

CHOICE BASED LETTING (CBL)

HOW TO RECOVER YOUR PASSWORD

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

INTRODUCTION

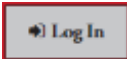
The Choice Based Lettings system allows you express your interest in renting a suitable CBL property in your preferred area. A 'suitable' property is one that you have chosen and that matches your housing needs. Preferred areas can cover up to three areas: North Cork, South Cork and West Cork.

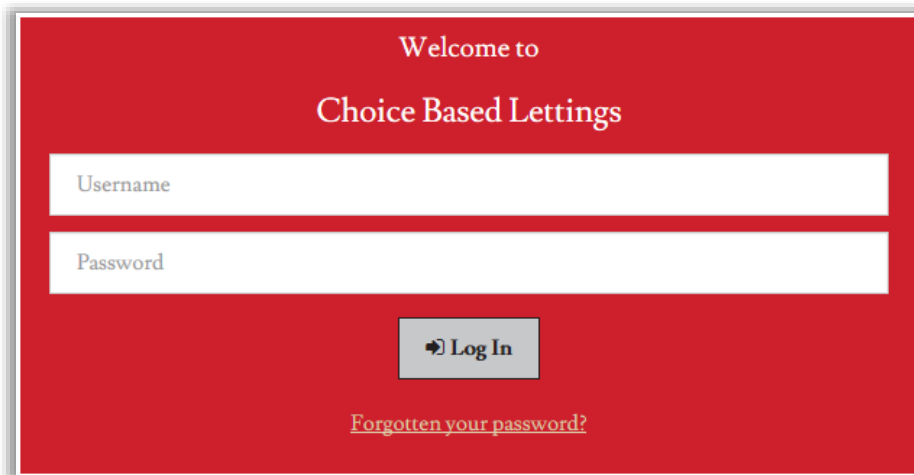
LOG IN PROCEDURE

Every time you wish to use the CBL System:

Open your web browser.

Type in cbl.corkcoco.ie

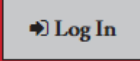
When presented with the Log In screen type in your User Name with your current Password, and click the "Log In" button .



Welcome to
Choice Based Lettings

Username


Password

 Log In

[Forgotten your password?](#)

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.

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.

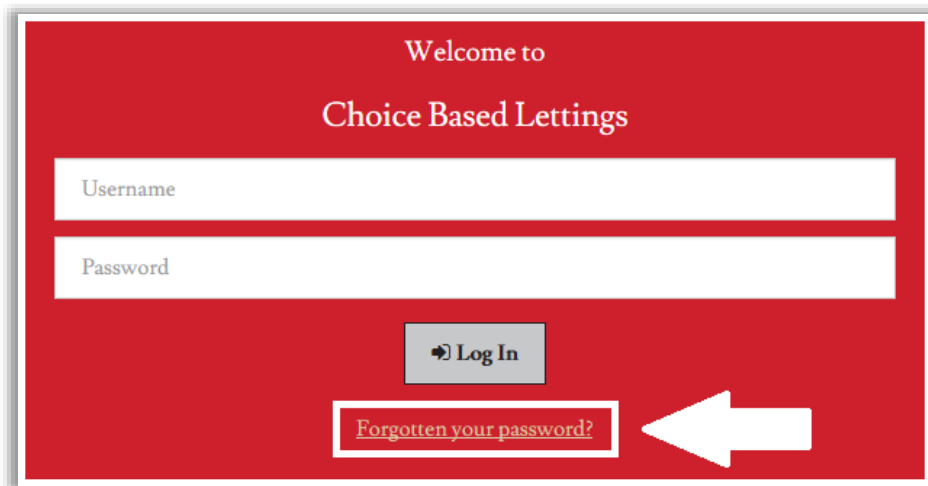
HOW TO RECOVER YOUR PASSWORD

How to recover your Password using the Security Questions you set

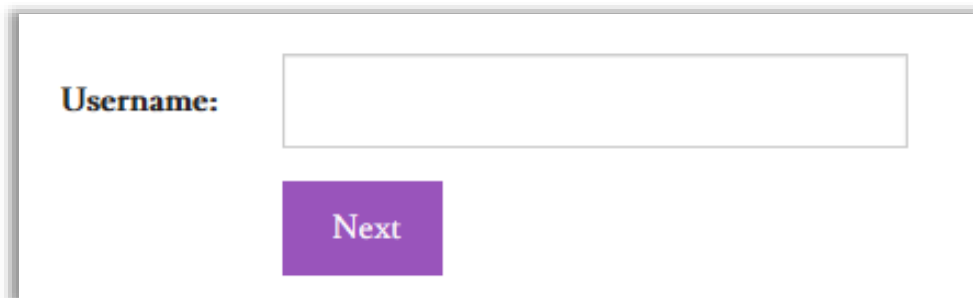
If you have forgotten your Password for the CBL System, you can recover it by using the security questions.

Follow these steps:

Click “**Forgotten Your Password?**” located on the Log In screen – see white arrow below.



You are then required to enter your username. Provide your User Name and click “**Next**”.



On the Next screen you are able to select whether you wish to recover your password via SMS text message or Security Questions – Select “**Security Questions**” and click “**Next**”.



Recover Password By:

Security Question
 SMS

Previous **Next**

Click the drop down arrow and select your preferred questions.

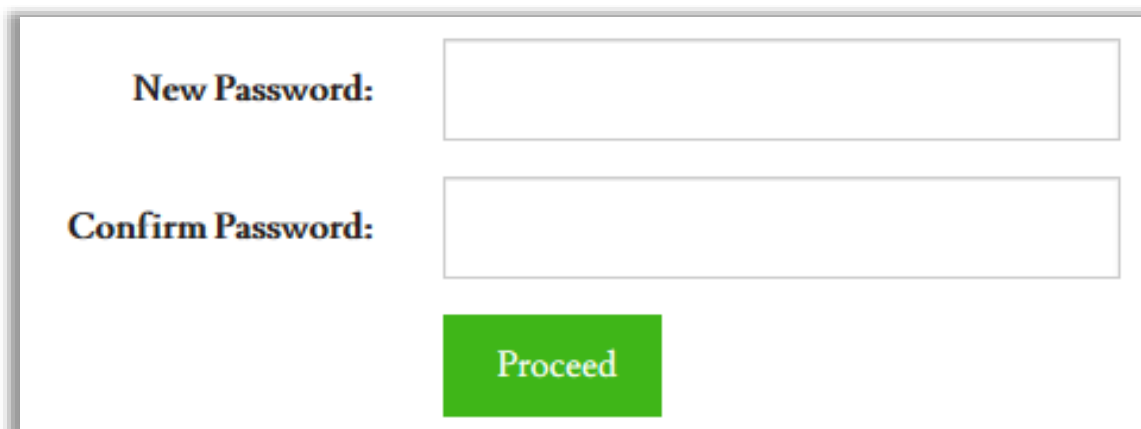


Security Question: What was your first pet's name? ▼

Answer: Bingo

Previous **Verify**

If the verification is successful the System allows you to change the Password - the same way as it was performed on the First Log In. Once the password is changed the System will bring you back to the Log In screen.



New Password:

Confirm Password:

Proceed

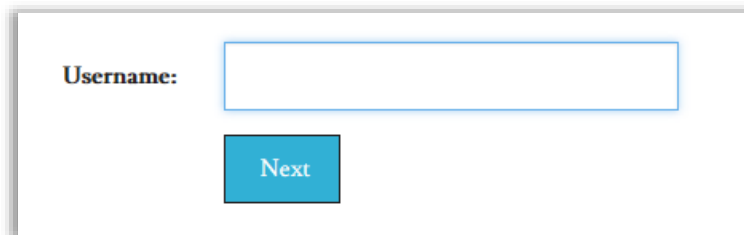
How to Recover Your Password using SMS text


If you have forgotten your Password for the CBL System and wish to recover it using SMS text message, follow these steps:

Click "**Forgotten your password**" located on the Log In screen.



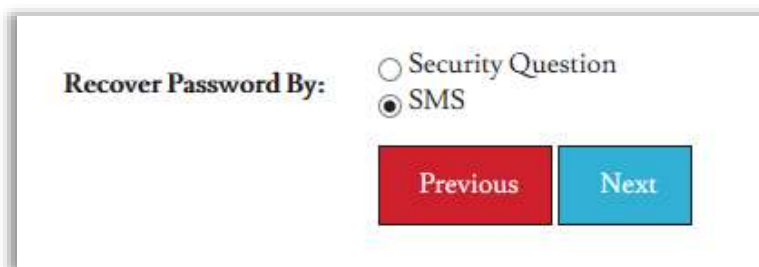
You then need to enter your username.




Click the "Next" button .

You will see the following screen.

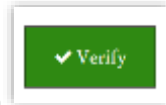
Select "**SMS**" tickbox.



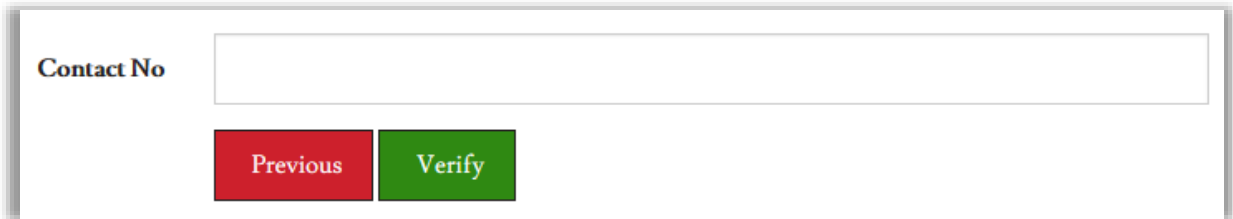
Click the "Next" button .

You will see the following.

Input your mobile contact number (the one you have provided to the CBL system) and click



the "Verify" button .

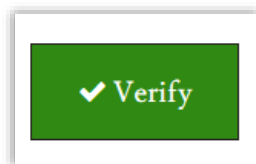


The form contains a text input field labeled "Contact No". Below the input field are two buttons: a red button labeled "Previous" and a green button labeled "Verify".

A Verification Code text message will be sent to your mobile phone (the number you provided).

Check your mobile phone for the Verification Code.

Enter the Verification Code into the Verification Code text field.

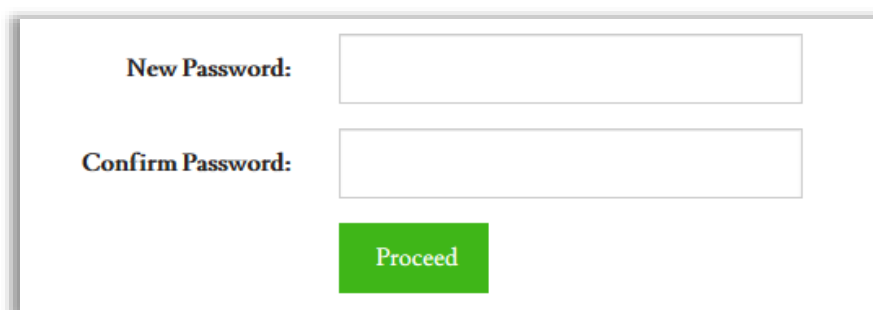


Click the 'Verify' button .

The System will now allow you to change the Password.

Enter your New Password.

Remember this must be eight characters in length and contain one digit.



The form contains two text input fields. The first is labeled "New Password:" and the second is labeled "Confirm Password:". Below the input fields is a green button labeled "Proceed".

Enter your password a second time to confirm it and click the "Proceed" button



Note: If you do not receive an SMS text message, you are able to request that the Verification Code be re-sent a second time. After you enter Verification Code, click "Verify" again.