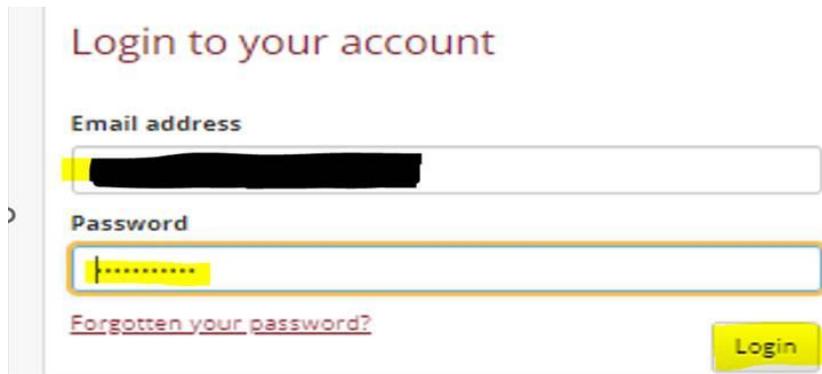
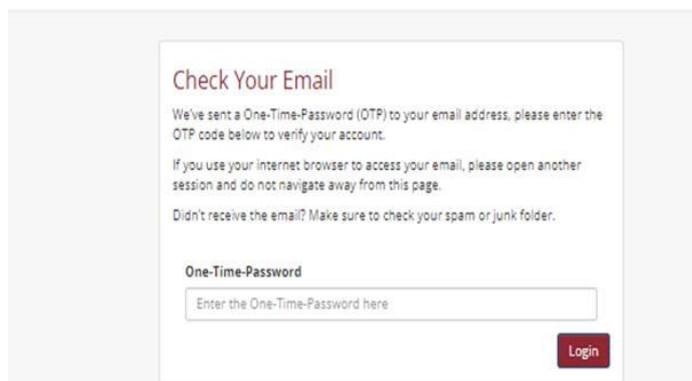


Log in Process following implementation of 2 Factor Authentication to Home-Link

1. Enter email address and password, then click Login (as normal)



2. The following message will appear:



3. **If using a mobile phone, it's important that you do not navigate away from the Home-Link website.** Either open a new tab to check for receipt of the email containing the PIN, or switch to your email App. You must keep Home-Link open in the background, otherwise you will be prompted to start the process again.
4. **The PIN is valid for 5 minutes** so there should be sufficient time to retrieve the email and enter it.
5. An example of the email you will receive is shown below:

On Friday, August 16, 2024, 12:50 pm, donotreply@locatamail.org.uk wrote:



Here is your One-Time-Password (OTP) to log into the site.

493243

If the One-Time-Password does not work or you did not attempt to log in to our bidding website, please contact the Local Authority or Housing Association you registered with. This One-Time-Password will expire in 5 minutes.

This is an automatically generated message; please do not reply to this mail.

6. Copy the PIN – return to Home-Link page and paste it into the One-Time-Password box (or enter it manually). Then select Login:

Check Your Email

We've sent a One-Time-Password (OTP) to your email address, please enter the OTP code below to verify your account.

If you use your internet browser to access your email, please open another session and do not navigate away from this page.

Didn't receive the email? Make sure to check your spam or junk folder.

One-Time-Password

Login

7. You should then be logged in.

What to do if you do not receive a PIN after following the above steps:

- If you don't receive a PIN within the next 2 minutes (it should in reality be received much quicker than this) Please check your spam/junk folder.
- If you have waited at least 2 minutes and checked your email inbox and spam folder – if no PIN has been received it could be that you have previously actively marked an email from Locata as spam. If you believe this to be the case, please contact your Local Authority to let them know. They will need your application reference number, email address and date/time that you tried to log in. This can then be investigated further.

Note: If you have requested a PIN, logged in and then logged back out again, there is a **3 minute** gap required before you can request a new PIN. This is a security feature, and a pop-up message will appear if you try to log back in again before 3 minutes has passed.