



How to enable Multi-Factor Authentication on your Housing Online Account

Help Resource

You can enable multi-factor authentication (MFA) by visiting [Housing Online](#) and logging into your Housing Online account.

To log in, you must enter your **password** and **username**. Then click '**Log In**'.

Welcome to Housing Online

A simple and secure way to access Housing information and services.

Please login or create an account.

Login to your account

Email address

Forgot email address?

Password

 Show

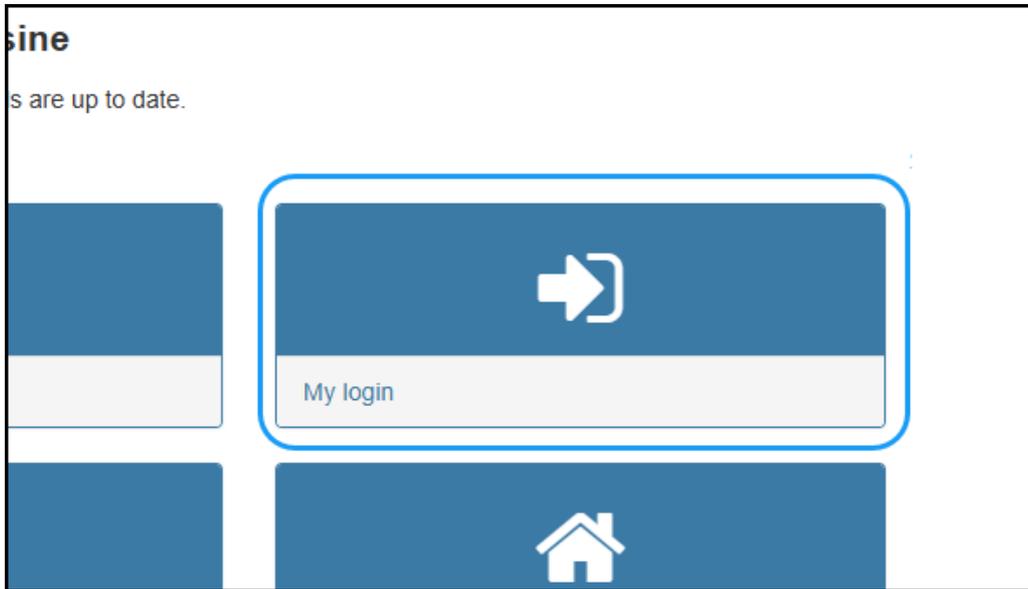
Forgot password?

[Log In](#)

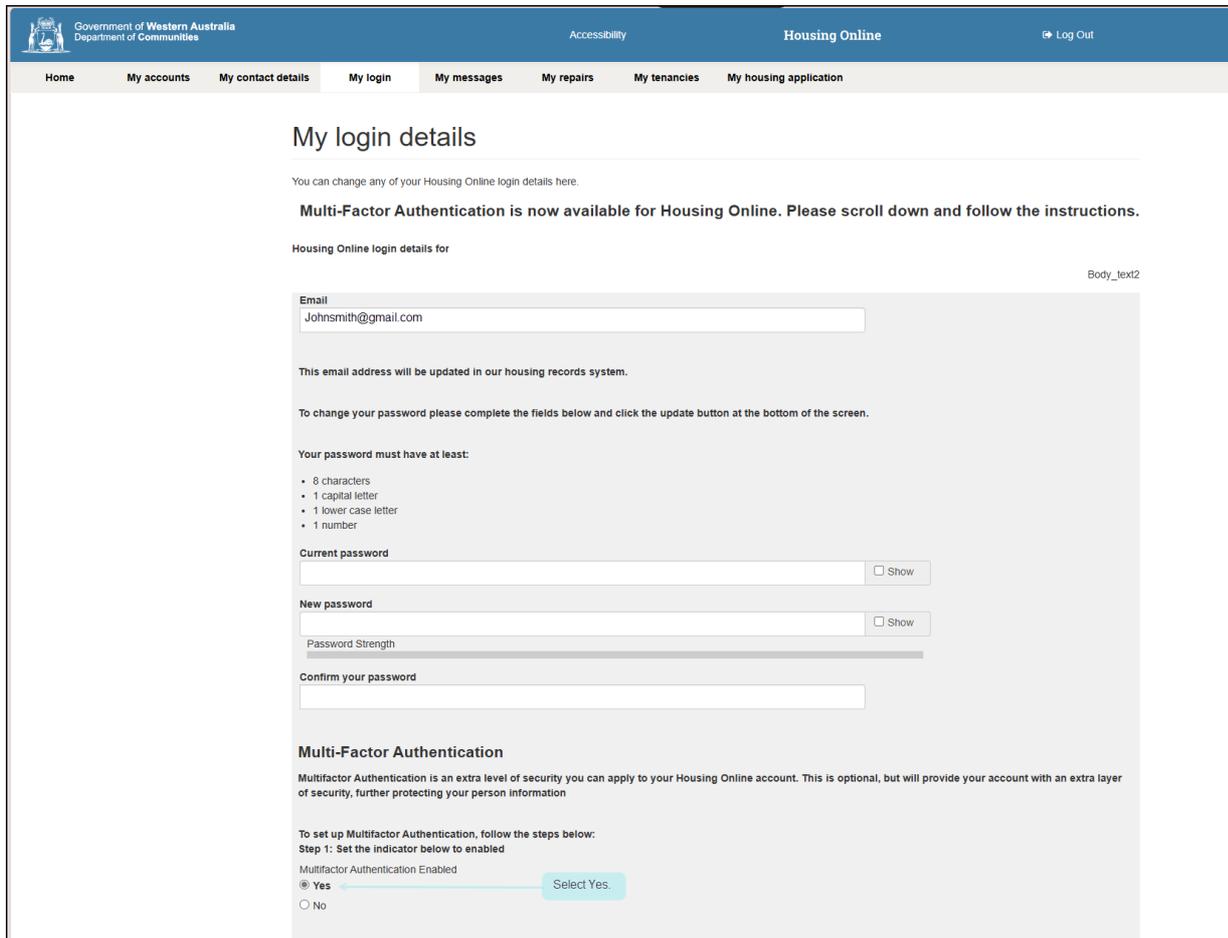
[Create an account](#)

How 2 Enable Multi-Factor Authentication

From the main page, click on **'My login'**. You can enable MFA by completing Steps 1 – 7.



Step 1 – Enable MFA by selecting 'Yes'.



Step 2 – Download an authenticator app on your device.

Step 3 – Click **Generate QR**.



Step 4 – Scan the QR code with your authenticator app.



Step 5 – Enter the code generated via your app into Housing Online. The code is valid for a short period of time. If you do not enter it within that time, you will need to wait for a new code to automatically generate.

Tip: If you are enabling MFA on a single device and cannot scan the QR code, copy the **Secret Key** and paste it into your authenticator app.

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

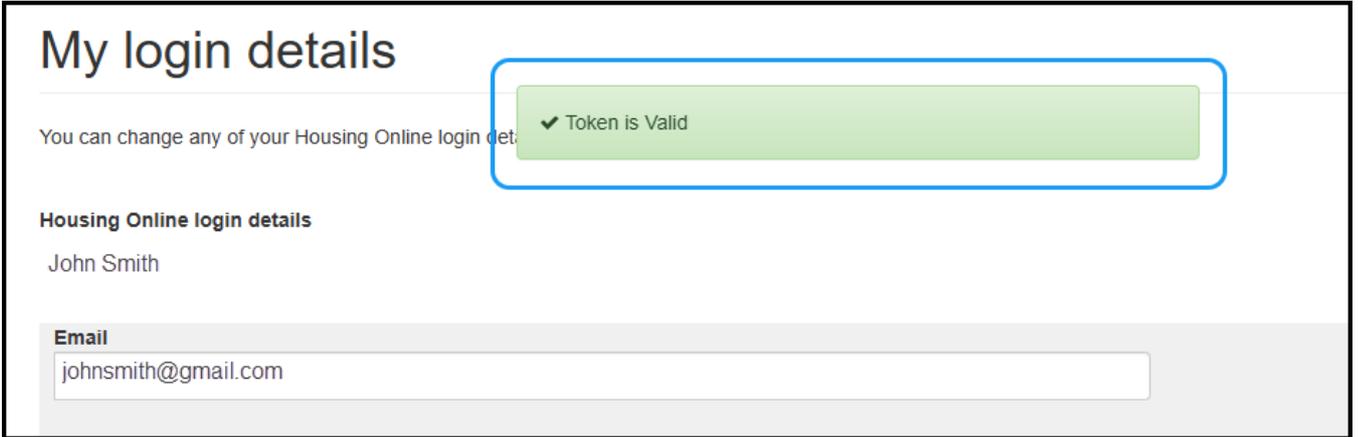
Secret Key
GU3DQMZVGM4DQQRXGEZDEQJUIUYUEMZZIFCECNCCGM2DSMSBIJCTQQRZGFCDOMBTINATKNBZIU3UIRK

Enter the Security Token here
12346

Step 6 – Click Validate.



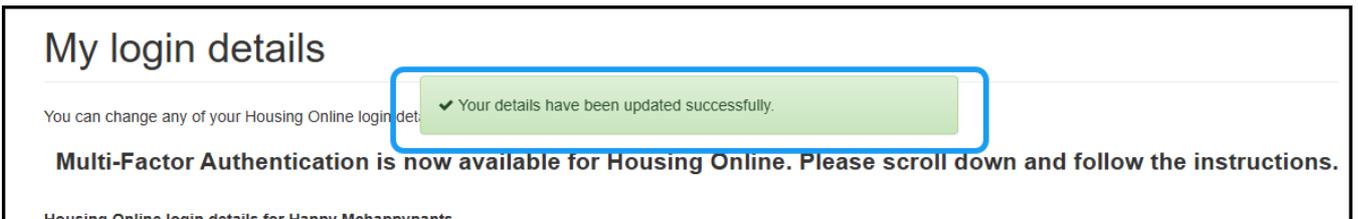
The screen will refresh and advise if the token is valid



Step 7 – Return to the bottom of the page and click Update.



The screen will refresh to advise that your details have been updated.



Note: You must complete each step and update your record. If you do not update your record, the MFA will not save, and you will need to repeat the process.

After you enable MFA, you will need to enter a 6-digit code alongside your password whenever you log in to Housing Online. This will provide an extra layer of security for your personal information.