Sign Up Process

There are two ways to sign up for a Greenwich Housing Online Account:

Create an account

This option should be selected if you are known to us and have one of the following:

- A current tenancy, where the tenancy is in your name
  - You will need to know the payment reference number associated with this tenancy
- An application for housing, where the application is in your name
  - You will need to know your application reference number
- A former tenancy, where the former tenancy is in your name
  - You will need to know the payment reference number associated with this tenancy

If none of these apply, please see use the alternative sign up method.

Click here to create an account if you have had no previous interaction with the Royal Borough of Greenwich Housing Department

This option should be used when you have had no previous interaction with the Royal Borough of Greenwich.

On the initial screen you will be asked to provide the following:

- Your **Email Address**
- A **password**, which you must then confirm that you will use when signing into Housing Online moving forward (this can later be changed within My Preferences)

Register as a New Client

Please proceed if you have had no previous interaction with the Royal Borough of Greenwich Housing Department

Email Address

[Enter your email address]

Create a password
Your password must have at least:

- Eight characters
- One capital letter
- One lower case
- One number

Provide a Password

[Enter your password]   ☐ Show

Password Strength

Confirm Password

[You must confirm your password]

*indicates a required item

Upon pressing **Next**, an email will be sent to the email address provided from housingonline@nec-housing.royalgreenwich.gov.uk

If you select **Verify Me**, it will then take you through to the Person Details page where you will be asked to provide the following information:

- **Title**
- **Forename**
- **Surname**
- **Date of birth**
- **Gender**
- **Ethnic Origin**
- **National Insurance number**
- **Memorable Question**
- **Memorable Answer**
    - *Please make note of this as it will be required to sign in*
- **Confirm that the information provided is correct**

Press **Next**, for Your Contact Details

- **Contact Telephone Number**
- **Email Address**
    - This will pre-populate with the email address you registered with, but can be changed if you prefer to use a separate email address for us to contact you on.

Press **Next**, for Your Address details

- You must at least supply your current address

Press **Next**, for My Summary

This page will list the information that you have provided on the previous pages.

If any of the information is incorrect, you can press back to make any changes, otherwise press Save.