



# Housing Online dashboard

## Help resource

The dashboard is the first screen you see after you log into your [Housing Online](#) account and displays all the available services on the portal.

The screenshot shows the Housing Online dashboard for user Raymond Kelly. The top navigation bar includes the Government of Western Australia logo, 'Accessibility', 'Housing Online', and 'Log Out'. Below this is a secondary navigation menu with links for Home, My accounts, My contact details, My login details, My messages, My repairs, My tenancies, and My housing application. The main content area features a 'Welcome Raymond' message and a reminder to update contact details. A grid of nine service tiles is displayed, each with an icon and a label: My accounts (bank icon), My contact details (phone icon), My login details (arrow icon), My messages (envelope icon), My repairs (wrench icon), My tenancies (house icon), My housing application (checkmark icon), My personal details (person icon), and Glossary (book icon). Below the grid is a section with three columns: 'QUICK LINKS' (Help with this page), 'FORMS', and 'CONTACT US' (Click here to find your closest office, Email us at housingonline@communities.wa.gov.au). The footer contains links for About Housing Online, Privacy, Terms and Conditions, Help, and Account security. A status bar at the bottom indicates 'Logged in as Mr Raymond Kelly'.

- **My accounts:** view all accounts and transactions for rent, water, repairs, tenant liability, bond assistance loans, former tenants accounts or other accounts related to your housing assistance.
- **Update my contact details:** keep your home number, mobile number, email address or contact address up to date.

(Tip – When you provide your email address and/or your mobile number, you will be automatically subscribed to receive electronic messages from the Department of Communities about your housing assistance.)

- **My messages:** view messages sent to you by Housing Online. Other correspondence from the Department of Communities (e.g. letters) is not displayed here.
- **My login:** update your Housing Online login details including email, password, secret question and memorable date. You'll need to use your updated login details next time you use Housing Online.
- **My repairs:** view the history of repairs reported for your public housing tenancies.
- **My tenancies:** view the history of your public housing tenancies.
- **My housing application:** view applications for social housing or public housing transfers.
- **My personal details:** view our records of your name, date of birth and identification document number. If this information is incorrect you will need to contact your closest Housing office.
- **My Glossary:** explanations of commonly used terms in our Housing Online services.