



# How to register for Housing Online

## Help resource

### Step 1: Create an account

You can set up an account to access online housing services by visiting [Housing Online](#) and selecting **Create an account** on the login page.

The screenshot shows the Housing Online login page. At the top, there is a navigation bar with the Government of Western Australia logo, the text 'Government of Western Australia Department of Communities', 'Accessibility', and 'Housing Online'. The main heading is 'Welcome to Housing Online', followed by a sub-heading 'A simple and secure way to access your Department of Communities housing services.' and the instruction 'Please login or create an account.' Below this is a login form with fields for 'User name/Email address' and 'Password', and buttons for 'Log In' and 'Create an account'. A 'Start here' callout bubble points to the 'Create an account' button. At the bottom, there is a 'QUICK LINKS' section with links for 'Help with this page', 'FORMS', and 'CONTACT US', along with contact information.

Enter your **email address** and **create a password**. Then click **Next**.

**Government of Western Australia**  
Department of Communities

Accessibility

Housing Online

## Step 1: Create an account

To create an account, you'll need one of the following in your name:

- current public housing tenancy (as the main or joint tenant)
- Government Regional Officers Housing tenancy (as the main or joint tenant)
- application for social housing
- Bond Assistance Loan (BAL)
- Private Rental Aboriginal Assistance (PRAAL)
- former public housing tenancy (the tenancy must be in your name).

It's a good idea to have a Department of Communities housing letter to refer to while you set up your account

Email Address (required) \*

Enter your email address

Enter Email

Use your email address to create an account and also to sign in again

Your password must have at least:

- 8 characters
- 1 capital letter
- 1 lower case letter
- 1 number

Create your password

Keep your account secure - do not share your password. \*

Enter your password

Show

Password Strength

Next Cancel

Click Next

**Tips:**

- Each Housing Online account must have a unique email address. You can't use the same email for two different people, so if you share an email address with someone, only one of you can use it to create a Housing Online account.
- Your password must have at least eight characters and include at least one capital letter, one lower case letter and one number.

## Step 2: You will receive an email with a link to Housing Online

The screenshot shows the Housing Online registration confirmation page. At the top, there is a blue header with the Government of Western Australia logo, the text 'Government of Western Australia Department of Communities', 'Accessibility', and 'Housing Online'. The main content area has a heading 'Step 2: Check your email to continue with your registration.' Below this, there are several informational boxes: 'We have sent an email to [Your Email Address] with a link to continue registration.', 'Check your email and activate the link before it expires in 1 hour.', 'If this email expires you need to start the registration process again.', 'If you do not receive the email within 5 minutes please check your spam folder before contacting us at housingonline@communities.wa.gov.au', and 'If this email address provided is incorrect, you need to start the registration again.' A 'QUICK LINKS' section includes 'Help with this page' and 'CONTACT US' with 'Click here to find your closest office.' and 'Or email us at housingonline@communities.wa.gov.au'. At the bottom, there are links for 'About Housing Online', 'Privacy', 'Terms and Conditions', 'Help', and 'Account security'.

The link remains valid for one hour. If you can't access your email or complete the registration process within this period, you'll need to restart the registration process.

Check your Inbox and open the email sent by Communities. Click the **activation link button** or copy and paste the link into your web browser.

The screenshot shows an email confirmation message titled 'Confirm registration for Housing Online' from 'noreply@communities.wa.gov.au' to 'Your Email Address' at 12:30 PM. It includes a link to view the message in a web browser. The email content features the Government of Western Australia logo and the text 'Government of Western Australia Department of Communities'. The main heading is 'Step 2: Click the link below to complete registration'. Below this, it says 'Press this link to provide your details. This link is active for 1 hour from the time it was sent.' There are two buttons: 'Verify me' and 'Click here'. A note states 'If the button doesn't work, please copy and paste this into your browser:' followed by a long URL: 'http://dev-pt-ux01:8887/pls/houconf1\_selfserv/f?p=13000:205:0::INITIALISE:NO:RP:CONF ID:8751728064456497656846879481129604124959'. It also says 'If this link has expired, you need to sign up again at Housing Online.' and 'If you did not make this request please email housingonline@communities.wa.gov.au or contact your closest housing office'. Finally, it says 'Please do not reply to this e-mail. Please contact your closest Housing office, if you have any queries.'

### Step 3: Provide your details to complete registration

Select one of the reference number options from the drop-down menu. You can use:

- our reference number
- your tenancy reference number
- your bond assistance number
- our payment reference number
- your application reference number for social housing.

**Tip:** You can find these numbers in previous letters or account statements you received from Communities about housing assistance.

Enter your unique reference number.

Enter your first name, last name and date of birth in the personal details section.

#### **Secret question and memorable date:**

- Secret question and memorable date answers help keep your account secure.
- Select your **secret question** from the options on the drop down list and enter your answer. Choose something memorable that only you can answer.
- Create your **memorable date**. It should be something that is easy for you to remember but hard for others to guess.

Read the **Terms and Conditions**. If you agree to the terms, **tick the box** "I accept the Housing Online Terms and Conditions" and click the **Finish** button.

You have created a Housing Online account. Select **Continue** to login and use your email address and password to sign in.



## Step 3: Provide your details

**Example**

You can find these on a previous letter or statement from Communities about your housing.

Options for your reference number:

Person Reference Number; Application Reference Number; Tenancy Reference Number; Payment Reference Number

Select one of the following \*

Select one of the following from the list ▼

Select Reference

Reference Number \*

13457789

If you need help retrieving these details, please email us at [housingonline@communities.wa.gov.au](mailto:housingonline@communities.wa.gov.au)

### Personal details

First Name \*

John

Last Name \*

Smith

Date of Birth \*

09

DD

09

MM

1979

YYYY

### Create your secret question

Your secret question and answer help keep your account secure. Pick something that is easy for you to remember but hard for others to guess.

Select your secret question \*

Please Select ▼

Select Question

Secret answer \*

Perth

### Create your memorable date

Your memorable date helps keep your account secure. Choose a date that is easy for you to remember but hard for others to guess.

Memorable date \*

31/07/2018



Click the link below and tick the check box to acknowledge you have read and accept the terms and conditions for Housing Online.

I accept Housing Online's Terms and Conditions \*

Tick Box

If you need to answer your secret question and your memorable question in the future, the answers must be an exact match to those you give here.

If you are prompted to enter the answer to your secret question or memorable date, the details must be an exact match to what has been provided here.

Finish Cancel

Click Finish

## Frequently asked questions

### Who can create a Housing Online account?

- Main or joint tenants who currently live in public housing and have signed the tenancy agreement for the property.
- The main applicant on a social housing application after they have been added to the waitlist.
- Bond Assistance Loan clients who are currently paying back an approved private rental bond loan.
- Private Rental Aboriginal Assistance clients who are currently paying back an approved loan.
- A former public housing tenant, who was either the main or joint tenant for the tenancy.

### Where can I find a reference number to create my Housing Online account?

Here's an explanation of the different reference numbers you can use to create your Housing Online account, and where to find them:

- **Our Reference number:** a unique number that the Department of Communities creates when you seek Housing assistance from us. You can find the Our Reference number on letters from Communities (or the Housing Authority) about your housing.
- **Tenancy Reference number:** a unique number created by the Department of Communities when we lease a public housing property. It applies to current and former public housing tenants. You can find your Tenancy Reference number on letters from us (or the Housing Authority) about your public housing tenancy.
- **Payment Reference Number:** unique numbers that the Department of Communities creates for rent, water and repairs payments. You can find your payment reference numbers on the rent statements we send you.
- **BAL Reference number:** a unique number that is created if you have been approved for a private rental Bond Assistance Loan (BAL). You can find this number on letters that Communities housing has sent to you.
- **Application Reference number:** a unique number that is created after you apply for social housing and receive confirmation that you are on the waitlist. You can find this number on letters that we send you about your application for social housing.

### My personal details do not match. What do I do?

Check that you have entered your personal details correctly and use the personal details you used when you requested housing assistance.

If you haven't made a mistake, this means that the information you've provided doesn't match our records.

You will need to contact [your local Housing office](#) to update personal details such as your full name or date of birth if they are out of date or incorrect.