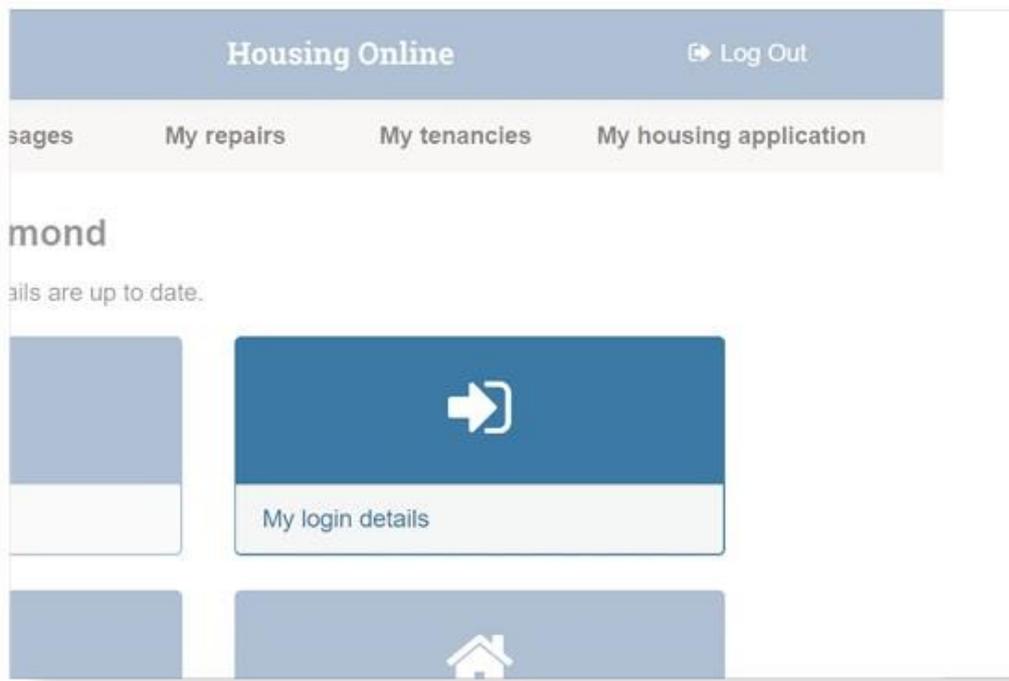




My login details on Housing Online

Help resource

To change your Housing Online login details including email, password, secret question and memorable date click **My login details** from the dashboard.



If you change your email address on Housing Online, this information will be updated in our system records.

Remember to use this updated email address next time you login to Housing Online. If you change your password, you need to enter your current password and your new password twice for validation.

Government of Western Australia
Department of Communities

Accessibility Housing Online Log Out

Home My accounts My contact details My login details My messages My repairs My tenancies My housing application

My login details

You can change any of your Housing Online login details here.

Housing Online login details
John Smith

Email
johnsmith@email.com

This email address will be updated in our housing records system.

To change your password please complete the fields below and click the update button at the bottom of the screen.

Your password must have at least:

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

Current password

New password
***** Show

Password Strength

Confirm your password

You can also change your secret question and your memorable date. Choose from the list of options for your secret question.

You can change your security question and memorable date here.

Select your secret question from the drop down list.

Where were you born?

Secret answer
Perth

Memorable date
01/01/20

If you update your login details on this screen, you will need to use the new details next time you use Housing Online.

Electronic communications
You are now automatically subscribed to receive electronic messages from the Housing Authority (operating within the Department of Communities) about your housing assistance requests.

How to change your preference
You can unsubscribe from this service at any time. You can change your electronic messaging preference by contacting your closest Housing office or by contacting us at housingonline@communities.wa.gov.au.

What to do if you get an incorrect message
If you get a message that isn't for you, notify us straight away by contacting us at housingonline@communities.wa.gov.au.

Frequently asked questions

I only want to change my login email address, what do I do?

You can change your email address by using My login details of My contact details page. Once you click Update, your email address will be updated in our records, and you need to use the updated email address next time you use our online services.

I only want to change my password. What do I do?

If you only want to change your password, enter your current and new password in the relevant fields and click Update.

I have forgotten my login details. What do I do?

If you can't remember your email address, contact support at housingonline@communities.wa.gov.au.

If you've forgotten your password, click the forgot password link on the login page.

You'll be prompted to enter your email address and answer the secret question you have previously chosen.

Once this has been answered correctly, you'll receive an email with a link and instructions to reset your password.

I cannot remember the answer to my secret question. What do I do?

You have three attempts to answer your secret question. If you can't remember after three attempts, please contact support at housingonline@communities.wa.gov.au.

You will be contacted by a Housing officer who will need to confirm some details before they reset your account.

I did not receive an email to recover my password. What do I do?

Try to refresh your email inbox or check your spam/junk folder and check that there are no internet connection issues or network delays in your area.

If you have checked for these issues and haven't received the email within 10 minutes, please contact support at housingonline@communities.wa.gov.au.

I cannot access Housing Online because my email address or password is not valid. What do I do?

Check that you have entered the email and password correctly and try to enter your details again. If this doesn't work contact support at housingonline@communities.wa.gov.au.

I was able to login previously but now it does not allow me to log back in. What do I do?

Something may have changed on your account since the last time you logged in or your email and password are entered incorrectly. Try to enter your details again. If this does not work, contact support at housingonline@communities.wa.gov.au.

How do I know if I have logged out of Housing Online?

After you click the Logout button, a new screen will display confirming that you logged out successfully.

What if I forget to logout?

We strongly recommend that you log out after you use Housing Online services. If you forget, the system will automatically log you out after 10 minutes.