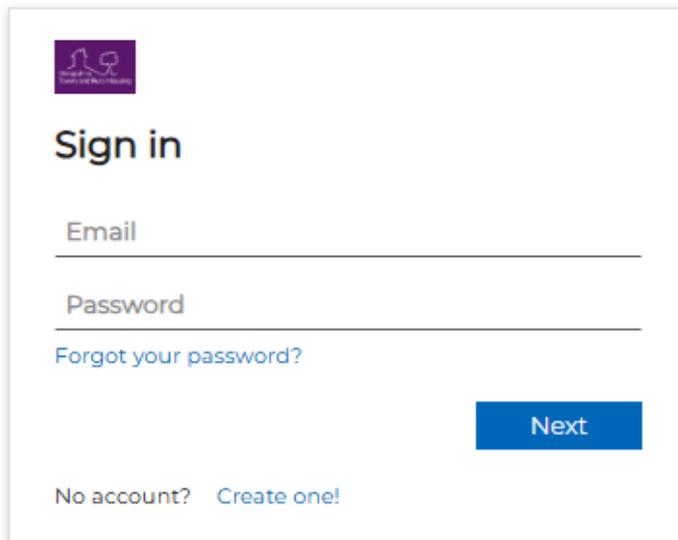


To sign up for the new STAR Self Service Portal, please follow the below steps.

Go to <https://selfservice.housing.starhousing.capitaone.cloud/>

You will see the screen below. Click where it says 'No account? Create one!'




Sign in

Email _____

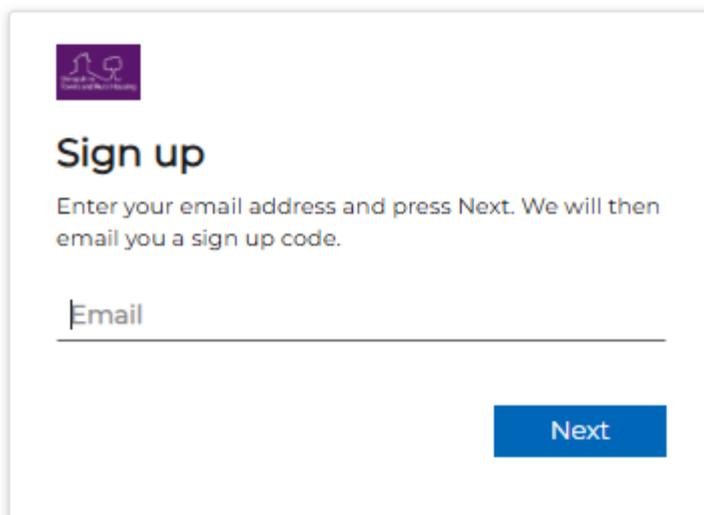
Password _____

[Forgot your password?](#)

[Next](#)

No account? [Create one!](#)

You will then be asked to provide an email address. Make sure this is the same email address we have against your tenancy on our system. If you are unsure give us a call on 0333 321 2200:



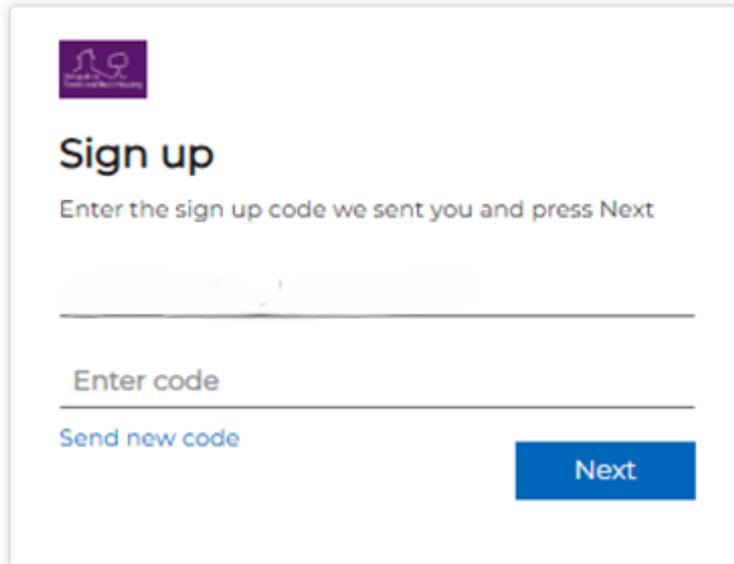

Sign up

Enter your email address and press Next. We will then email you a sign up code.

Email _____

[Next](#)

Next we will send you a code to the email address you just provided. Look for this code in your emails and enter it when prompted:





Sign up

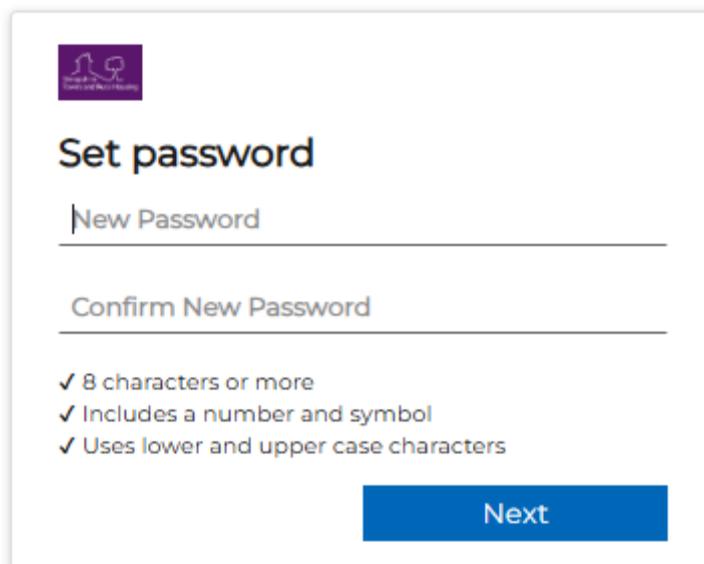
Enter the sign up code we sent you and press Next

Enter code

[Send new code](#)

[Next](#)

You will now be prompted to choose a password for your SSP account. This must be 8 characters or more, include a number and a symbol (such as ! or @) and use both lower and upper case letters:





Set password

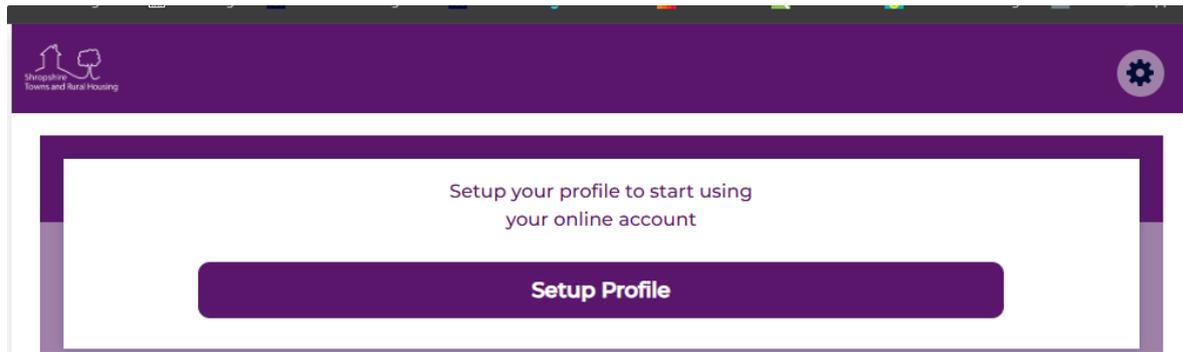
New Password

Confirm New Password

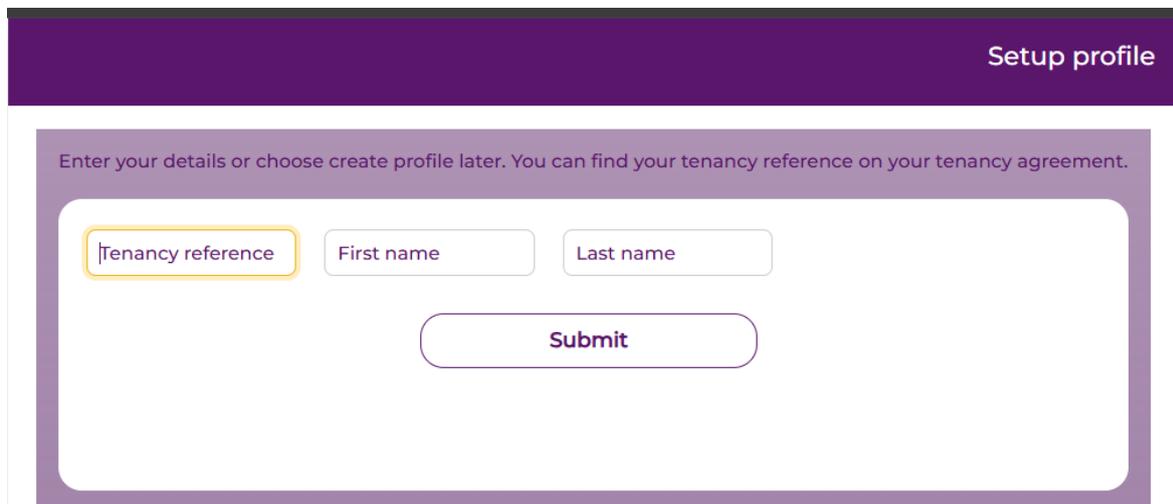
- ✓ 8 characters or more
- ✓ Includes a number and symbol
- ✓ Uses lower and upper case characters

[Next](#)

You now have an SSP account! Next you need to link it to your tenancy by setting up your profile:



To set up your profile, you will need to know your tenancy reference and enter your first and last names. If you do not know your tenancy reference, give us a call on 0333 321 2200:

A screenshot of a web interface titled 'Setup profile'. Below the title is a light purple box containing the text: 'Enter your details or choose create profile later. You can find your tenancy reference on your tenancy agreement.' Below this are three input fields: 'Tenancy reference' (highlighted with a yellow border), 'First name', and 'Last name'. At the bottom of the form is a purple 'Submit' button.

You will then be asked to enter your date of birth to complete the process. Please note, all of these details must match exactly to those that we have against your tenancy on our system:

The screenshot shows a web interface for setting up a profile. At the top right, it says "Setup profile". Below this, there is a header: "Enter your details or choose create profile later. You can find your tenancy reference on your tenancy agreement." There are three input fields: "5011611", "Test", and "User". Below these is a question: "What is your date of birth? For example 27 3 2001". There are three input fields for "Day", "Month", and "Year". A modal dialog box is overlaid on the form, featuring a yellow bell icon and the text: "Please enter your date of birth to continue profile setup". At the bottom of the modal is a purple button labeled "Close". At the very bottom of the page, there is a copyright notice: "© 2025 Copyright Capita plc. All Rights Reserved."

You now have a fully set up SSP account where you can view details about your tenancy, log repairs, get in touch with the STAR team, and manage your household. If you have any issues or queries, please call us on 0333 321 2200.

The screenshot shows a user dashboard. At the top left is the logo for "Shropshire Towns and Rural Housing". At the top right is a gear icon for settings. The main content area is divided into several sections:

- Updates:** A clock icon followed by the text "You have no updates".
- Account:** "2 Any Street, Any Town, AN1 2HE" and "Reference : 5011611".
- Balance:** "£0" and a link "[See transactions](#)".
- Payment info:** "£0 to pay each week".
- Quick actions:** A list icon followed by "[Download documents](#)" and a wrench icon followed by "[Book a repair](#)".