

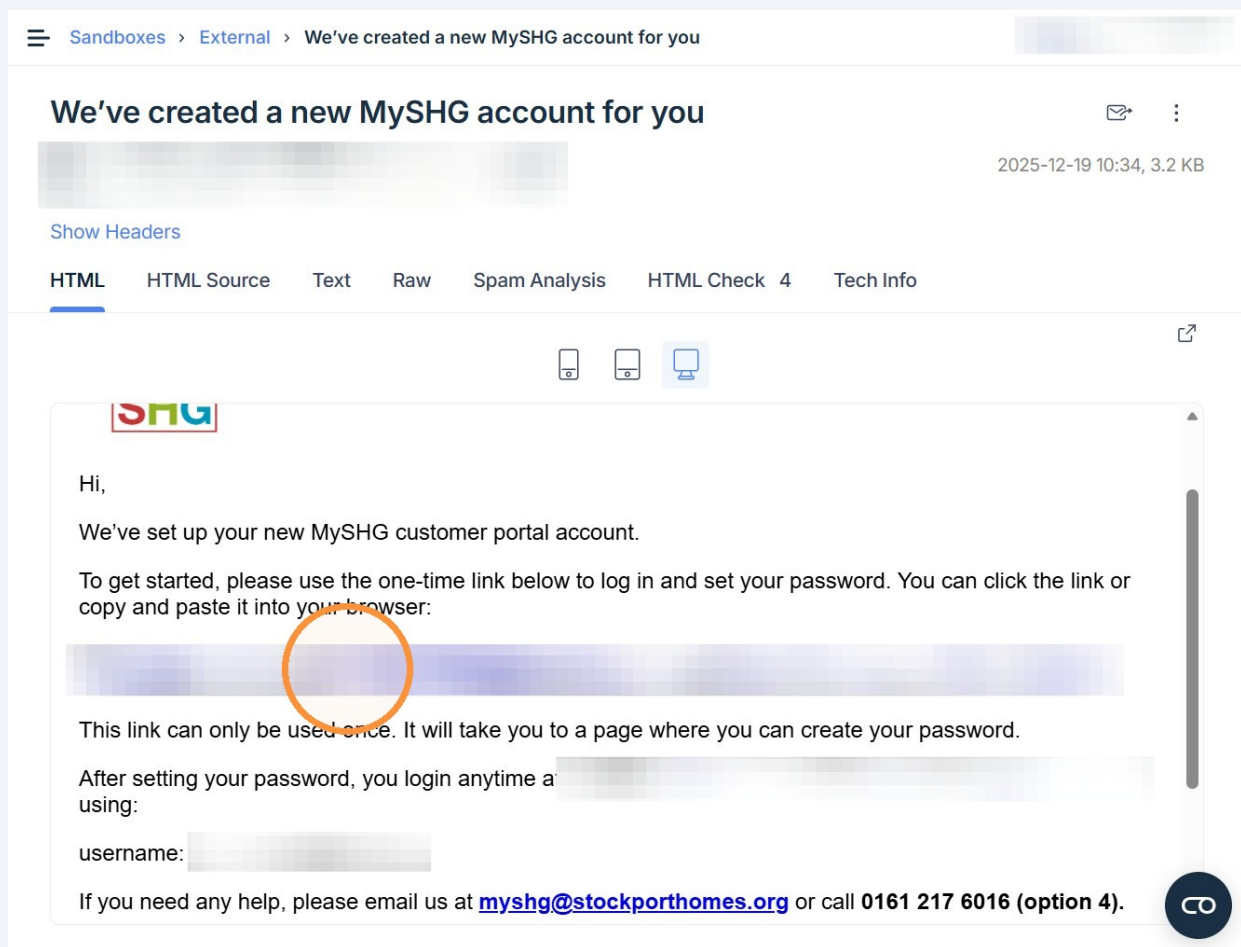
Guide to registering on MySHG



To register on the MySHG customer portal, please follow the steps below.

1

Go to your emails and open the email we have sent you titled 'We have opened a new MySHG account for you'. Then click on the link in the email to:
<https://myshg.stockporthomes.org>



2 Click on the 'log in' button.

English ▼

MySHG

Set password

This is a one-time login for [redacted]

Click on this button to log in to the site and change your password.

This login can be used only once.

Log in

			
My Account	My payments	Help and info	News & Events
Login	Make a payment		News & Events
Registration			

Stockport Homes Ltd is a company registered in England and Wales with

3

Set your password for MySHG by clicking on the 'New password' field. Then type it in again in the 'confirm password' field.

Forgotten your password?

Before continuing into the portal, you will need to change your password.

New password

Confirm password

Passwords match:

Set new password

Make sure your password:

- > Has at least 10 characters;
- > Password must contain at least one capital letter;
- > Password must contain at least one lowercase letter;
- > Password must contain at least one special character;
- > The chosen password is not allowed;
- > Is different from the current password.



4 Then click 'Set new password'.

[How to guides](#) [English ▼](#)

[Search](#) [Help](#) [My settings](#) [Sign out](#)

Forgotten your password?

Before continuing into the portal, you will need to change your password.

New password

Confirm password

Passwords match: yes

Set new password

Make sure your password:

- > Has at least 10 characters;
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- > Password must contain at least one lowercase letter;
- > Password must contain at least one special character;
- > The chosen password is not allowed;
- > Is different from the current password.



5

You will then be taking to the main MySHG login screen, where you will need to enter your email address and the password you have just created.

Already have a MySHG account?

Please enter your email address and password below to login.

If you are having trouble registering, please call 0161 217 6016 and select option 4 to speak to an advisor who will be happy to help

Email address

Password

☐ Remember me

Login to
MySHG

[Forgotten your password?](#)

[Forgotten your email?](#)

Download the MySHG app!

Have you heard you can access MySHG through our app?



Don't have a MySHG account?

With an account you'll be able to:

- ✓ Report repairs and manage appointments
- ✓ View and download your account statements
- ✓ View and edit your personal information
- ✓ View documents related to your tenancy and property
- ✓ Keep up to date with the latest news and events
- ✓ Please note: Not all customers will have access to all the above.



6

To make it easier to login to MySHG on your next visit, tick the 'Remember me' field.

Note: Only select 'Remember me' if you are using your own device not a public device i.e. a computer in the library or in Cornerstone.

Please enter your email address and password below to login.

If you are having trouble registering, please call [0161 217 6016](tel:01612176016) and select option 4 to speak to an advisor who will be happy to help

Email address

Password

☐ Remember me

Login to MySHG

[Forgotten your password?](#)

[Forgotten your email?](#)

Something wrong? Let us know

Have you heard you can access MySHG through our app?

 GET IT ON Google Play

 Download on the App Store

Don't have a MySHG account?

With an account you'll be able to:

- ✓ Report repairs and manage appointments
- ✓ View and download your account statements
- ✓ View and edit your personal information
- ✓ View documents related to your tenancy and property
- ✓ Keep up to date with the latest news and events
- ✓ Please note: Not all customers will have access to all the above.

Create a MySHG account



7

Now click 'Login to MySHG' to complete the set up for MySHG.

Please enter your email address and password below to login.

If you are having trouble registering, please call [0161 217 6016](tel:01612176016) and select option 4 to speak to an advisor who will be happy to help

Email address

Password

☐ Remember me



[Forgotten your password?](#)

[Forgotten your email?](#)

Something wrong? Let us know

Have you heard you can access MySHG through our app?



Don't have a MySHG account?

With an account you'll be able to:

- ✓ Report repairs and manage appointments
- ✓ View and download your account statements
- ✓ View and edit your personal information
- ✓ View documents related to your tenancy and property
- ✓ Keep up to date with the latest news and events
- ✓ Please note: Not all customers will have access to all the above.

Create a MySHG account



8 Click this dropdown.

Multi-Factor Authentication Settings

To help keep your account secure, we use multi-factor authentication (MFA).

This means that, in addition to your password, you'll also need to enter a code sent to your chosen verification method such as your email or mobile number.

It's a simple way to make sure it's really you accessing your account, and adds an extra layer of protection for your personal information.

Preferred MFA

Set preferred MFA



9 Click this dropdown.

Multi-Factor Authentication Settings

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Preferred MFA

Set preferred MFA



10

Read the information about Multi-Factor Authentication (MFA) settings and select your preferred method for MFA.

Note: MFA helps to keep your information in MySHG secure.

Please set your MFA preference.



Multi-Factor Authentication Settings

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It's a simple way to make sure it's really you accessing your account, and adds an extra layer of protection for your personal information.

Preferred MFA

Email



Use a one-time code via your registered email address of

Set preferred MFA



11

Then click 'Set preferred MFA'. This will send a code to your preferred MFA method (email or text message).

Multi-Factor Authentication Settings

To help keep your account secure, we use multi-factor authentication (MFA).

This means that, in addition to your password, you'll also need to enter a code sent to your chosen verification method such as your email or mobile number.

It's a simple way to make sure it's really you accessing your account, and adds an extra layer of protection for your personal information.

Preferred MFA

Email

Use a one-time code via your registered email address of tnorwood@gmail.com.

Set preferred MFA



12

Go to your emails or text messages and copy the code in the message about verifying your MySHG account.

Please verify your MySHG account



2025-12-19 10:41, 2.5 KB

Show Headers

HTML HTML Source Text Raw Spam Analysis HTML Check 4 Tech Info



Hello,

To help keep your account secure, we use multi-factor authentication (MFA).

This means that, in addition to your password, you'll also need to enter this code **4b3e** and then click 'set preferred MFA' in the MySHG portal.

It's a simple way to make sure it's really you accessing your account, and adds an extra layer of protection for your personal information.

13

Click on the 'Enter verification code' field and enter the code from your email or text message.

To help keep your account secure, we use multi-factor authentication (MFA).

This means that, in addition to your password, you'll also need to enter a code sent to your chosen verification method such as your email or mobile number.

It's a simple way to make sure it's really you accessing your account, and adds an extra layer of protection for your personal information.

Preferred MFA

Email

Enter verification code

4b3e

Set preferred MFA



14

Click 'Set preferred MFA'.

To help keep your account secure, we use multi-factor authentication (MFA).

This means that, in addition to your password, you'll also need to enter a code sent to your chosen verification method such as your email or mobile number.

It's a simple way to make sure it's really you accessing your account, and adds an extra layer of protection for your personal information.

Preferred MFA

Email

Enter verification code

4b3e

Set preferred MFA



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You can now download your four recovery codes, in case you get locked out of MySHG in the future by clicking on 'Download codes'. If you use all of these codes and still can't access your account, please call us on 0161 217 6016 option 5.

Note: Please make sure to save these in a safe place and don't share these with other people.

Recovery codes are used to access your MySHG account if you are unable to use your selected Multi-Factor Authentication (MFA) method for whatever reason.

Current recovery code count: 4

If you have lost your recovery codes you can generate a new set of them here. After doing soon please keep a note of these codes in a safe space to be used if you cannot use your selected MFA.

Please note that your existing codes created before your new set will no longer be valid.

- 7830 8250
- 9743 2082
- 4235 2702
- 5937 6811

[Download codes](#)

[Continue](#)



16

Now click 'Continue'.

Recovery codes are used to access your MySHG account if you are unable to use your selected Multi-Factor Authentication (MFA) method for whatever reason.

Current recovery code count: 4

If you have lost your recovery codes you can generate a new set of them here. After doing soon please keep a note of these codes in a safe space to be used if you cannot use your selected MFA.

Please note that your existing codes created before your new set will no longer be valid.

- 7830 8250
- 9743 2082
- 4235 2702
- 5937 6811

[Download codes](#)

[Continue](#)



17

Now answer the trusted device question, If you are using your own device, click yes. If you are using a public machine, for example at a library or Cornerstone, please click no.

Please confirm whether this is a trusted device. ×

 [Search](#) [Help](#) [My settings](#) [Sign out](#)

Confirm whether device is trusted

Is this a trusted device?

☐ Yes. Do not ask again for this device.

☐ No. Continue without trusting.

Submit



18 Then click 'Submit'.

Please confirm whether this is a trusted device. ×

 [Search](#) [Help](#) [My settings](#) [Sign out](#)

Confirm whether device is trusted

Is this a trusted device?

☒ Yes. Do not ask again for this device.

☐ No. Continue without trusting.

Submit



19 Now read through the MySHG terms and conditions.

Please review the terms and conditions. 

 [Search](#) [Help](#) [My settings](#) [Sign out](#)

Terms & Conditions

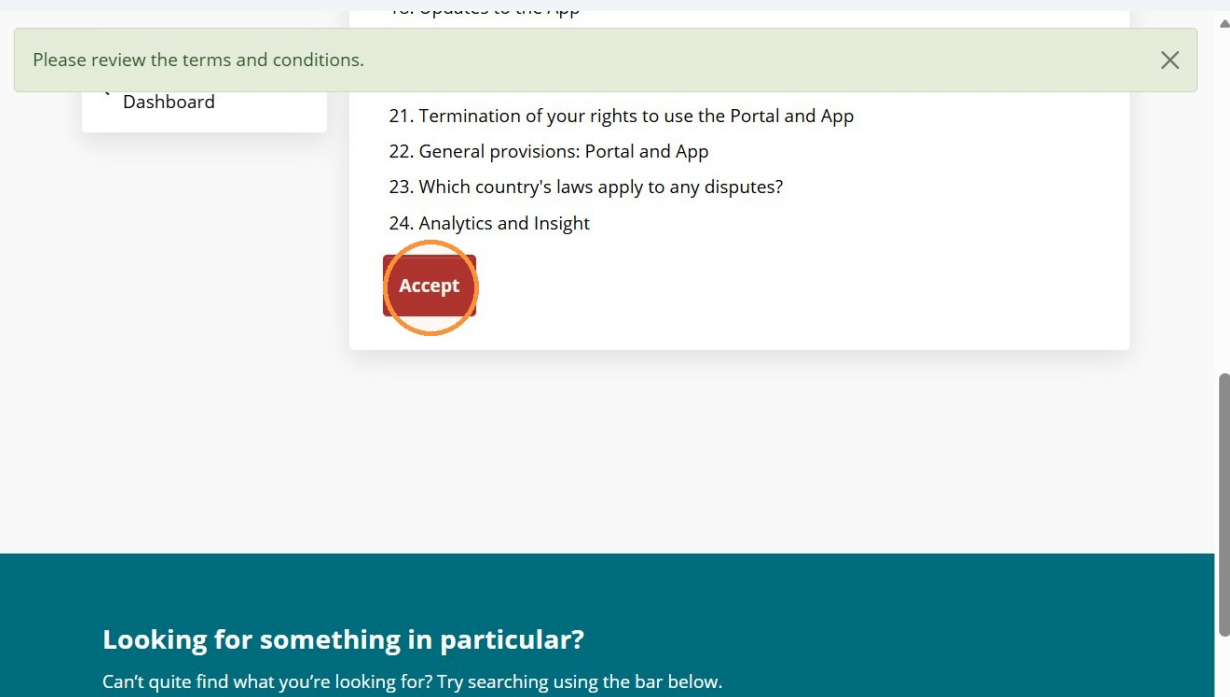
[Back to SHG Dashboard](#)

Please take a moment to review and accept terms and conditions

1. What's in these terms?
2. Other Terms
3. Who we are and how to contact us
4. Acceptance of and changes to the Terms
5. Changes and access to the Site, Portal and App
6. Intellectual Property Rights
7. How you may use material on the Site
8. Acceptable use restrictions
9. Content on the Site, Portal and App
10. Uploading content



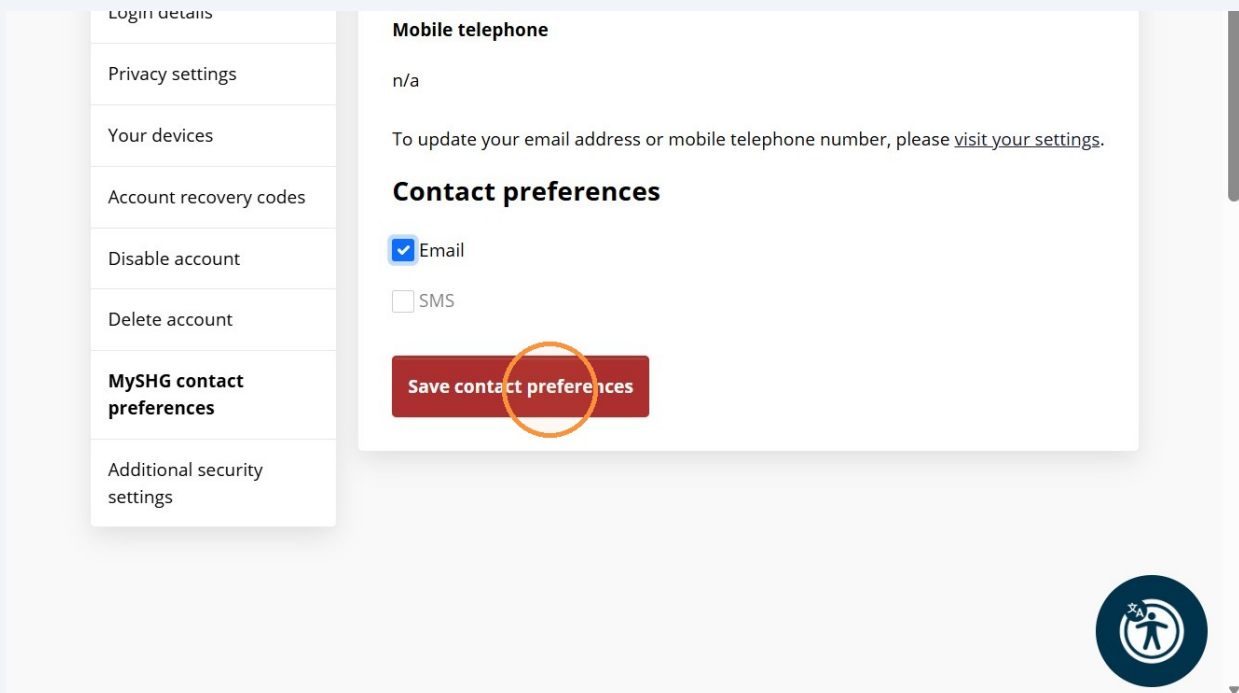
20 Then click 'Accept'.



A screenshot of a web application showing a modal dialog for terms and conditions. The dialog has a green header bar with the text "Please review the terms and conditions." and a close button (X) on the right. Below the header, there is a list of terms and conditions items: "21. Termination of your rights to use the Portal and App", "22. General provisions: Portal and App", "23. Which country's laws apply to any disputes?", and "24. Analytics and Insight". At the bottom of the dialog is a red button labeled "Accept", which is circled in orange. In the background, a sidebar menu is visible with the "Dashboard" option selected. Below the modal, there is a dark teal banner with the text "Looking for something in particular?" and "Can't quite find what you're looking for? Try searching using the bar below."

21 You have now completed the registration for MySHG.

Now, please confirm your contact preferences by selecting from the options and clicking on the 'save contact preferences' button.



A screenshot of the MySHG contact preferences settings page. On the left is a sidebar menu with options: "Login details", "Privacy settings", "Your devices", "Account recovery codes", "Disable account", "Delete account", "MySHG contact preferences" (which is highlighted), and "Additional security settings". The main content area is titled "Mobile telephone" and shows "n/a". Below this, it says "To update your email address or mobile telephone number, please [visit your settings](#)." The "Contact preferences" section has two options: "Email" (checked with a blue checkbox) and "SMS" (unchecked with a white checkbox). At the bottom of this section is a red button labeled "Save contact preferences", which is circled in orange. In the bottom right corner of the page, there is a circular logo featuring a stylized figure holding a shopping bag.

22

Now review and update your settings. By ticking 'allow admins to send you notifications by email' you allow us to send you update from the MySHG portal to your email.

Review and update your settings

Privacy settings

Make changes to your privacy settings.



Allow admins to send you notifications via email

By checking this you agree to allow administrators to send you notifications via email.



Allow admins to access the portal with your account

By checking this you agree to allow administrators to access the portal with your account to help diagnose issues.

Save changes

23

By clicking "Allow admins to access the portal with your account," you will allow our Customer Experience Hub team to access your account and help you with any problems.

Review and update your settings

Privacy settings

Make changes to your privacy settings.



Allow admins to send you notifications via email

By checking this you agree to allow administrators to send you notifications via email.



Allow admins to access the portal with your account

By checking this you agree to allow administrators to access the portal with your account to help diagnose issues.

Save changes

24 Then click "Save changes".

Review and update your settings

Privacy settings

Make changes to your privacy settings.

☒ **Allow admins to send you notifications via email**
By checking this you agree to allow administrators to send you notifications via email.

☒ **Allow admins to access the portal with your account**
By checking this you agree to allow administrators to access the portal with your account to help diagnose issues.

Save changes

25 Now, please check your household details.

Note: See our separate guide to My Household for details of how to make changes.

Settings have been saved successfully.

It's time to review your tenancy details. Please review your details before continuing on with your session today.

My Household



< Back to SHG
Dashboard

My Household

Household details

Give notice

Please confirm your tenant details

Please take a moment to review and update your tenancy details before continuing.

Keeping your information up to date helps us communicate with you more effectively and ensures we can support you quickly when you need us.

Confirm

Account Overview



26

Then click on 'Confirm' or see the 'Guide to your household' if you need to make changes.

Settings have been saved successfully.



It's time to review your tenancy details. Please review your details before continuing on with your session today.

My Household



< Back to SHG
Dashboard

My Household

Household details

Give notice

Please confirm your tenant details

Please take a moment to review and update your tenancy details before continuing.

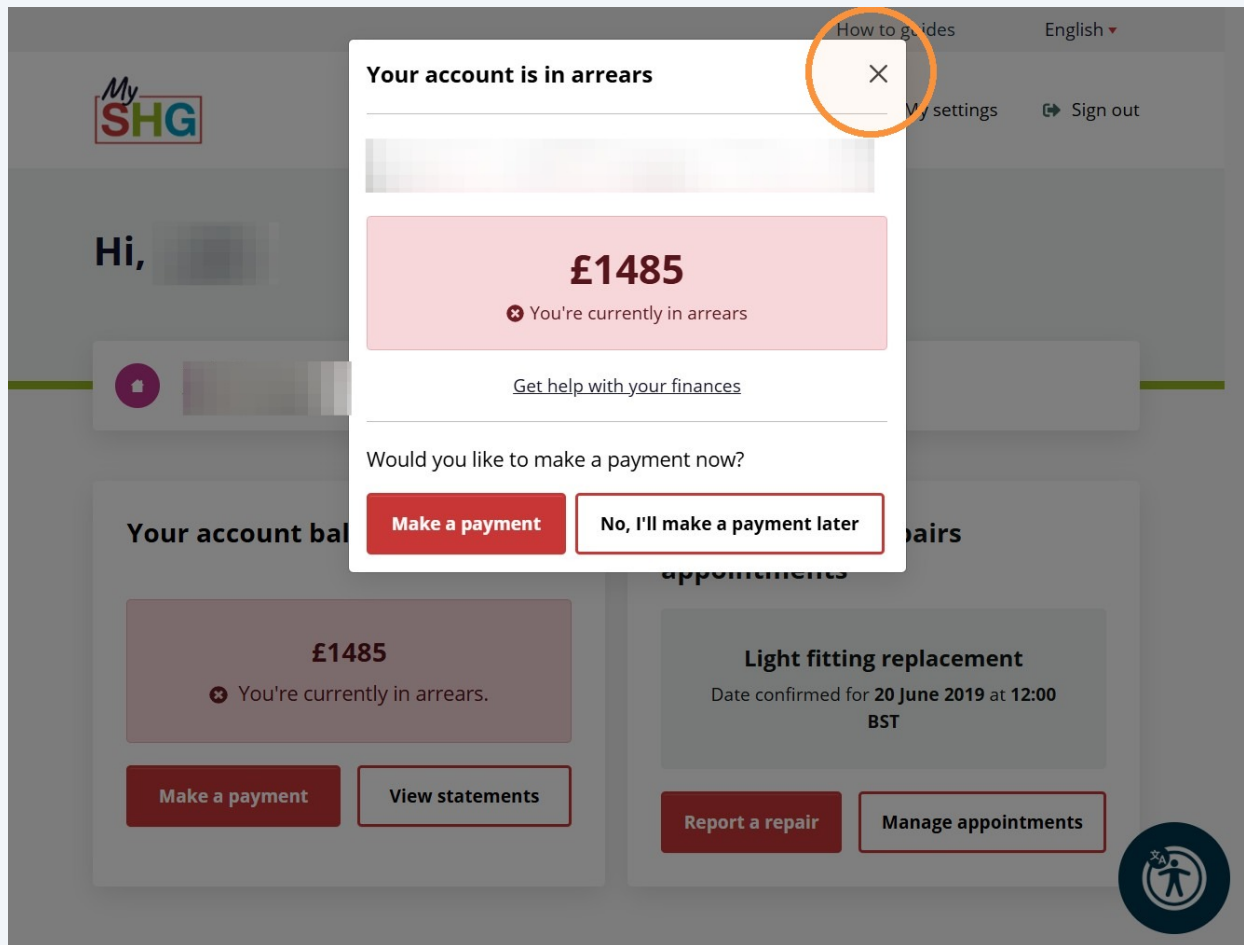
Keeping your information up to date helps us communicate with you more effectively and ensures we can support you quickly when you need us.

Confirm

Account Overview



27 You have now completed your registration on the MySHG portal.



If you have any issues registering on the MySHG portal, please email myshg@stockporthomes.org