

# Housing Online troubleshooting guide for applicants

## Creating a login for Housing Online

**When I try to create my new login I get an error message saying known facts already exist.**

This means you have already created your new login. Please use the forgotten password link if you cannot remember the password you set up and you will receive an email that will let you reset it. You will be asked to input the memorable answer you created before you can change your password. If you need to reset your memorable question/answer please email [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk) who will be able to send you a reset link.

**When I try to create my new login I get an error message saying you have encountered a problem.**

This means one of the following:

1. The name, date of birth or EdIndex Reference you are inputting do not match what we hold on your application record or;
2. It is not the main applicant who is trying to create the log-in.

If you are still getting this message after checking your details please email [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk)

## Bidding

**I do not have the option to add to basket.**

This means either:

1. You do not have a current EdIndex application on the register or;
2. You are not the main applicant

Your EdIndex application may have been closed as you moved into a new Council or Housing Association home or if you did not respond to the checks carried out each year asking if you wished to remain on the register. If you think your application may be closed, please email [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk)

Only the main applicant can place bids on Housing Online. If the main applicant has not created a login they will need to do so. They will not be able to use the same email address as you have used for your login. If the main applicant does not have their own email address please email [edindex@edinburgh.gov.uk](mailto:edindex@edinburgh.gov.uk) and we will be able to reset your account to let the main applicant create their login.

**The bids I placed do not show up in my current bids.**

If your bids are not showing in your current bids screen then please check you have done the following.

Make sure you have not ticked the boxes beside the pictures in your basket before clicking apply. **You should only** tick the boxes if you want to remove a home from your basket.

If you do not get a screen similar to below after clicking apply you have ticked the boxes by mistake. Please try again ensuring you have not ticked the boxes.



Address: Glenvarloch Crescent, Edinburgh, EH16 6BS



Accepted Your bid has been successfully registered