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## My BCH



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As a customer of BCH you can access information relating to your tenancy by creating your own website account.

You do this by entering the [My BCH self service portal](#).

This allows customers to:

- send and receive messages from BCH
- check your repair history
- make an online payment
- check your rent history
- view and update your personal & contact information

### New Users

So that we can identify you as a customer of BCH, you will be asked to enter your Tenancy Number. This number appears on the top of your rent statement and starts with 700. You should only use only the first 8 digits of the number quoted (ignore the last 3 digits).

You will also be asked to provide a memorable word and a password of 8 digits or more.

After completing this initial registration, you will receive a letter and/or email advising you of what you need to do next. This will contain a verification code, which looks like '**123A456B7C**'. Once you have received this code, please go back to the MyBCH log in screen and log in with your email address, password and memorable word you recently created. You will then be asked to enter this verification code. Once this code has been entered you will have full access to your account. Simples!

### Existing Users

Simply enter your username (email address), password and memorable word.

### Need help registering a MyBCH account?


Download the handy step by step guide below.





### Still having problems logging in?


If you have any questions about My BCH or if you are struggling to register/access your account, please contact the Involvement and Communications Team - [customerinvolvement@bch.co.uk](mailto:customerinvolvement@bch.co.uk)

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