

My Housing Online

If you are having difficulties registering for My Housing Online or managing your account please check out the information below.

To register for My Housing Online you need an **email address**. If you haven't got an email address then you will need to set one up. For help setting up an email visit the [Learn My Way website](#) or book onto one of Barnsley Council's 'Get Online' sessions via this [link](#)

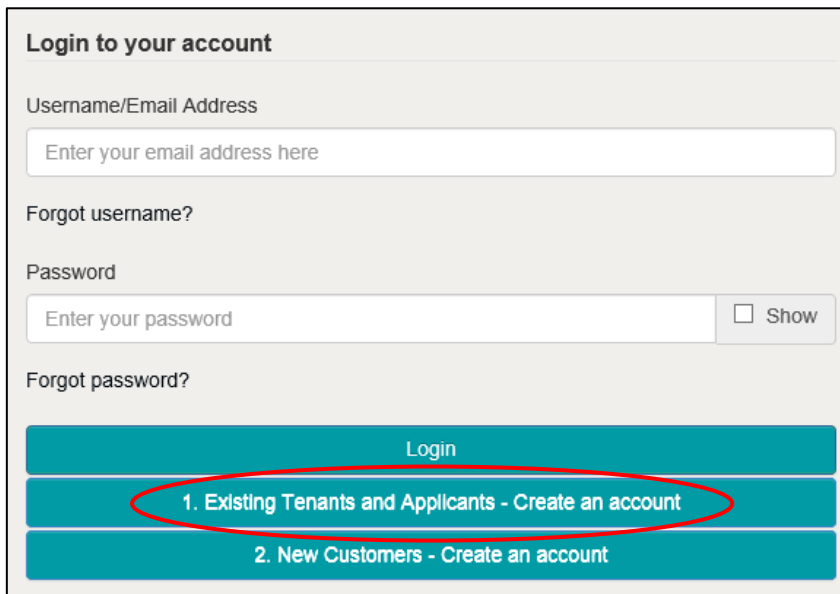
Option 1. Existing Tenants and Applicants – Create an account

Is for current Berneslai Homes tenants including tenants who want to register to move and customers who have already completed a housing application.

To set up your account you will need:

- An email address you can access as this will be used to login to your new account
- A reference number, this can be your payment or application reference
- Your Date of Birth
- Your National Insurance Number

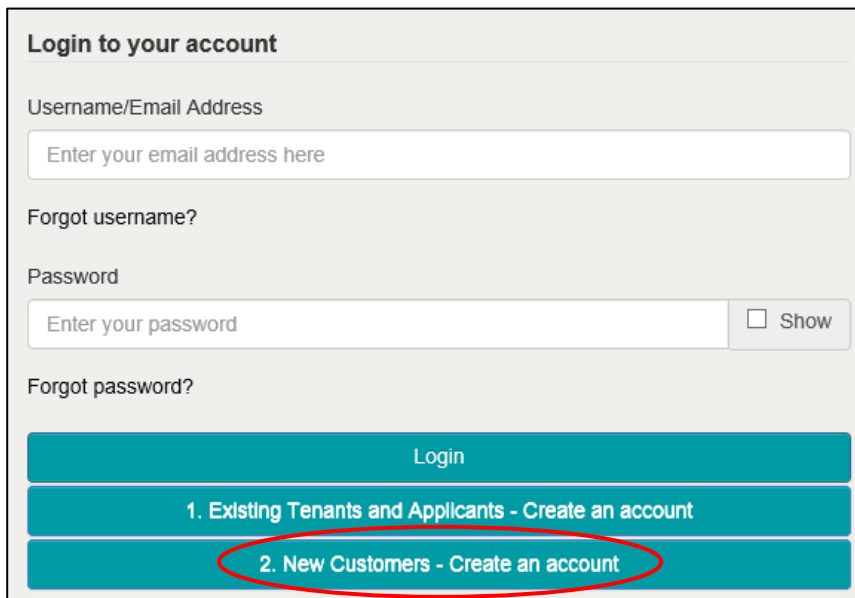
Please be aware that if you have previously registered for **myRent** your details will not work and you will need to re-register.



The screenshot shows the 'Login to your account' form. It includes fields for 'Username/Email Address' and 'Password', with a 'Show' checkbox next to the password field. Below the fields are three buttons: 'Login', '1. Existing Tenants and Applicants - Create an account', and '2. New Customers - Create an account'. The second button is circled in red.

Option 2. New Customers – Create an account


Is for new customers who want to register a housing application form, you will need an email address that you can access as this will be used to login to your new account.



The screenshot shows the 'Login to your account' form, identical to the one above. In this version, the third button, '2. New Customers - Create an account', is circled in red.

Enter your email address and a password in the boxes provided and press Next.

You will be sent an email with a link to continue registration. Please ensure you check your spam and junk mail folders.



Step 2: Provide your details to complete registration

Press this link to provide your details. This link is active for 1 hours from the time it was sent.

[Verify me](#)

If the button doesn't work, please copy and paste this into your browser:

Click on the **Verify me** button, if you are an **Existing Customer or Applicant** you will be asked to enter your personal details and accept the terms and conditions, **New Customers** will be asked to accept the terms and conditions. Select **Next** and your registration will be complete; you can now login using your email address as your username and the password you created earlier.

Login to your account

Username/Email Address

Forgot username?

Password

 Show

Forgot password?

Managing your My Online Account

Forgot your Password?

You can reset your password by selecting the Forgot password? link as shown below. This will send you an email containing a link to reset your password.

Login to your account

Username/Email Address

Forgot username?

Password

 Show

Forgot password?

Forgot your Username?

Your username is your email address. If you no longer have access to this email address or cannot remember the email address used please contact us on 01226 775555.

Locked your account?

If you have locked your account wait 5 minutes after you last attempted to login then reset your password using the Forgot password link? shown above. Follow the instructions to reset your password and you should be able to access your account.

I'm getting a message - We are unable to identify you from the details you have given

- Check you have input your Date of Birth correctly
- Check you have input your National Insurance number correctly, it should be entered without spaces e.g. XX212121X
- Check you have input your payment/tenancy/application reference number correctly

Please ensure you are not entering a space after you finish typing as this will count as a character making the data you have entered wrong.

If you have checked you are entering all the above details correctly and are still receiving the error message please contact us on 01226 775555.

GENERAL ENQUIRIES

01226 775555

Mon-Fri 8am-8pm, Sat 8am-1pm



www.berneslaihomes.co.uk



Berneslai Homes Limited is a company controlled by Barnsley Metropolitan Borough Council.
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