

My Eildon Customer Portal – New User Guidance

How to register a new account with My Eildon Customer Portal:

To log in click here - [My Eildon](#)

Click 'Register a new account'



Enter the following details:

- Email address
- Mobile phone number
- Tenancy reference number
- Date of birth
- Password (min. 6 characters including upper case, numbers, and symbols)

Caring

Committed

Connected

Creative

Click 'I am not a robot'

A screenshot of the Eildon customer portal registration page. The page has a yellow header with the Eildon logo and the text 'EILDON GROUP Caring, Committed, Connected, Creative'. The main heading is 'Register your account'. The form includes fields for 'Email' (with a sub-field 'Email to register with' and a note: 'When you register, you will receive a verification code which you must use to complete your registration.'), 'Mobile' (with a sub-field 'Mobile phone number'), 'Tenancy reference number', 'Date of birth' (with a format 'dd/mm/yyyy'), and 'Password to use.' (with a sub-field 'Please repeat the password'). At the bottom, there is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo.

Remember the details you enter must match our records.

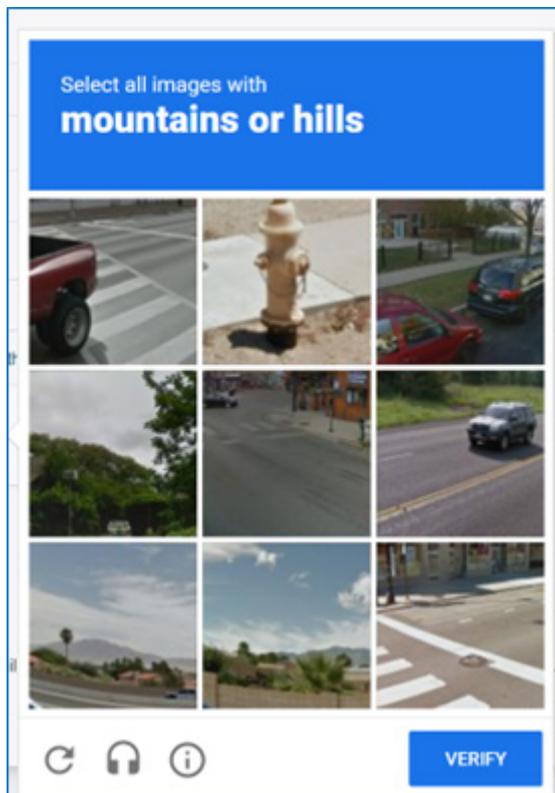
Your email address and mobile phone number must match what we hold in our system and each account must have a unique email address.

If you get an error message saying your details don't match please call us on 03000 200 217.



Click 'Submit'

Complete the 'Captcha'



Click 'Verify'

Click 'Submit' again

Check your email for validation code:

Subject: Registration Successful

Thank you for registering. Please validate your registration using the code

266314

Please note that this code is valid for 4 hours. If you do not use it, you must register again to obtain a new one.

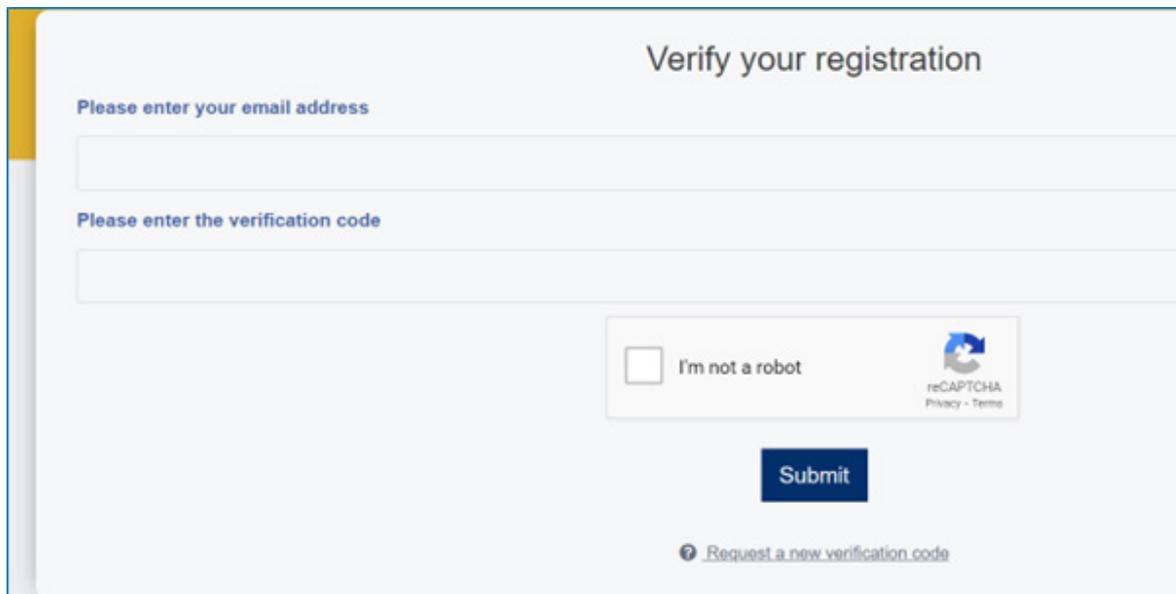
Caring

Committed

Connected

Creative

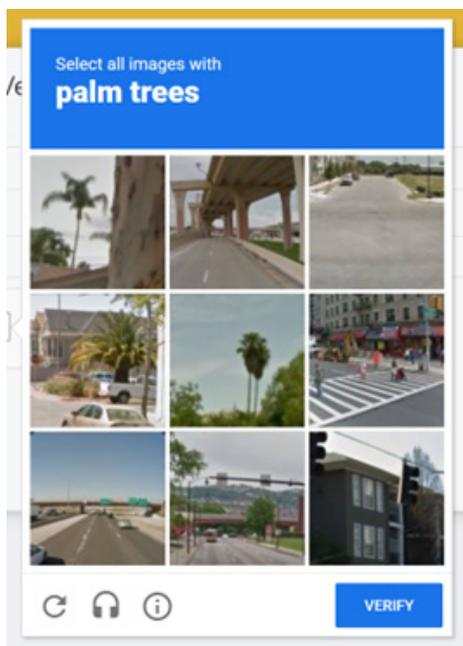
You will see the following screen in the portal:



The screenshot shows a registration verification page. At the top, it says "Verify your registration". Below this, there are two input fields: "Please enter your email address" and "Please enter the verification code". To the right of the second field is a reCAPTCHA widget with the text "I'm not a robot" and a checkbox. Below the reCAPTCHA is a blue "Submit" button. At the bottom, there is a link that says "Request a new verification code".

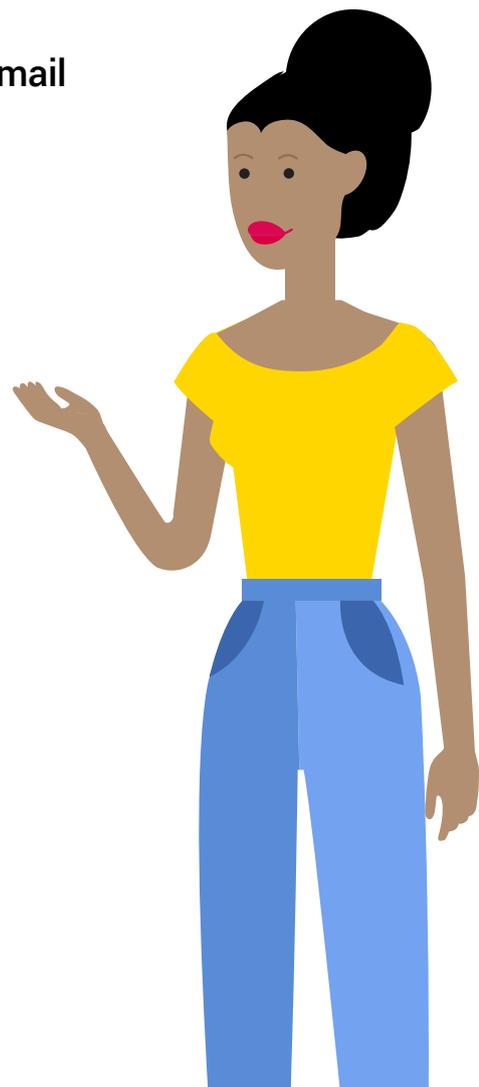
Enter your email address

Enter the validation code provided to you in the email

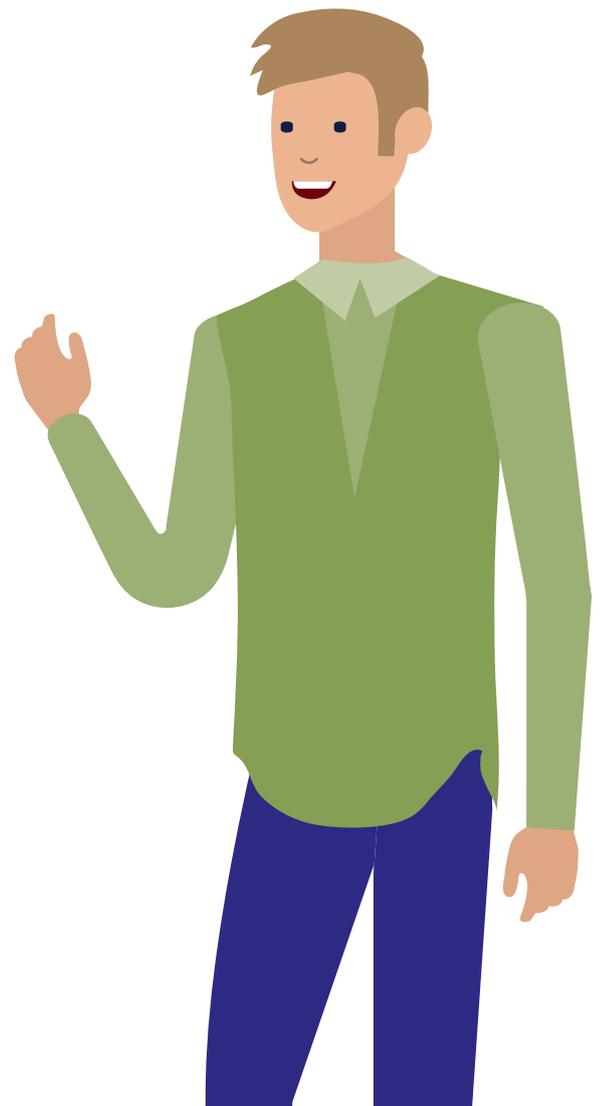


Complete the 'Captcha' again.

Click 'Verify'



How to login to My Eildon



Enter your email address and password.
Click 'Login'