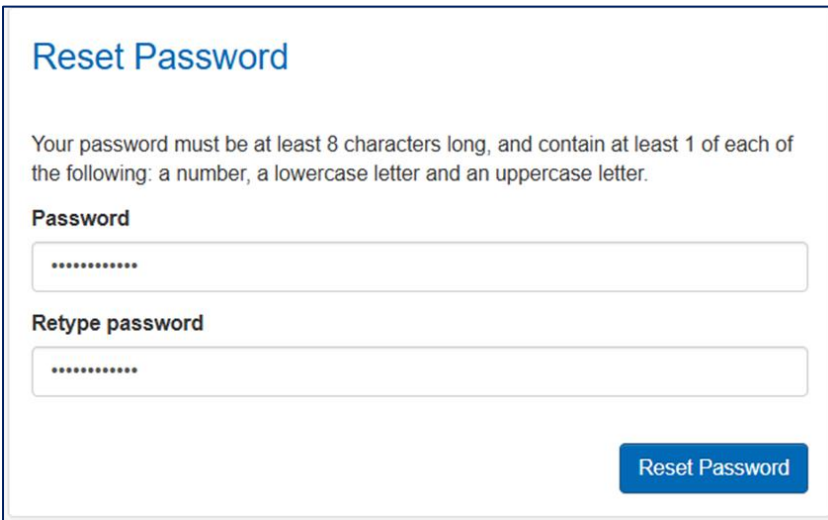


4. An example of the email you will receive is shown below:

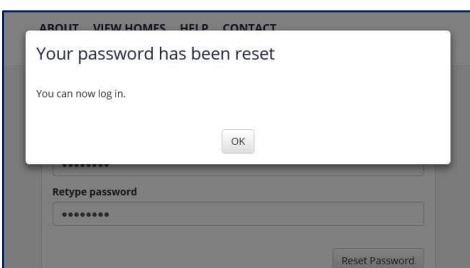


When you open the email click on the click on the blue link which opens up a box called Reset Password - Enter your chosen password and retype your password for confirmation link to set your password.

5. Enter your chosen password and retype your password for confirmation. When setting up a password, please take care to choose something that you won't forget. (You will need to remember this each time you want to place a bid).



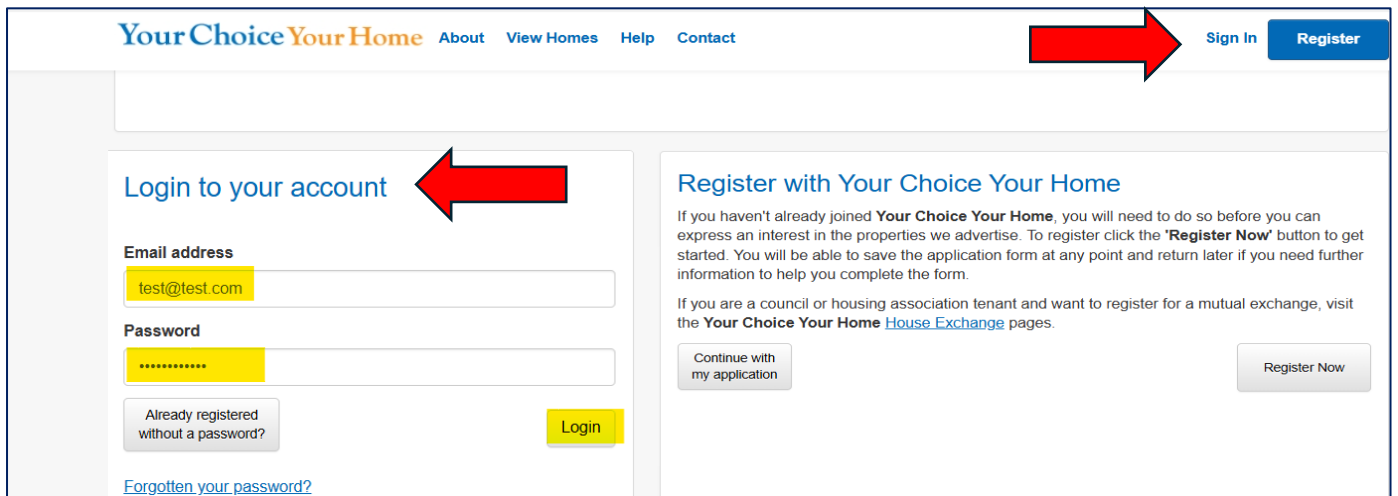
6. You can now log into your account with the email and password you set up and these will be required going forward to access your PIN. Without entering the PIN you will be unable to log in to the website to bid, or change any of your details.



Accessing a PIN (also known as a One-Time Password OTP)

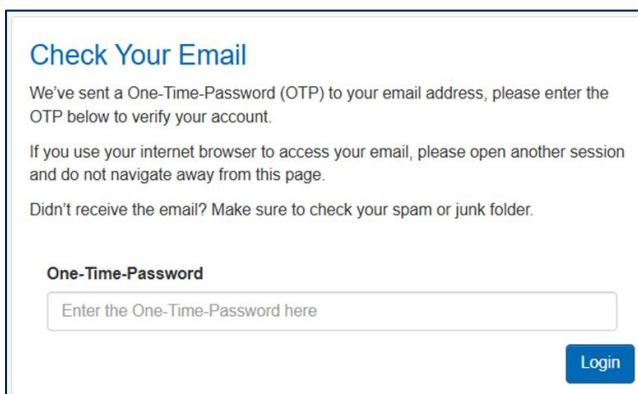
Have created password and now need access to a PIN.

7. Sign In to your account by entering your email address and password, then click Login



The screenshot shows the 'Your Choice Your Home' website. At the top right, there are 'Sign In' and 'Register' buttons. A red arrow points to the 'Sign In' button. On the left side, there is a 'Login to your account' section with a red arrow pointing to its heading. Below this heading are fields for 'Email address' (containing 'test@test.com') and 'Password' (masked with dots). There is a 'Login' button and a link for 'Forgotten your password?'. To the right is a 'Register with Your Choice Your Home' section with a 'Register Now' button.

8. The following message will appear:



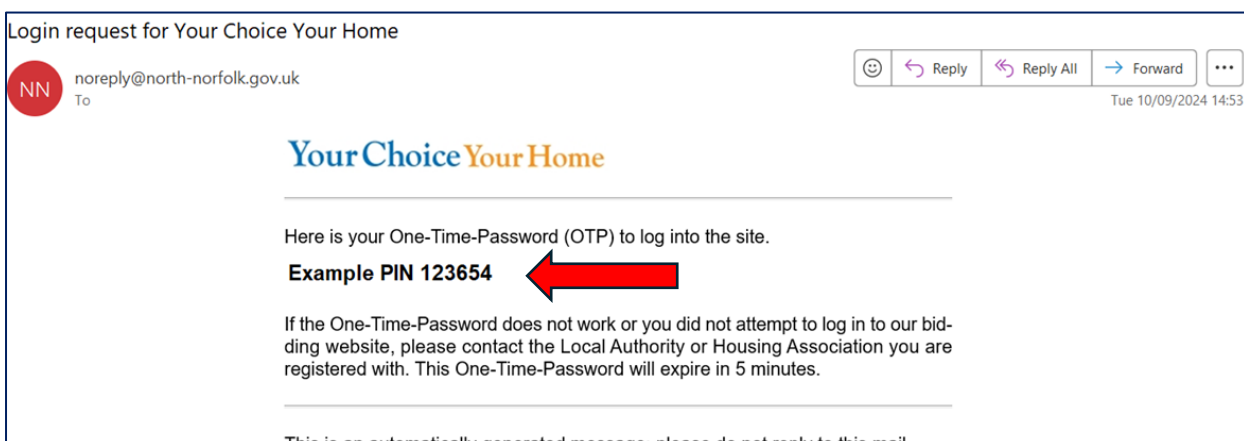
The email message is titled 'Check Your Email'. It contains the following text: 'We've sent a One-Time-Password (OTP) to your email address, please enter the OTP below to verify your account. If you use your internet browser to access your email, please open another session and do not navigate away from this page. Didn't receive the email? Make sure to check your spam or junk folder.' Below this is a 'One-Time-Password' section with a text input field containing the placeholder 'Enter the One-Time-Password here' and a 'Login' button.

Important

Please note that if using a mobile phone, it's important that you do not navigate away from the Your Choice Your Home website. Either open a new tab to check for receipt of the email containing the PIN, or switch to your email App. You must keep Your Choice Your Home open in the background, otherwise you will be prompted to start the process again.

The PIN is valid for 5 minutes so there should be sufficient time to retrieve the email and enter it.

9. An example of the email you will receive is shown below



The email message is titled 'Login request for Your Choice Your Home'. It is from 'noreply@north-norfolk.gov.uk'. The main content features the 'Your Choice Your Home' logo and the text: 'Here is your One-Time-Password (OTP) to log into the site. Example PIN 123654'. A red arrow points to the 'Example PIN 123654'. Below this is a paragraph: 'If the One-Time-Password does not work or you did not attempt to log in to our bidding website, please contact the Local Authority or Housing Association you are registered with. This One-Time-Password will expire in 5 minutes.' At the bottom, it says 'This is an automatically generated message: please do not reply to this mail.'

10. Copy the PIN – return to Your Choice Your Home page and paste it into the One-Time-Password box (or enter it manually). Then select Login:

Check Your Email

We've sent a One-Time-Password (OTP) to your email address, please enter the OTP below to verify your account.

If you use your internet browser to access your email, please open another session and do not navigate away from this page.

Didn't receive the email? Make sure to check your spam or junk folder.

One-Time-Password

123654

Login

You should now be logged in and be able see your account and bid on properties you are eligible for.

What to do if you do not receive a PIN after following the above steps:

If you don't receive a PIN within the 2 minutes (it should arrive much quicker than this) Please check your spam/junk folder.

If you have waited at least 2 minutes and checked your email inbox and spam folder – if no PIN has been received, please contact the Housing Options team to let them know. They will need your application reference number, email address and date/time that you tried to log in. This can then be investigated further for you.

Note: If you have requested a PIN, logged in and then logged back out again, there is a 3 minute gap required before you can request a new PIN. This is a security feature, and a pop-up message will appear if you try to log back in again before 3 minutes has passed.

What to do if you do not already have an email address set up:

Help on getting an email

In order to access YCYH you will be required to set up an email address.

If you do not have an e-mail address here are some links below to providers that will have you up and running in no time.

[gmail](#) - this link will take you to the Google Mail site where you can set-up your own e-mail account

[hotmail](#) - this link will take you to the Microsoft Hotmail site where you can set-up your own e-mail account

[YahooMail](#) - this link will take you to the Yahoo Mail site where you can set-up your own e-mail account