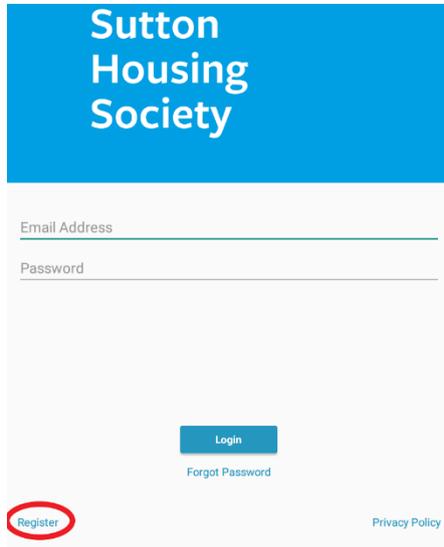


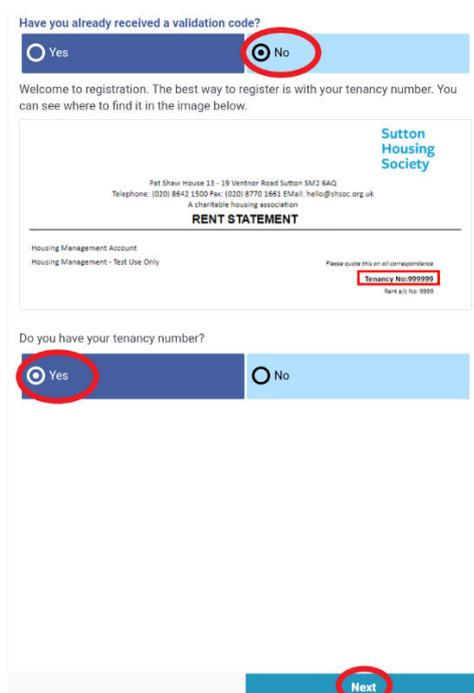
Registration/logging in

When you first open the app, you will be greeted with the SHS logo, as well as an Email Address/Password box, and some buttons. In the bottom left corner of this page, tap the blue 'Register' text.



The screenshot shows the Sutton Housing Society app interface. At the top is a blue header with the text "Sutton Housing Society". Below this are two input fields: "Email Address" and "Password". A blue "Login" button is centered below the fields, with a "Forgot Password" link underneath it. In the bottom left corner, the word "Register" is written in blue and is circled in red. In the bottom right corner, there is a link for "Privacy Policy".

On the proceeding page, you will be asked if you have already received a validation code. Select 'No'. You will also be asked if you have your tenancy number – this can be found on your rent statement as well as other correspondence from SHS. If you are unsure of your tenancy number, please contact your housing officer. Select 'Yes' for the tenancy number question, then tap 'Next' in the bottom right corner.



The screenshot shows a registration screen with two questions. The first question is "Have you already received a validation code?". There are two radio button options: "Yes" (unselected) and "No" (selected and circled in red). Below this is a welcome message: "Welcome to registration. The best way to register is with your tenancy number. You can see where to find it in the image below." An image of a "RENT STATEMENT" is shown, featuring the Sutton Housing Society logo and contact information. A red box highlights the "Tenancy No: 999999" on the statement. The second question is "Do you have your tenancy number?". There are two radio button options: "Yes" (selected and circled in red) and "No" (unselected). At the bottom right of the screen, a blue "Next" button is circled in red.

The next page will have different boxes for you to fill out. To begin with, tap the box underneath the 'Tenancy number' text, and enter your tenancy number using the keyboard that will appear. Tap each box and fill out what is required. Once done, close the keyboard by tapping any blank space on the screen, then tap the 'Next' button in the bottom right corner.

Tenancy number
0123456789

Email
Test@shsoc.org.uk

Phone Number
01234567890

Please enter your telephone number beginning with zero and without spaces.

Date of Birth
09/04/2021

Password
.....

Re-Enter Password
.....

Your password must be at least 6 characters, and must include at least one upper case letter, one lower case letter, and one symbol.

You will then be prompted to request a validation code. Tap the blue box saying, 'Request validation code'. Once done, check your email, then enter the validation code in the box on the app. If you do not receive one, tap the 'Request New Verification Code' button. If you still cannot see it, check your spam and junk folders or contact us on 020 8642 1500. Otherwise, enter your code (case sensitive) and tap 'Complete Registration'. If registration is successful, this button will turn green. You can then tap 'Close' in the bottom right corner.

Please enter the validation code sent to you.
Wu5f7f

Complete Registration

Request New Verification Code

Please enter the validation code sent to you.
Wu5f7f

Registration Successful

Request New Verification Code

You can now use the email address/password you entered during registration to log into the app. Enter these in the spaces provided and tap the blue 'Login' button.



Sutton
Housing
Society

test@shsoc.org.uk

.....

Login

[Forgot Password](#)