

## Frequently asked Questions

### How do I register?

You can follow the [step by step guidance](#) and if you are still having problems registering please email [housingonlineregistration@edinburgh.gov.uk](mailto:housingonlineregistration@edinburgh.gov.uk)

### Can I register without an email address?

No, you must have an email address to register. If you do not have an email address you could ask family or friends to help you set one up.

### How do I find out my EdIndex reference number?

Your EdIndex reference number is the number you currently put into the Key to Choice website to bid for a home with your surname. If you have previously given us your email address you can click [here](#) and an e-mail with your EdIndex number will be sent to you. If we do not have a record of your e-mail address please email your full name, date of birth and address to [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk) and we will get back to you.

### Do I have to register to view available homes?

No, you can view available homes without registering by selecting the 'View available Homes' link on the housing online homepage.

### I didn't receive an email when I tried to register?

Please check the spam folder in your emails. The link to verify your email address is only valid for 1 hour so if you have not found the email within 1 hour you will need to restart the registration process again. If you continue to have issues please email [housingonlineregistration@edinburgh.gov.uk](mailto:housingonlineregistration@edinburgh.gov.uk)

### I can't remember what email address I registered with?

Please email [housingonlineregistration@edinburgh.gov.uk](mailto:housingonlineregistration@edinburgh.gov.uk) with your name, date of birth and EdIndex number.

### I have forgotten my password – how do I reset it?

Please visit the Housing Online homepage and click 'Forgot Password' and an email reset password link will be sent to you. If you continue to have issues please email [housingonlineregistration@edinburgh.gov.uk](mailto:housingonlineregistration@edinburgh.gov.uk)

### **I have entered my password wrongly too many times and blocked my account?**

Please email [housingonlineregistration@edinburgh.gov.uk](mailto:housingonlineregistration@edinburgh.gov.uk) with your name, date of birth and EdIndex number.

### **Can I register on behalf of someone else?**

You can register for someone else but only if you have their permission to do so. You will need to know their EdIndex reference number, email address and personal details. EdIndex will only be able to help you if they have written permission from the applicant you are registering for.

### **How do I place bid on the new system?**

You can follow this [step by step guidance](#).

### **How do I get help with registering?**

You can email [housingonlineregistration@edinburgh.gov.uk](mailto:housingonlineregistration@edinburgh.gov.uk) and include your name, date of birth and address, and your EdIndex number if you know it.

You can also call 0131 529 3678 and leave a message with your telephone number, name, date of birth and address. Someone will return your call within 2 working days. Remember to leave your telephone number or we will not be able to return your call.