

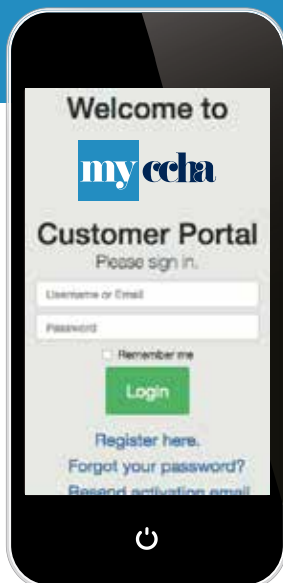
## It's easy...

- To register and use the portal...
- View your rent balance and pay your rent online...
- Update your personal information!

## How to register...

### Step 1

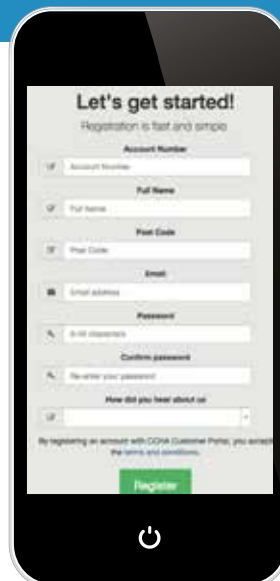
Log on to: [www.ccha.biz](http://www.ccha.biz) and click on the 'myccha' button on the top right hand corner.



### Step 2

Click on 'Register here' to get started. Fill in your details as required and click the 'register' button.

Please ensure your Account Number is at hand, found on your rent statement or any correspondence we send to you.



**TIP:** Think of a password that's safe but easy for you to remember.



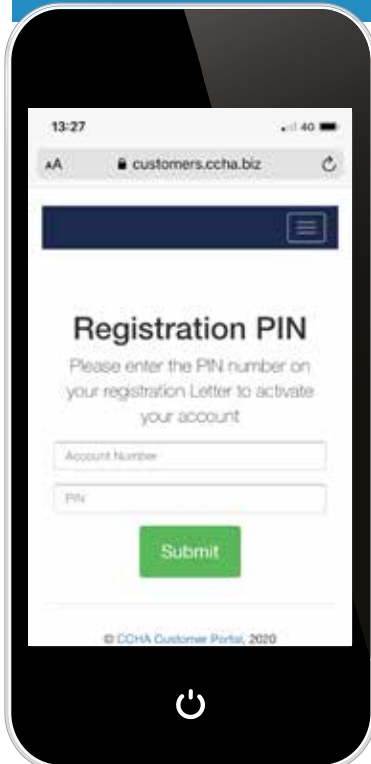
### Step 3

Once you have registered, you will be sent a PIN number through the post.



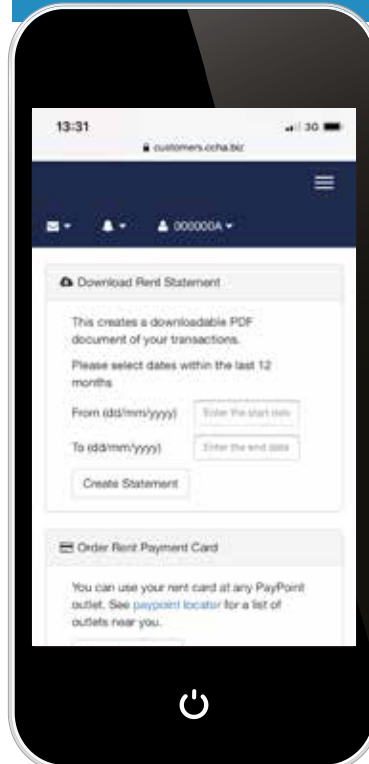
## Step 4

When your PIN arrives through the post, go to: [www.ccha.biz](http://www.ccha.biz) click the 'myccha' button in the top right hand corner and click 'I've received my PIN'.



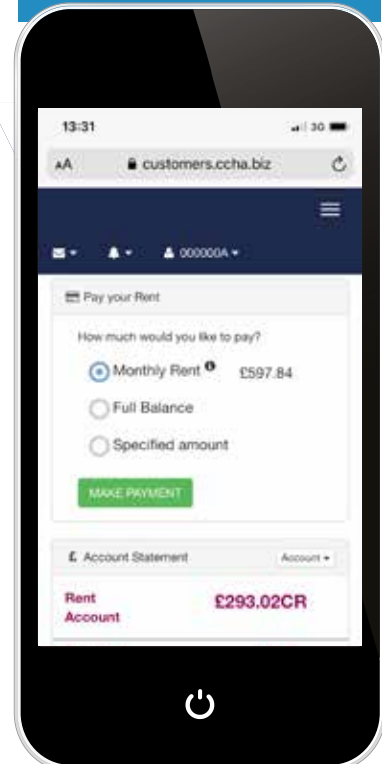
## Step 5

Enter your Account Number & Pin, click submit, and your account will be set up!



## You're all set!

See what you can do.



**TIP:** Once your PIN has been entered, your account will be fully activated. You can then login using either your Account Number and Password or your Email and Password.

...you're ready  
to use your  
account



If you have any questions about registration or using the ccha Customer Portal, please contact Chris Kerins: 020 8633 8721, [chrisk@ccha.biz](mailto:chrisk@ccha.biz)

Freephone: 0800 054 6710  
Email: [customers@ccha.biz](mailto:customers@ccha.biz)  
Web: [www.ccha.biz](http://www.ccha.biz)