

How to register on Southside Customer Portal


This document explains how to register for the Southside Customer Portal.

1. Click on the link or copy/type it in to your web browsers

www.southside.rubixx.app/registration/customer.

You can access the portal on any device that has a web browser, such as a smart phone or tablet.

You will open onto our Registration page shown below. It opens on the place to register if you are already a tenant with Southside. You should click on “New Customer”.



Welcome to Southside Housing Association's Portal Self-Registration

Please fill in the information below to get started.

Existing Customer New Customer

Reference *

Forename *



Surname *

Email *

Mobile Number

Telephone Number

Date of Birth *

 Success!  [Privacy](#) • [Terms](#)

2. You should complete all sections which have a * beside it, See the picture below. And when you have completed this, click the green “Submit” button

Existing Customer **New Customer**

Title *
Mr

Forename *
Joe

Surname *
Bloggs



Email *
joebloggs@gmail.com

Mobile Number
07999636363

Telephone Number
Telephone Number

Gender *
Male

Date of Birth *
03/03/2003

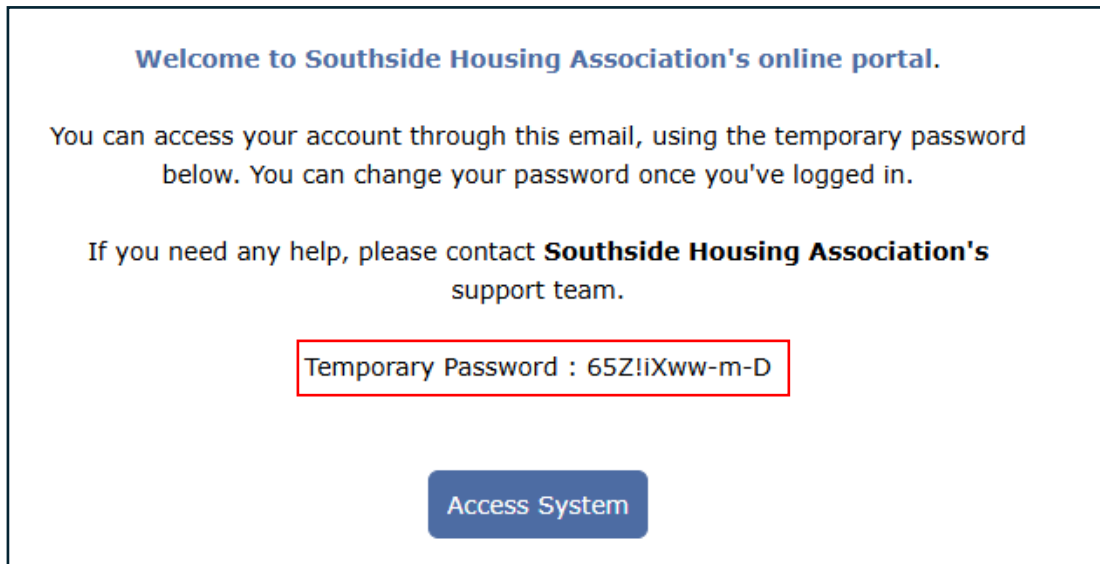
 Success!  [Privacy](#) • [Terms](#)

Submit

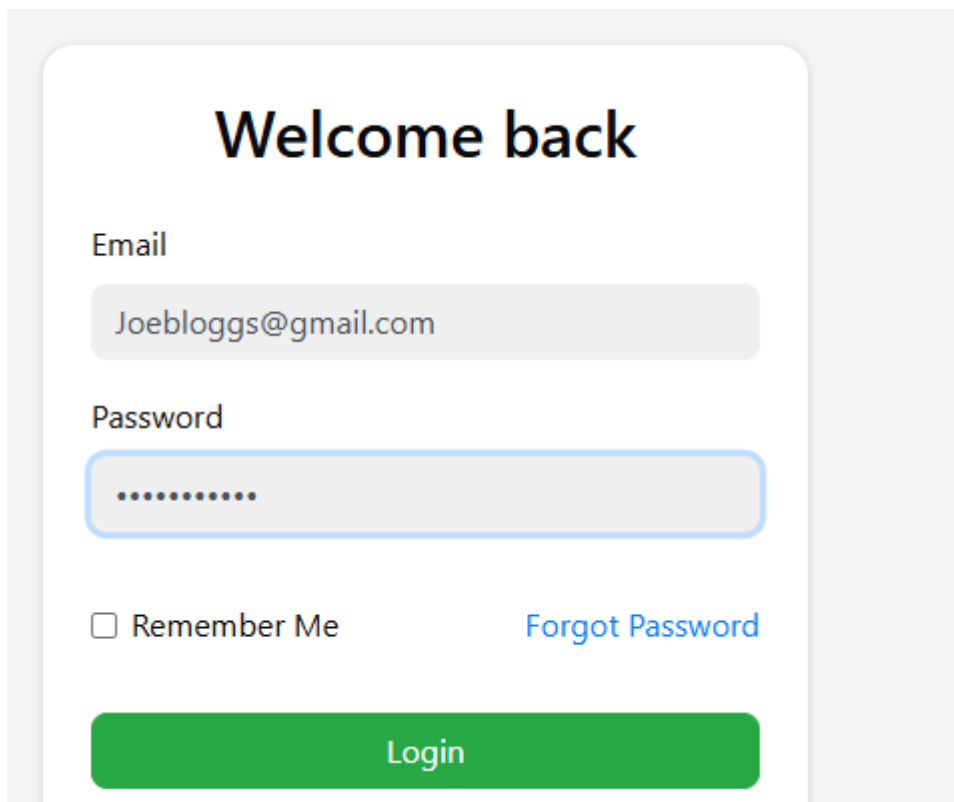
3. Once you “Submit”, an email is sent to you. It will look like this in your Inbox:



4. When you open it you will see a temporary password and a link to the login page.



5. Copy the temporary password or write it down. Now click the “Access System” button and you will see the login screen. Enter your email and the temporary password.



6. Click Login.

You will be asked to reset your own password.

By doing this, you will be taken back to the Login Screen. Now you can login in.

You will see the Customer Portal with your details.

The screenshot shows the user profile page for Mrs Liz Bowden. The page is divided into a left sidebar and a main content area. The sidebar contains the Southside Housing Association logo, the version number 'Version 2025.3 [TEST]', a 'Me' profile indicator, and navigation options for 'Applications' and 'Log Out'. The main content area features a user profile card with the name 'Mrs Liz Bowden', a placeholder profile picture, and contact information: Email (lizbowden1708@sky.com), NI Number, and Date of Birth (17/08/1965). Below the profile card is an 'Actions' section with a green 'Apply For Housing' button. The 'Account Settings' section includes buttons for 'Change Date of Birth', 'Update Email', 'Reset Password', and 'Update NI Number'. At the bottom, the 'Contact Details' section contains a table with two entries: a mobile number and a telephone number, each with an 'Action' dropdown menu.

SOUTHSIDE
housing association

Version 2025.3 [TEST]

Me

Mrs Liz Bowden

Email: lizbowden1708@sky.com
NI Number:
Date of Birth: 17/08/1965

Actions

Apply For Housing

Account Settings

Change Date of Birth Update Email

Reset Password Update NI Number

Contact Details + Add

Preference	Type	Detail	Action
↑	Mobile	+447943645555	Action
↑	Telephone	+441389499872	Action