

MyPCH FAQs

I don't have an email address. What should I do?

You will need an email address to register for self-service. It's quick, easy and free to set one up. Some common web-based ones are Hotmail, Gmail, or Yahoo.

I don't have access to a computer.

You can access MyPCH on your smartphone or tablet.

You can also use a computer for free at your local library and also come to one of our two offices where we have PCs for you to use. Our city centre shop is in Frankfort Gate and our head office is in Tailyour Road, Crownhill.

The form isn't recognising my name.

In order to register you have to be a named current tenant on the tenancy agreement and your details need to match our records. If you have any trouble registering, please contact us on **0808 230 6500**.

How do I find my Payment Reference Number?

It will be on your rent statement. These are posted to you quarterly along with your In Touch residents' magazine.

Why isn't the form accepting my password?

You need to use a mixture of capital letters, numbers and symbols to make it a strong password so make sure you have got a combination of all of these in your password. Make sure that when you're asked to re-enter it, you typed it exactly as you did the first time.

I still can't register. What should I do now?

Contact us on **0808 230 6500**.

I haven't received my confirmation email so I can't activate the link.

Have you checked your junk folder? It could have gone in there. If you don't receive it after a couple of days, please call us on **0808 230 6500**.

I want to sign in to my account but I can't remember my password.

If you've forgotten your password there's a link to click on and we will resend you a new link via email.