



## Registration Process - Online

This document provides guidance for registering a new account via the Tees Valley Home Finder site.

**Before you begin the registration process, please check that you do not fall into one of the following categories**

### **I rent my home from Thirteen**

**You will need to contact Thirteen to activate your My Thirteen account. Once your My Thirteen account is up and running, you can use your My Thirteen login details to access our site, you will just need to agree to our terms and conditions the first time you log in.**

### **I already have a My Thirteen account**

**You don't actually need to do anything as our two sites will talk to one another. You can use your My Thirteen login details to access our site, you will just need to agree to our terms and conditions the first time you log in.**

**If you do not have an email address, please contact one of the Partners and we will discuss your options with you.**

Version No	Revision Date	Reason for Revision
1.0	2021	Original



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### If you have an email address

Go to the website <http://teesvalleyhomefinder.org/> and select the Create TVHF Account.

Select the sign in/register option, this will bring up a sign in/create account option;

Enter the following information;

- Your Email address
- Your First Name
- Your Last Name

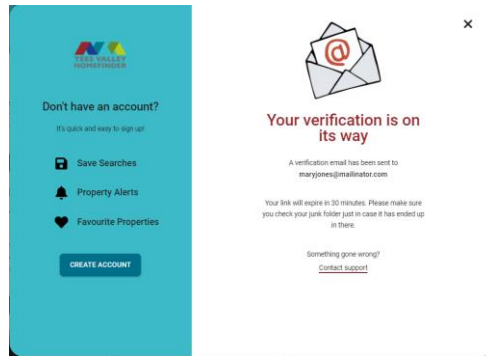
You then need to agree to our Terms & Conditions and Privacy Policy before the 'Create Account' button will activate.

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When 'Create Account' is clicked, a notification will appear on the screen to let you know that a verification email is on its way to you.



You will need to log into your email account. There will be an email waiting in your inbox from tvlp-support which will contain a link that you then need to either follow or copy and paste into your browser.

**If you can't see the email, try checking your 'Junk' or 'Spam' folder as it might be hiding in there.**

From	Subject	Received
<input type="checkbox"/> tvlp-support@saadian.com	Tees Valley Home Finder – Confirm your email address	5 min

Hi There,

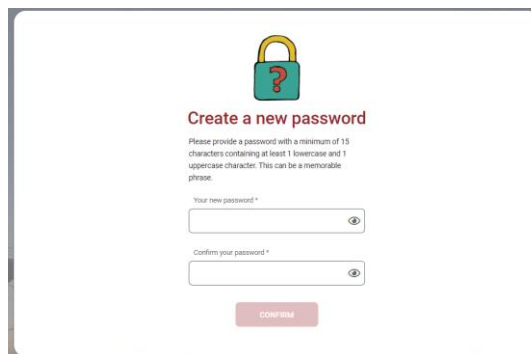
Thanks for registering with Tees Valley Home Finder, your account set up is almost complete, we just need you to click on the link below which will take you to a screen to create a new password. You need to do this in the next 30 minutes or the link will expire.

[Verify my email](#)

If you were not expecting this email, DO NOT click the link and please get in touch immediately on (content tbd) to discuss this

Thanks  
The Tees Valley Home Finder Team

Once the link is copied or followed, you will see a screen to set a password.



You need to create a password that is a minimum of 15 characters and contains least 1 uppercase and lowercase letter, a phrase is suggested for this.

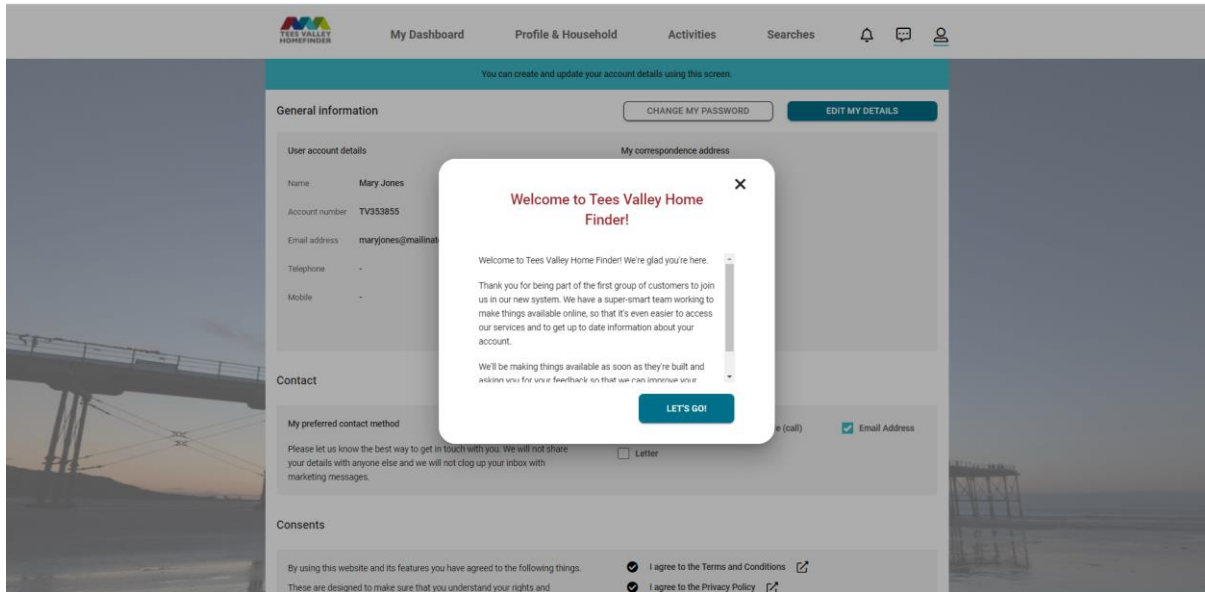
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When you have created and confirmed your password, the 'Confirm' button will become Active.

When you click the 'Confirm' button, you will see a screen overlaid with a welcome message as displayed below;



**You're all set up! You can now log into the site, but we will need some more details about you before you can apply for a property or be placed into a 'Band'.**

### What's Next?

You need to complete your 'Core Profile'. We have added a help guide on completing your core profile to our Help page on the website.

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