



How to create a Housing Online Account

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.

You can use a mobile phone, computer or tablet to view and use the site.

The screenshot shows the Housing Online login 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', and links for 'Accessibility' and 'Housing Online'. The main content area is titled 'Welcome to Housing Online' with a subtitle 'A simple and secure way to access Housing information and services.' Below this, it says 'Please login or create an account.' The login form is titled 'Login to your account' and includes fields for 'Email address' (with a 'Forgot email address?' link) and 'Password' (with a 'Show' checkbox and a 'Forgot password?' link). There are two buttons: 'Log In' and 'Create an account'. The 'Create an account' button is highlighted with a red box, and a red circle with the text 'Start here' has a line pointing to it. At the bottom, there are three columns: 'QUICK LINKS' with a link 'Help with this page', 'FORMS', and 'CONTACT US' with links 'Find your closest Housing office.' and 'Or email us at housingonline@communities.wa.gov.au'.

Before you start, you must:

- Have a valid email address.
- Be known to the Housing Authority by being a Public Housing Tenant/Applicant, Bond Applicant, or have received assistance previously.
- Have your individual reference number handy.

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

Password Strength

Show

Create Password

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 'Step 2: Check your email to continue with your registration.' page on the Housing Online website. The header includes the Government of Western Australia logo, 'Department of Communities', 'Accessibility', and 'Housing Online'. The main content area contains several informational boxes: a confirmation message stating an email was sent to 'Your Email Address' with a link to continue registration; a warning that the link expires in 1 hour; a note that if the email expires, the registration process must be restarted; a reminder to check the spam folder if the email is not received within 5 minutes; and a note that if the email address is incorrect, the registration must be restarted. Below this is a 'QUICK LINKS' section with 'Help with this page', a 'CONTACT US' section with 'Click here to find your closest office' and 'Or email us at housingonline@communities.wa.gov.au', and a footer with 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 the Department of Communities (Communities). Click the **'Verify Me' button** or copy and paste the link into your web browser.

The screenshot shows an email titled 'Confirm registration for Housing Online' from 'noreply@communities.wa.gov.au' to 'Your Email Address' at 12:30 PM. The email body features the Government of Western Australia logo and the text: 'Step 2: Click the link below to complete registration'. It instructs the user to press a link that is active for 1 hour. A 'Verify me' button is shown with a 'Click here' callout. Below the button, it provides the URL: http://dev-ptb-ux01:8887/pls/houconf1_selfserv/f?p=13000:205:0::INITIALISE:NO:RP:CONF_ID:8751728064456497656846879481129604124959. It also states that if the link has expired, the user needs to sign up again, and if they did not make the request, they should email housingonline@communities.wa.gov.au or contact their closest housing office. The email concludes with a request not to reply and to contact their closest housing office for any queries.

Step 3: Provide your details to complete registration

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

- 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 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.

Setting up multi-factor authentication:

Setting up multi-factor authentication (MFA) on your account makes your personal data more secure. While enabling MFA on your Housing Online account is optional, we strongly encourage you to do so.

MFA is one of the most effective ways to keep your information safe. MFA provides an extra layer of protection to your Housing Online account.

After you enable MFA, you will need to enter a 6-digit code alongside your password whenever you log in. This ensures that no one can access your information but you. You can use MFA on one device (for example, your laptop or mobile phone). You do not need more than one device.

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.
- Former public housing tenants who were 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 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 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 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 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.