

# **CHOICE BASED LETTING (CBL)**

## **GETTING STARTED WITH THE CBL WEBSITE**

**AND**

## **HOW TO UPDATE SECURITY FEATURES**

**A new system to help people on Cork County Council's Social  
Housing Support waiting list express interest in Council  
Accommodation**



**Phoneline: (021) 4386635**

**Web: [cbl.corkcoco.ie](http://cbl.corkcoco.ie)**

## INTRODUCTION

The Choice Based Lettings system allows you express your interest in renting a suitable CBL property in your preferred area. A 'suitable' property is one that you have chosen and that matches your housing needs. Preferred areas can cover up to three areas: North Cork, South Cork and West Cork.

**Note: You will need the letter you received with your Username and Temporary Password.**

## GETTING STARTED

### FIRST LOG IN

You can access the system via a Personal Computer, a smart phone or a tablet.

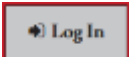
Open your web browser.

Type in: **cbl.corkcoco.ie**

You will see the following screen:



**User Name** – This is a combination of your first name, last name and Housing Reference Number. **This is on your letter.**

**Password** – this is the Temporary Password you have received in the letter. Type in your username and password and then click the “**Log In**” button .

If the details entered are correct the System will inform you that the current password is single use only and that it has to be changed.

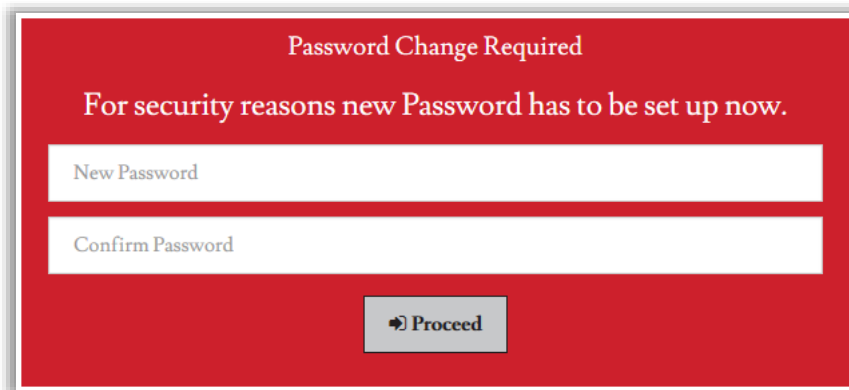
**Note:** If you make a mistake inputting these details the System will issue an error message telling you that you have entered an incorrect user name and password.

## SETTING YOUR NEW PASSWORD

The System requests you enter a new Password.

You will need to enter the new Password a second time for confirmation purposes.

This password must be a minimum of eight characters in length and contain at least one number.



Password Change Required

For security reasons new Password has to be set up now.

New Password

Confirm Password

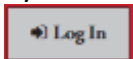
Proceed

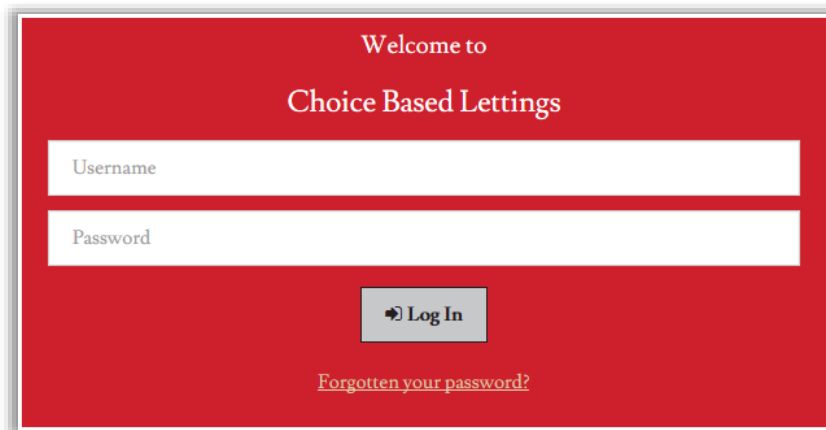
Once you are sure the password meets requirements click the “**Proceed**” button .

**Note:** If you enter a password that does not meet the requirements the system will display a message informing you that it is not adequate.

## LOG IN PROCEDURE

Once you have completed the First Log In procedure, every time you wish to use the CBL System, you will use this new password.

When presented with the Log In form provide your User Name (as outlined above) with your new Password, and click the “**Log In**” button .



Welcome to  
Choice Based Lettings

Username

Password

Log In

[Forgotten your password?](#)

## SET SECURITY QUESTIONS

You will see the following screen to set up your Security Questions. (Security questions can be updated at any time).



Security Questions

To secure possibility to recover your lost password in the future please select one or two questions below and record answers that you will remember and use in case you need to recover your password.

Question #1 (Required)

Select Question

Question #2

Select Question

Proceed

Click the 'Proceed' button

Proceed

## ENTER YOUR MOBILE CONTACT NUMBER

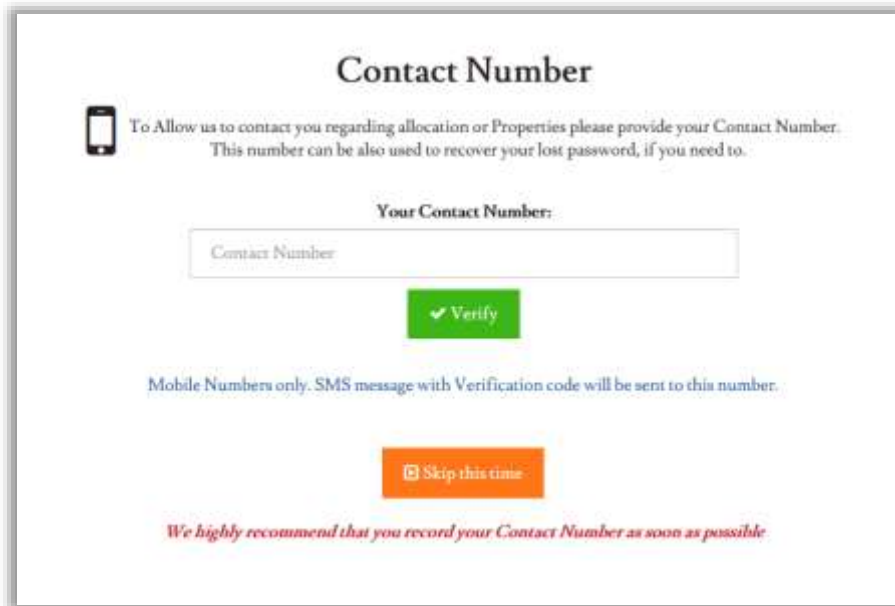
Enter contact number and click on the "Verify" button

Verify


Or

If you do not wish to enter your contact number, click on "Skip this time" button

Skip this time



**Contact Number**

 To Allow us to contact you regarding allocation or Properties please provide your Contact Number.  
This number can be also used to recover your lost password, if you need to.


**Your Contact Number:**

Contact Number

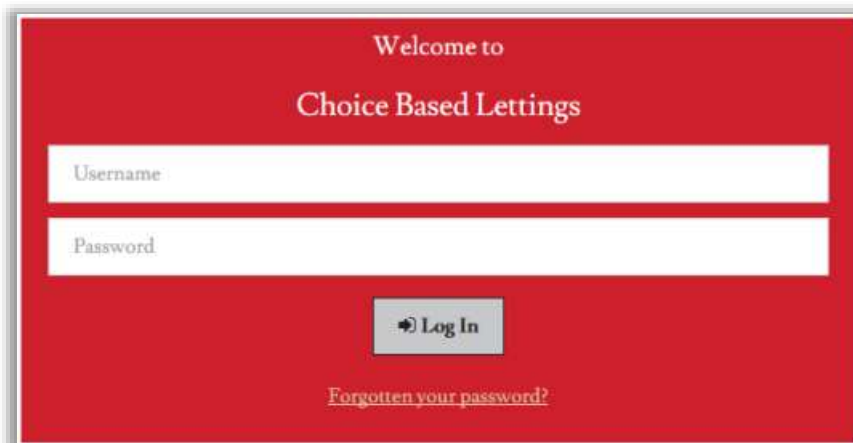
Mobile Numbers only. SMS message with Verification code will be sent to this number.

*We highly recommend that you record your Contact Number as soon as possible.*

## HOW TO LOG OFF

Click the **“Log Off”** button . This button is located in the top right corner of the screen.

The System then logs you out of the System and navigates you back to the Log In screen.



Welcome to  
**Choice Based Lettings**

Username


Password

[Forgotten your password?](#)

## HOW TO UPDATE SECURITY FEATURES

### TO UPDATE YOUR SECURITY QUESTIONS

You can update your security questions if you wish to do so at any stage.

Step 1: Go to “My Details” section by clicking the  button.

Step 2: Click the “Update Security Questions” button .



The previous questions recorded can be modified.

You can reject your changes by clicking the “Cancel” button .

#### Update Security Questions

To secure possibility to recover your lost password in the future please select one or two questions below and record answers that you will remember and use in case you need to recover your password.

**Question #1("Required")**



What was your first pet's name?

**Question #2**

Select Question

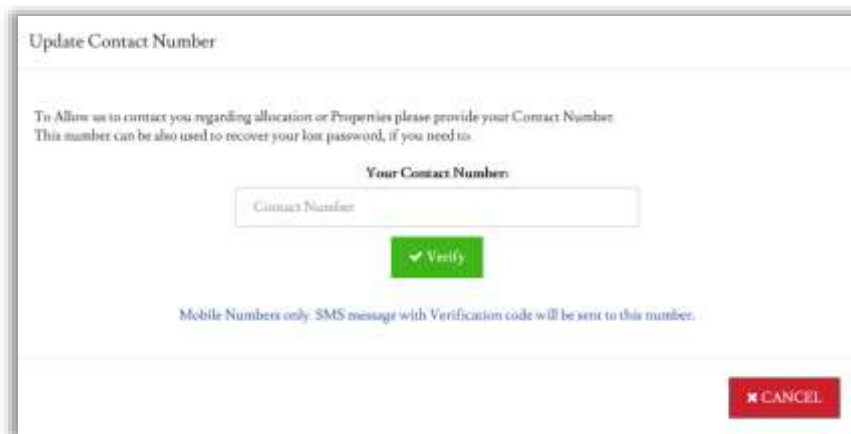
## HOW TO UPDATE YOUR MOBILE CONTACT NUMBER

As an Applicant, after you have successfully logged into the System you are able to update your mobile Contact Number.

Go to “My Details” section  and then click the “Contact Number” button .



If you already provided a mobile Contact Number then it is displayed.



You can update your contact phone number if you change your mobile phone number.

The old mobile Contact Number will be displayed and you will need to change this.