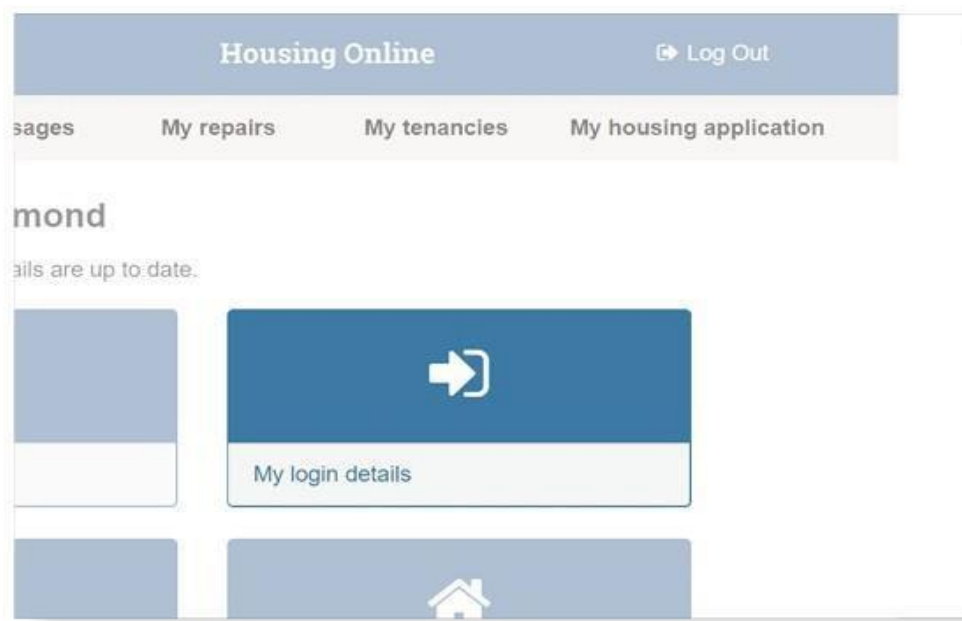




How to update your Housing Online login details

Help resource

To update your Housing Online login details or set up multi-factor authentication (MFA) on your account, click **My login details** on the dashboard.



My Login

Within **My Login**, you can change your contact email address, password and login details.

If you change your email address, remember to use this updated email address next time you log in to Housing Online.

If you change your password, you will need to enter your current password and your new password twice for validation.

Note: Any information that is updated on this page will update in our system records.

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.

You can also enable **multi-factor authentication** by clicking 'Yes' to Enable Multifactor Authentication and following the eight steps.

You can complete this step on a singular device by copying the secret key and entering the key into an authenticator app.

While enabling MFA on your Housing Online account is optional, we strongly encourage you to do so because it makes your personal data more secure.

Note: You will need to access your authenticator app each time you log in.

Multi-Factor Authentication

Multifactor Authentication is an extra level of security you can apply to your Housing Online account. This is optional, but will provide your account with an extra layer of security, further protecting your person information

To set up Multifactor Authentication, follow the steps below:

Step 1: Set the indicator below to enabled

Multifactor Authentication Enabled

☒ Yes

☐ No

Step 3: Press the Generate QR Code button below

Step 4: Scan the code with the Google Authentication App

Step 5: Enter the code into the Security Token field below

Secret Key

GU3DQMZVGM4DQQRXGEZDEQJUIUYUEMZZIFCECNCCGM2DSMSBIJCTQQRZGFCDOMBTINATKNBZIU3UIRK

Enter the Security Token here

Step 6: Press the Validate button below. This will match your Housing Online account to the Google Authenticator

Step 7: Press Update to complete the set up. You will need to use the Google Authenticator app each time you log in to Housing Online

QR Code



Generate QR

Validate

Update

Cancel

Frequently asked questions

How do I change my email address?

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

I don't want to enable MFA, is my information still safe?

Yes. Enabling MFA is optional. However, it is the most effective way to keep your information safe and secure. It provides an extra layer of protection by requiring you to add a 6-digit code as well as your password each time you log in.

Can I disable MFA?

You can disable MFA, although we don't recommend that you do as it helps keep your information safe and secure. Please contact housingonline@communities.wa.gov.au to discuss disabling MFA.

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 will be asked to enter your email address and answer the secret question you have chosen previously.

Once this has been answered correctly, you will 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 cannot remember your password after three attempts, please contact support at housingonline@communities.wa.gov.au.

You will be contacted by a Housing Officer who will confirm some of your 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 and check your spam/junk folder.

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 you have entered your email and password correctly and re-enter your details. If this doesn't work, contact support at housingonline@communities.wa.gov.au.

I was able to login previously, but cannot do so now. What do I do?

Something may have changed with your account since the last time you logged in or your email and password have been entered incorrectly. Re-enter your details. 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 log out of Housing Online?

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